



# **AS IT MONTHLY REPORTS**

**For February 2019**

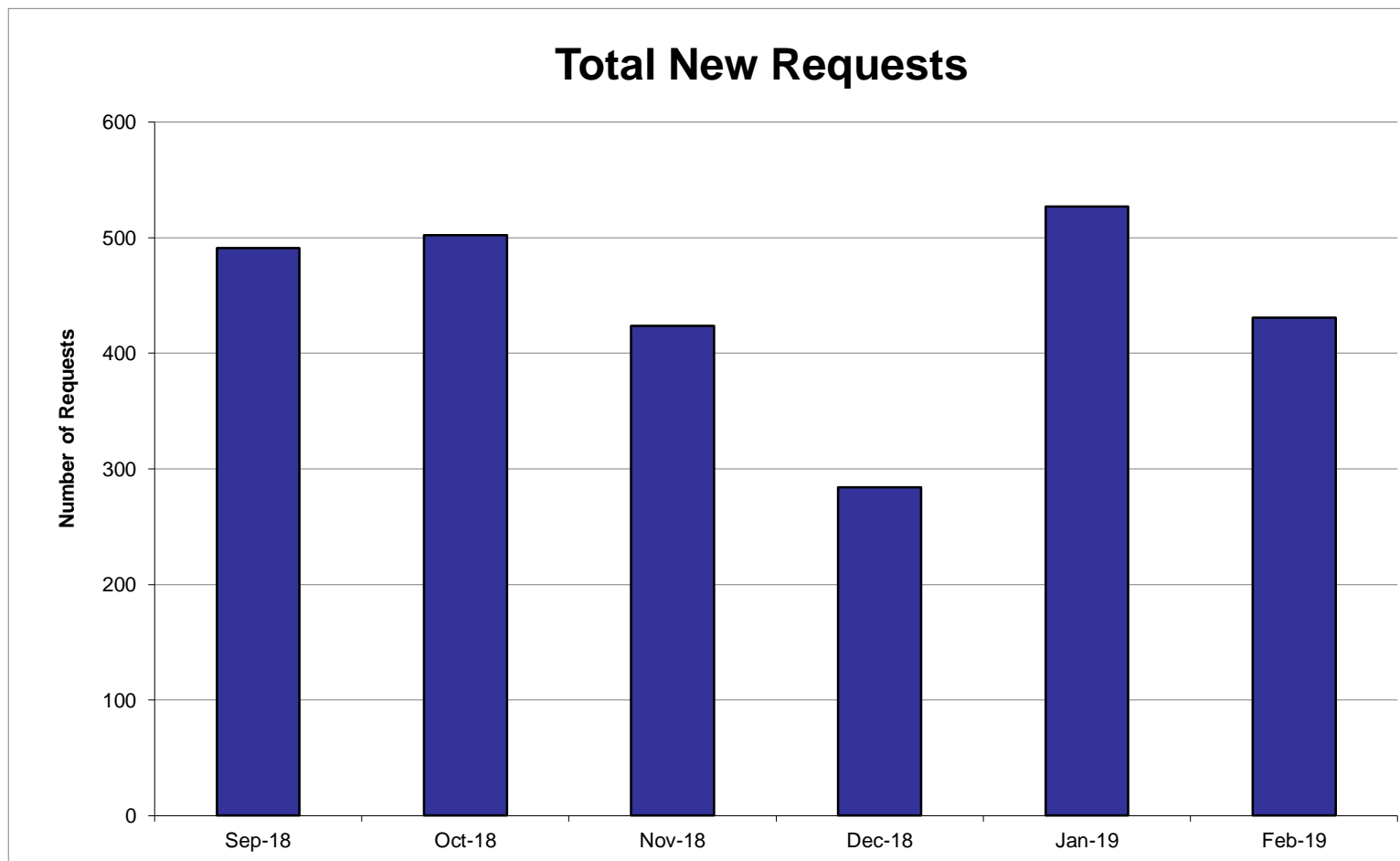


# Agenda

- Service Desk Reports
- Aging Report
- Website Reports
- Email Campaign Reports
- Customer Satisfaction Report



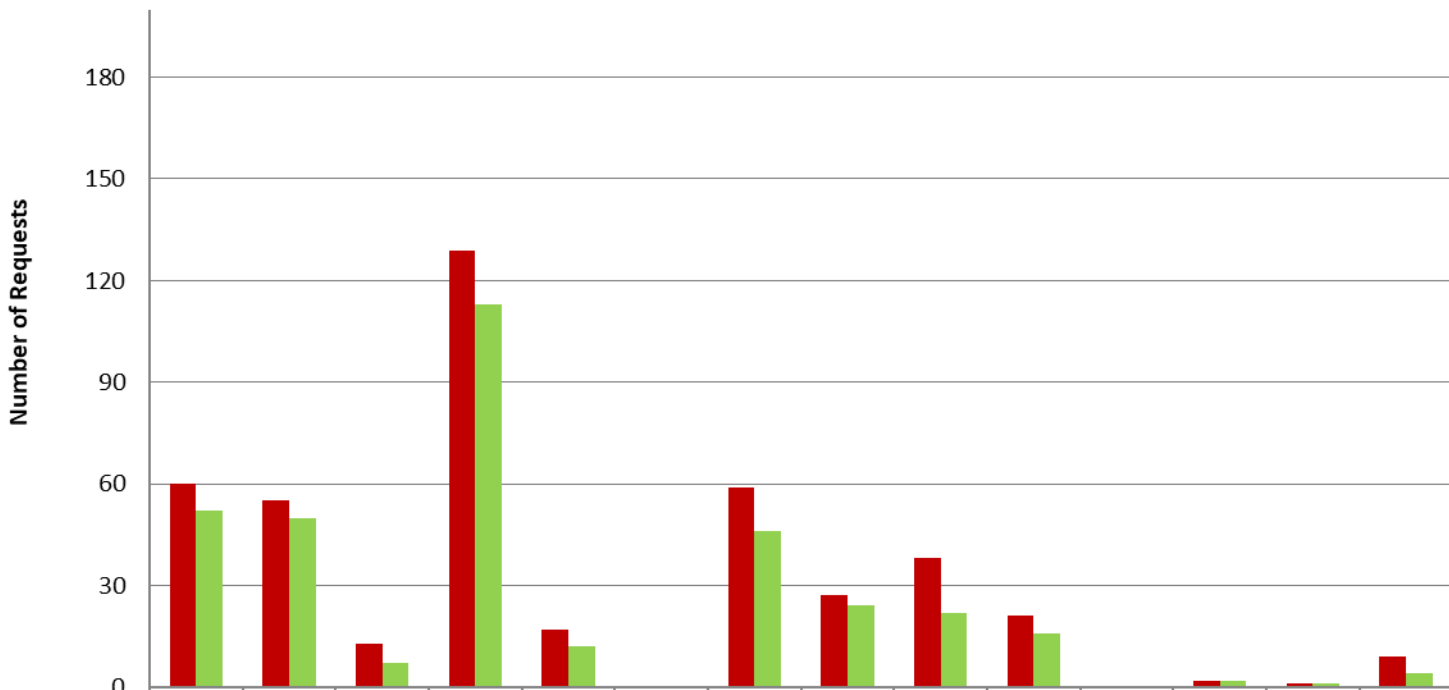
## Service Desk Reports February 2019





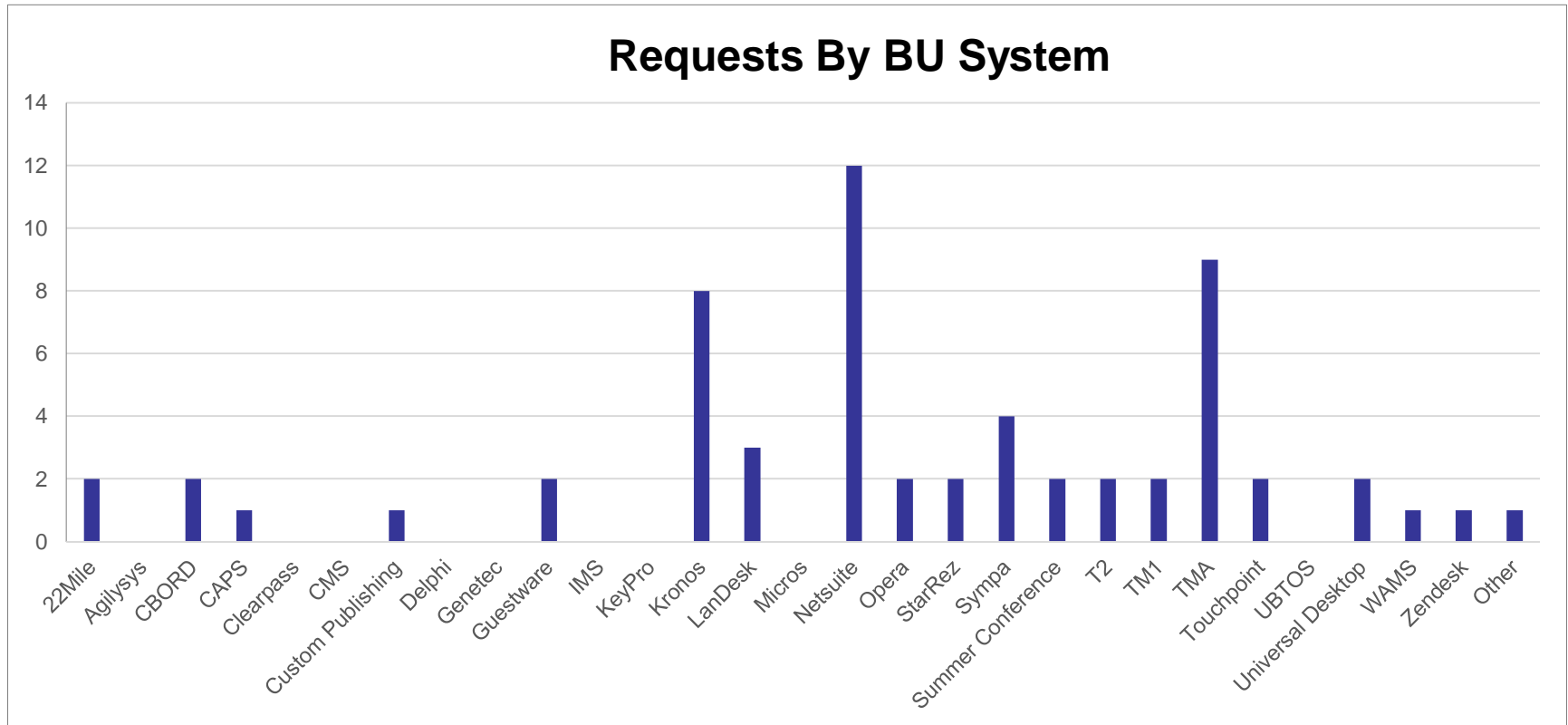
## Service Desk Reports February 2019

Total New Vs Closed Requests



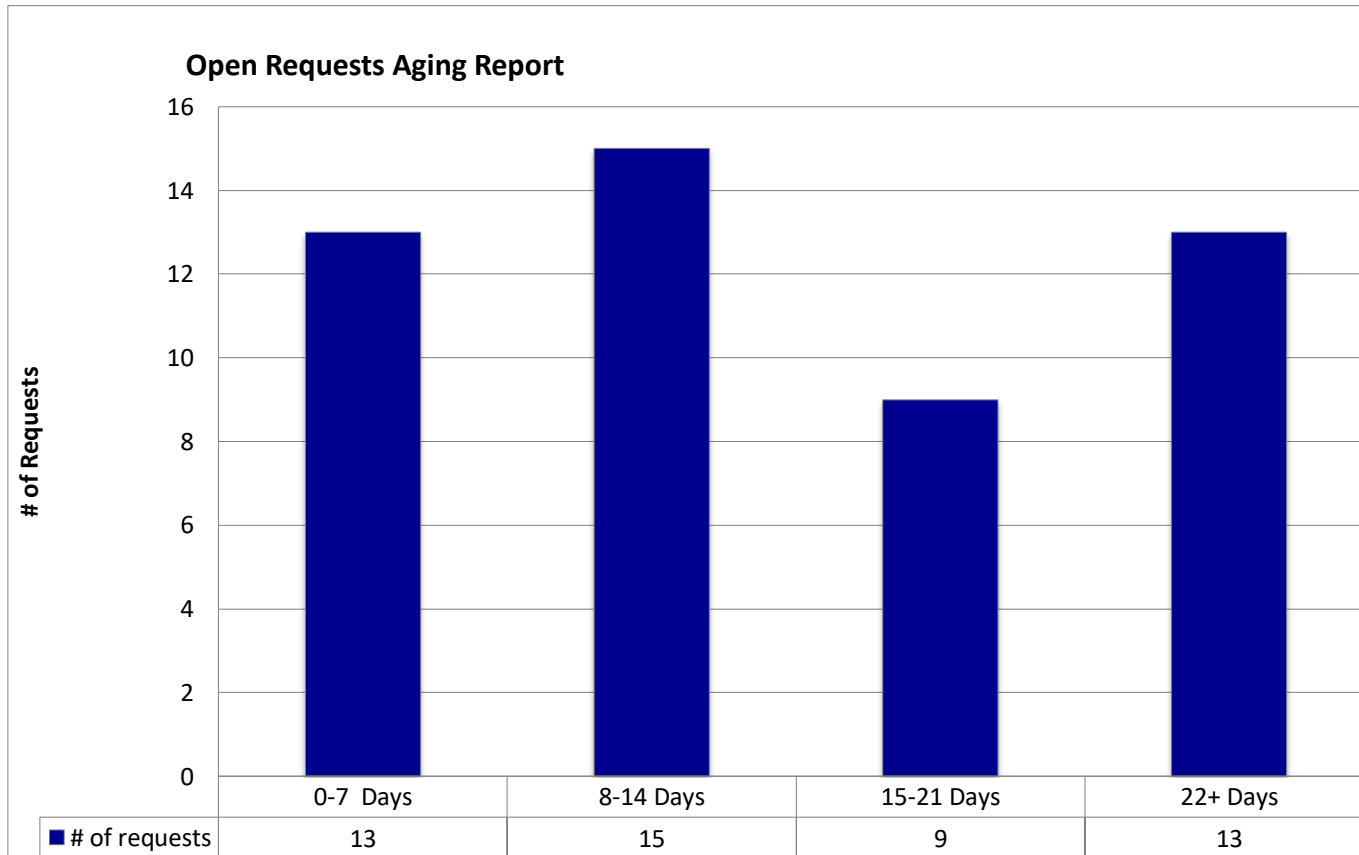


## Service Desk Reports February 2019



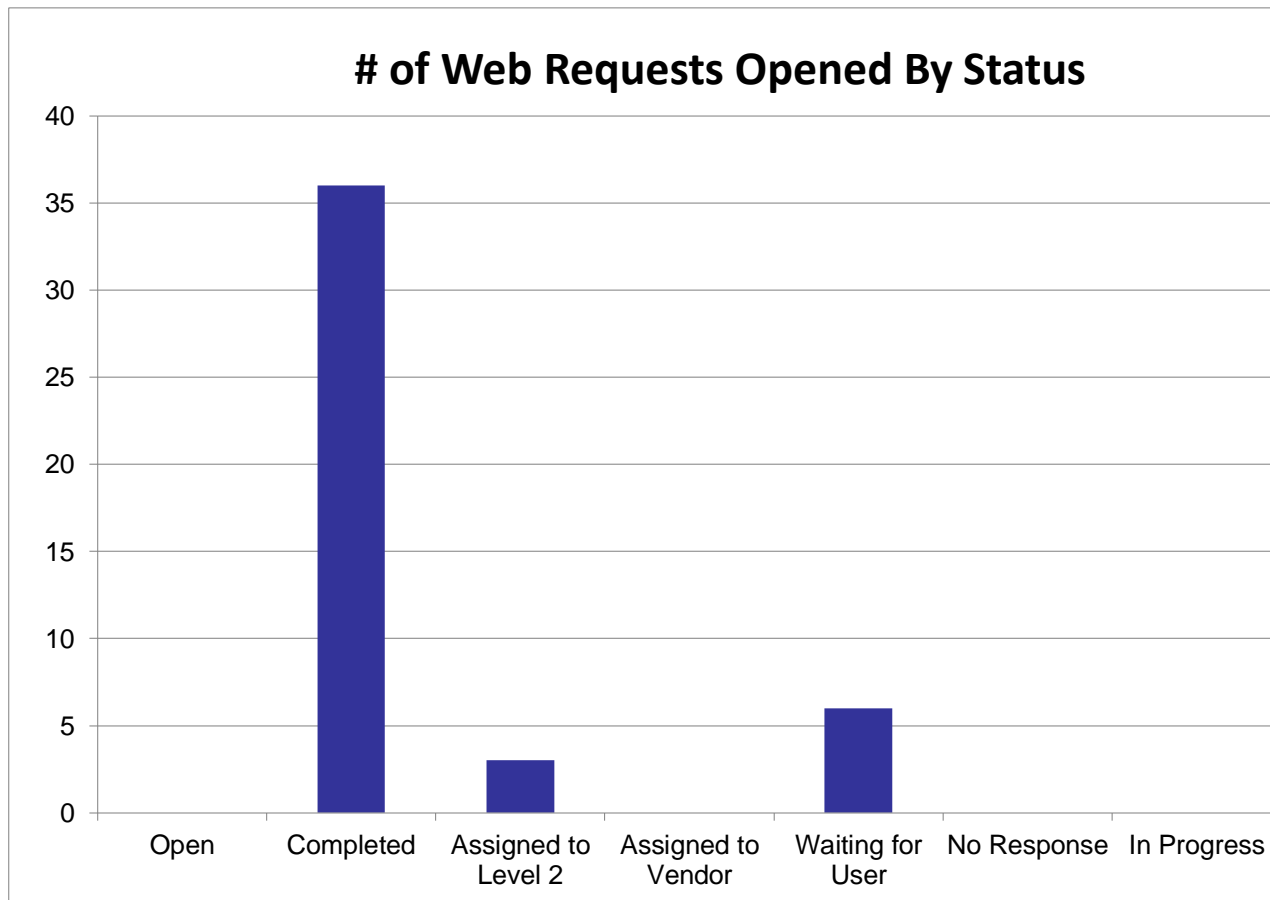


## Service Desk Reports February 2019



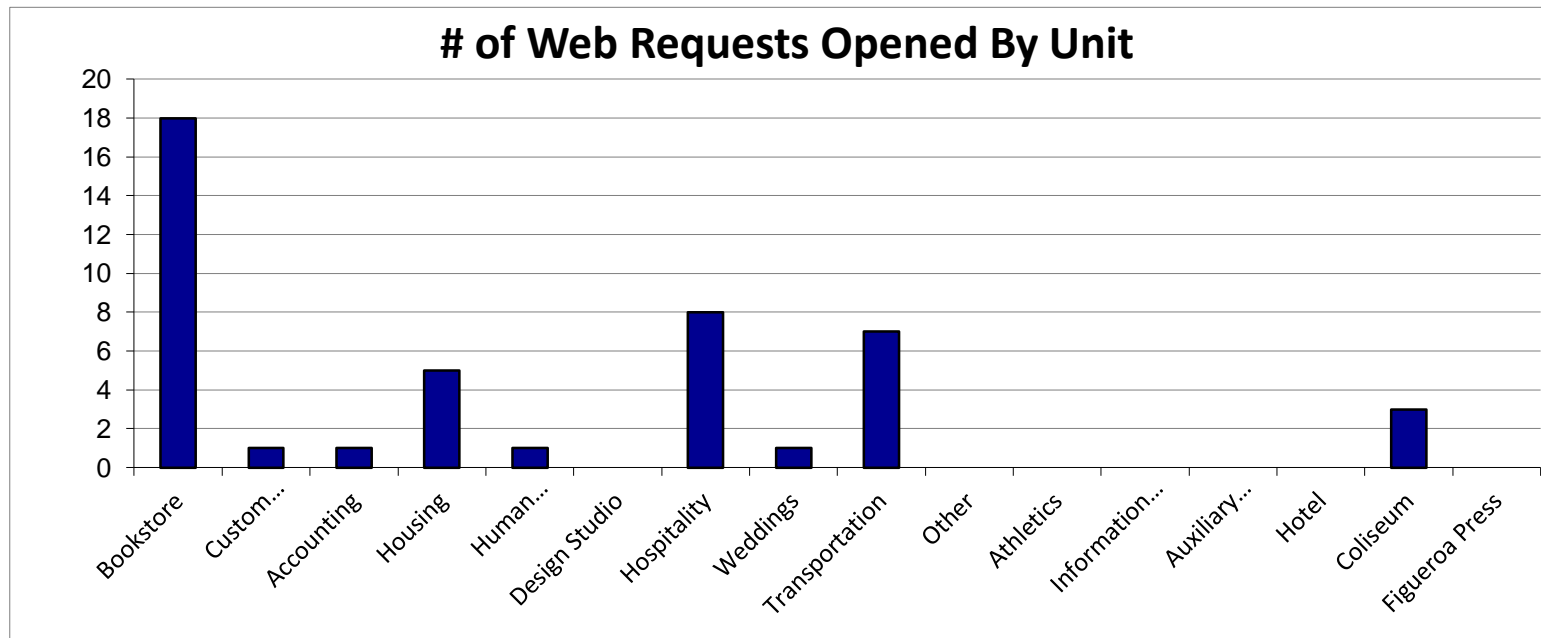


## Service Desk Reports February 2019





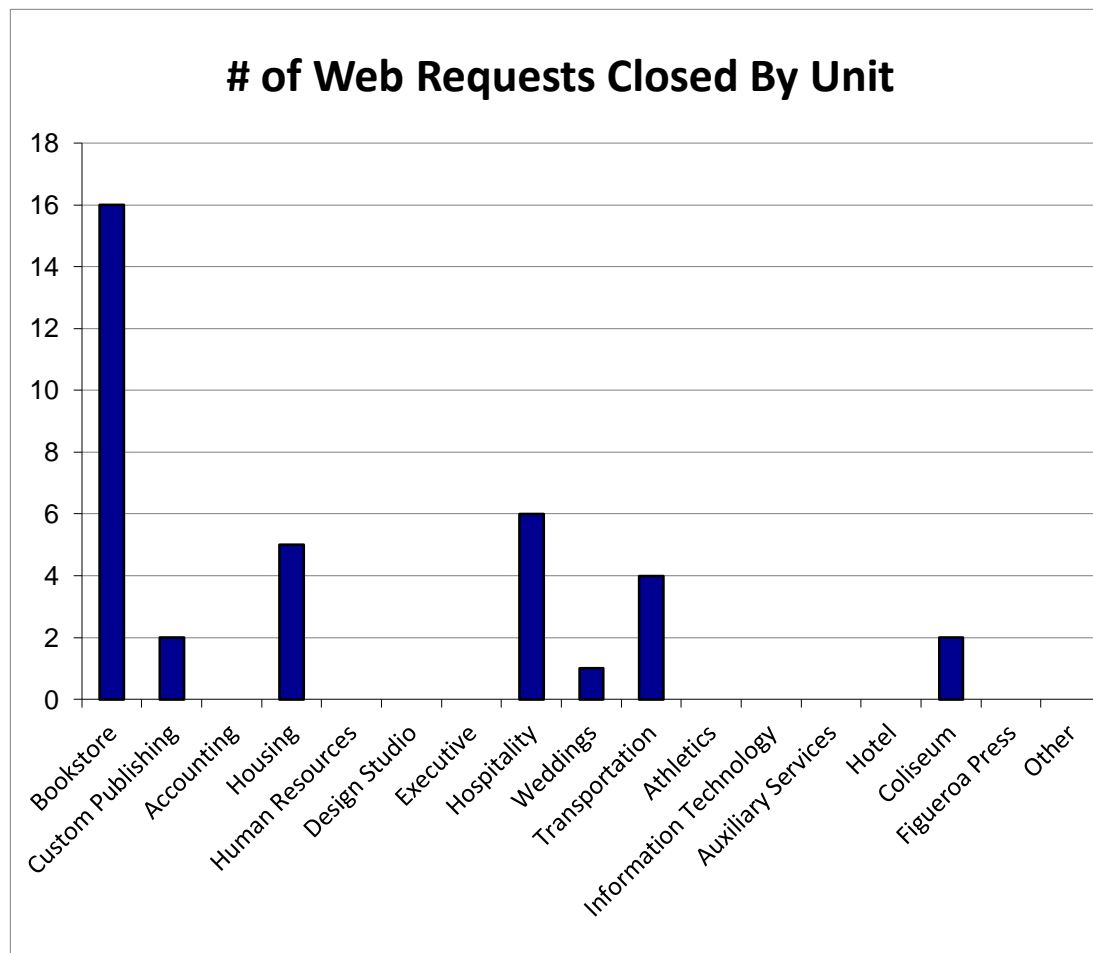
## Service Desk Reports February 2019







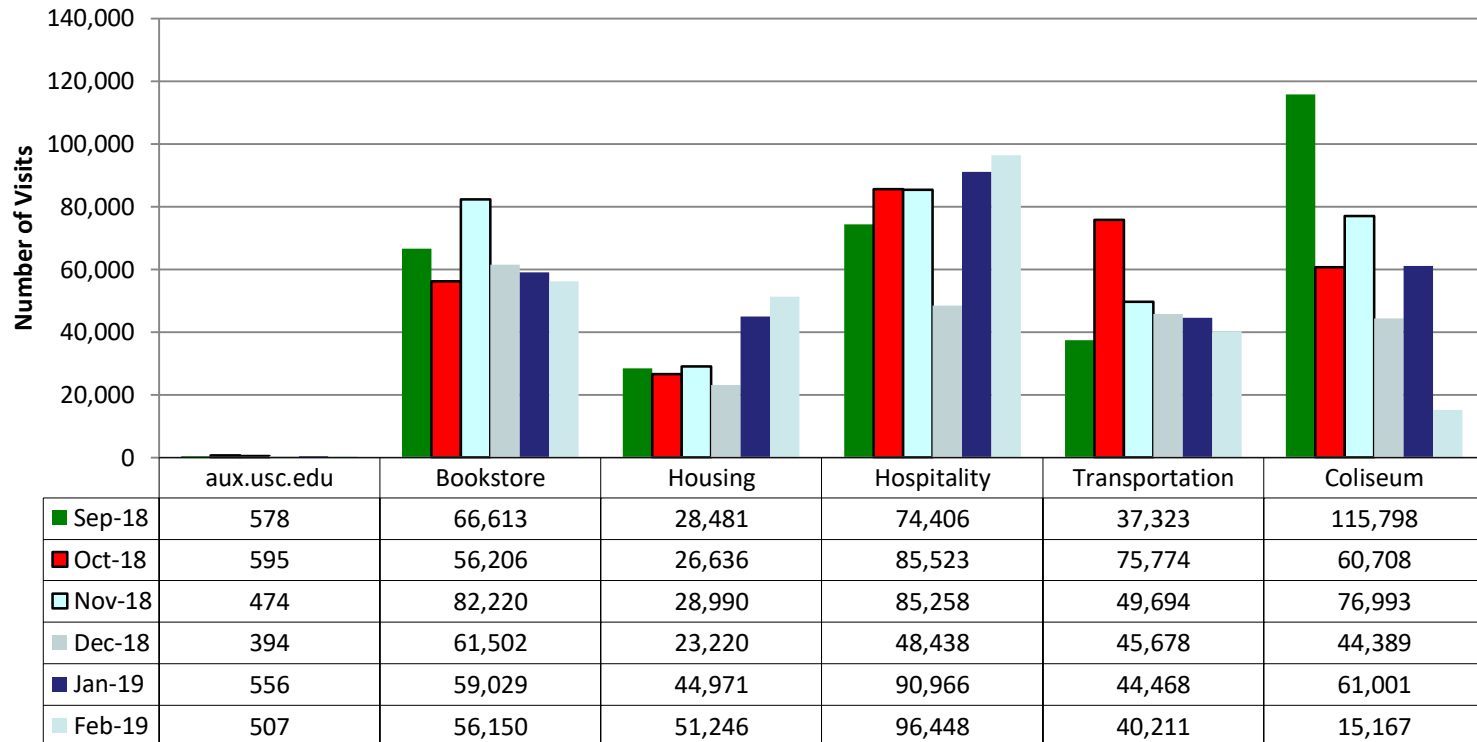
## Service Desk Reports February 2019





## Website Reports February 2019

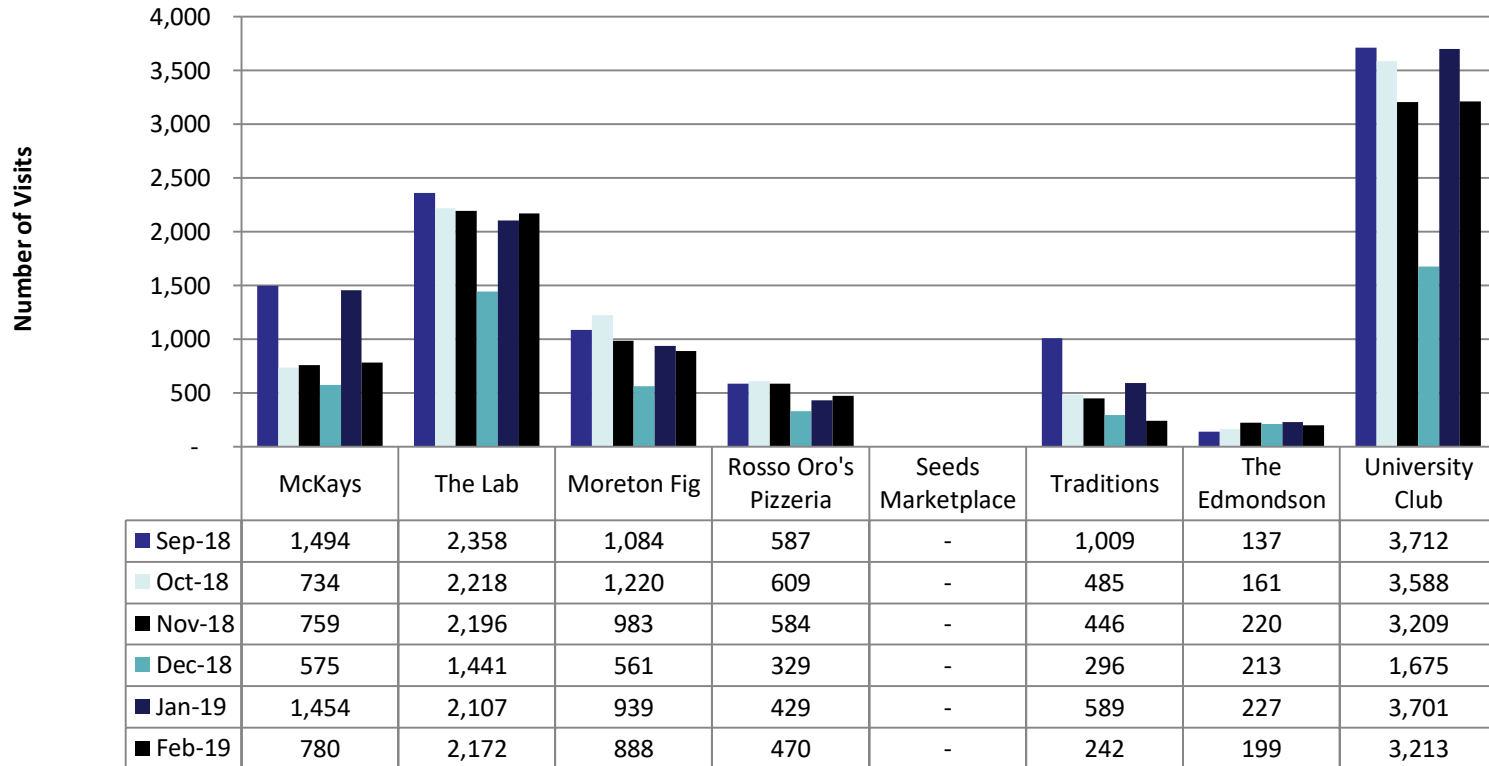
### Web Visits Per Month - BU Main Sites





## Website Reports February 2019

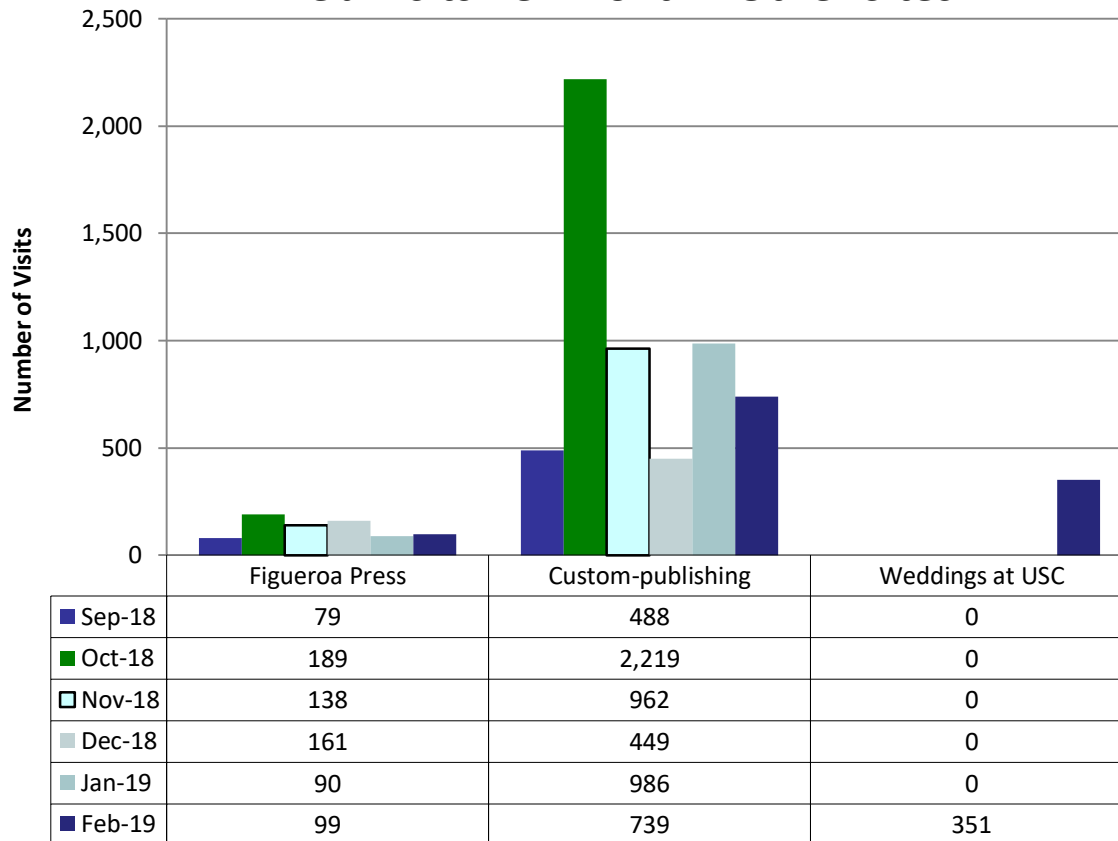
### Web Visits Per Month - HSP Micro Sites





## Website Reports February 2019

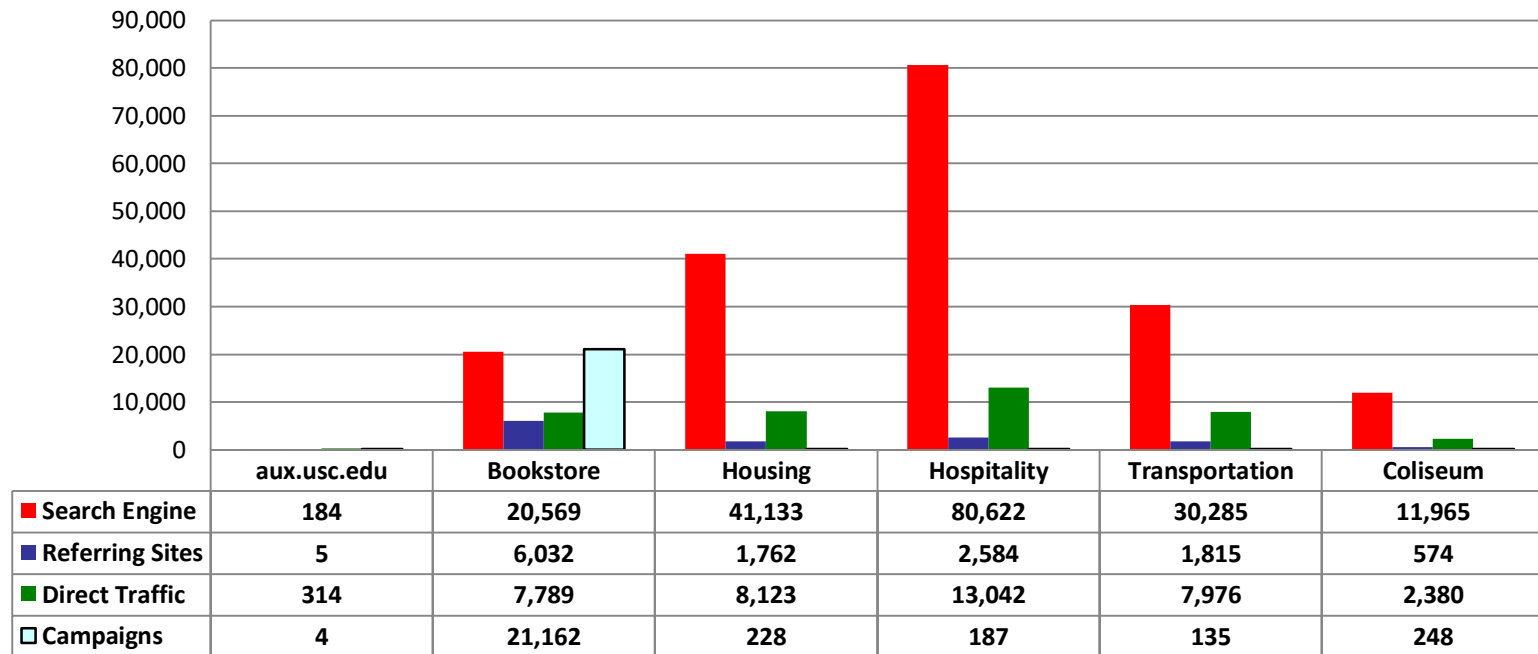
Web Visits Per Month - Other Sites





## Website Reports February 2019

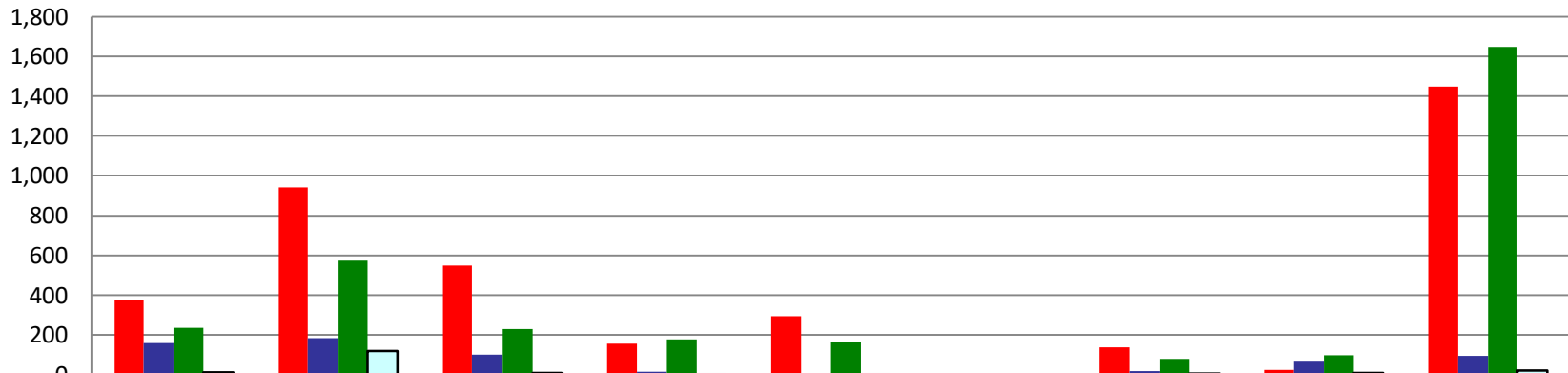
### February 2019 Traffic Sources - BU Main Sites





## Website Reports February 2019

### February 2019 Traffic Sources - HSP Micro Sites

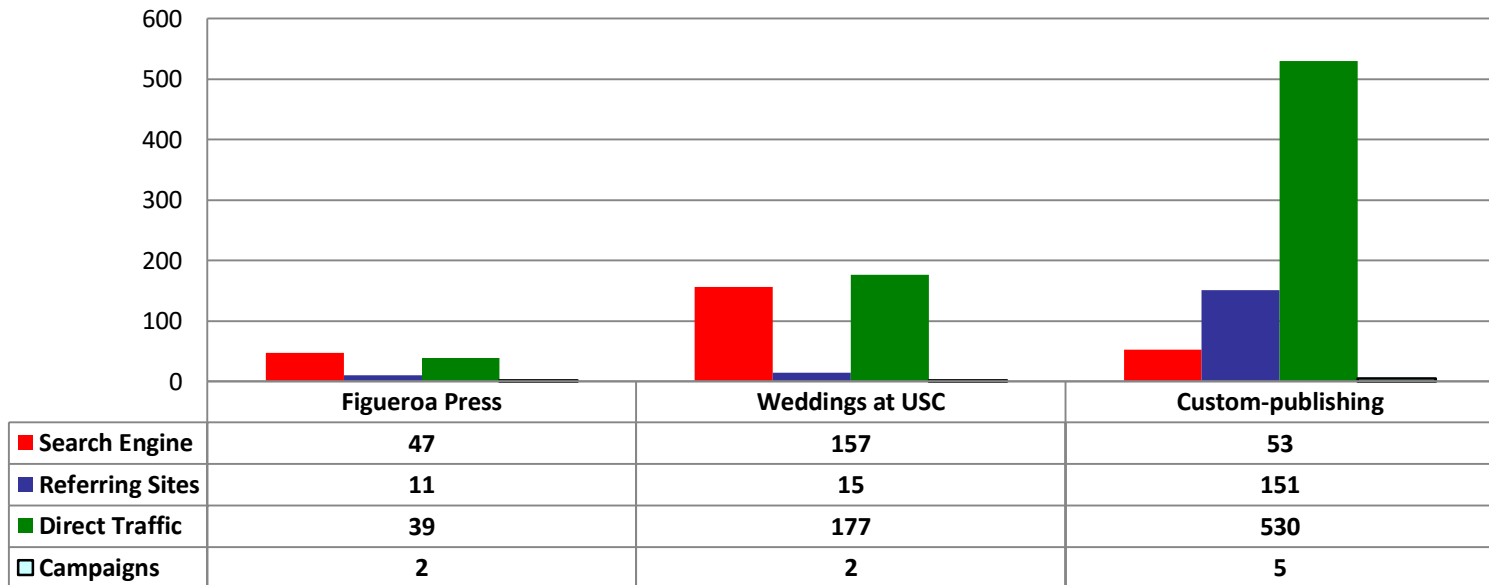


	McKays	The Lab	Moreton Fig	Weddings at USC	Rosso Oro's Pizzeria	Seeds Marketplace	Traditions	The Edmondson	University Club
■ Search Engine	374	943	549	157	294	0	139	24	1,449
■ Referring Sites	159	183	100	15	10	0	18	69	96
■ Direct Traffic	236	572	229	177	165	0	80	97	1,646
□ Campaigns	11	119	10	2	1	0	5	9	22



## Website Reports February 2019

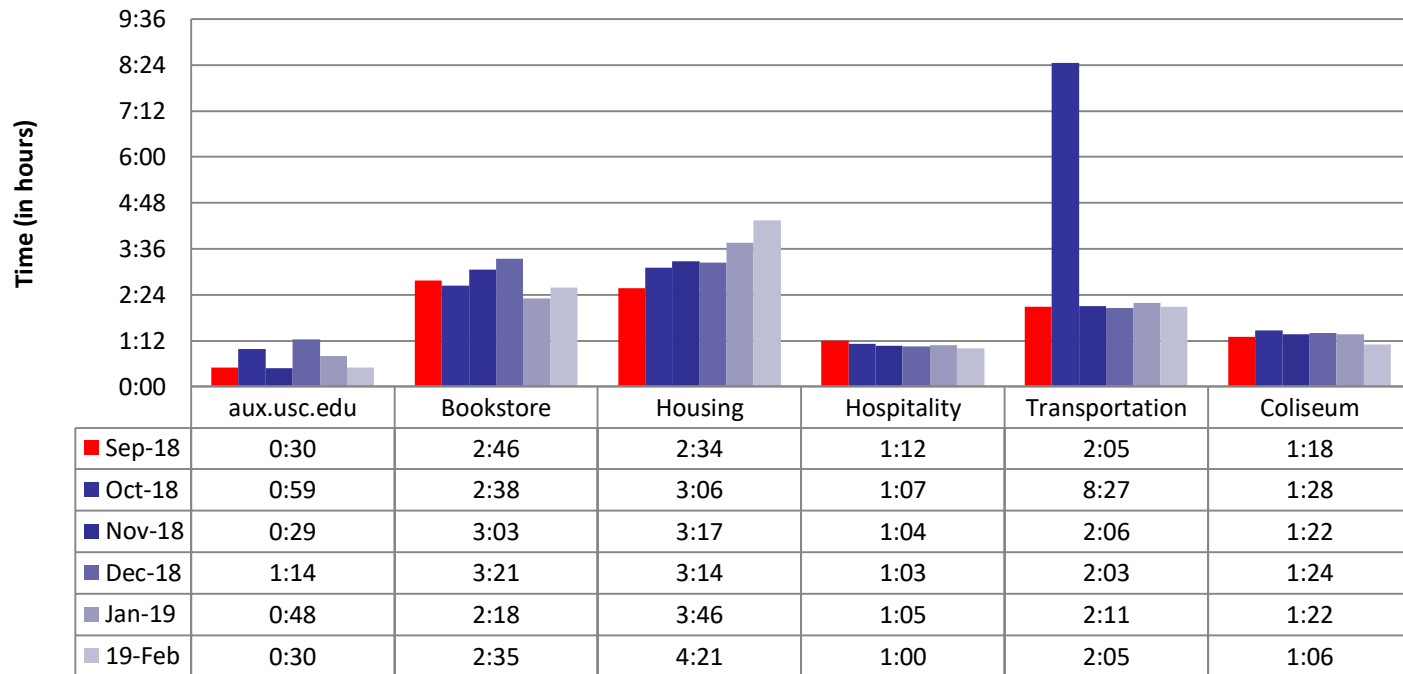
### February 2019 Traffic Sources - Other Sites





## Website Reports February 2019

Average Time Spent on Website - BU Main Sites

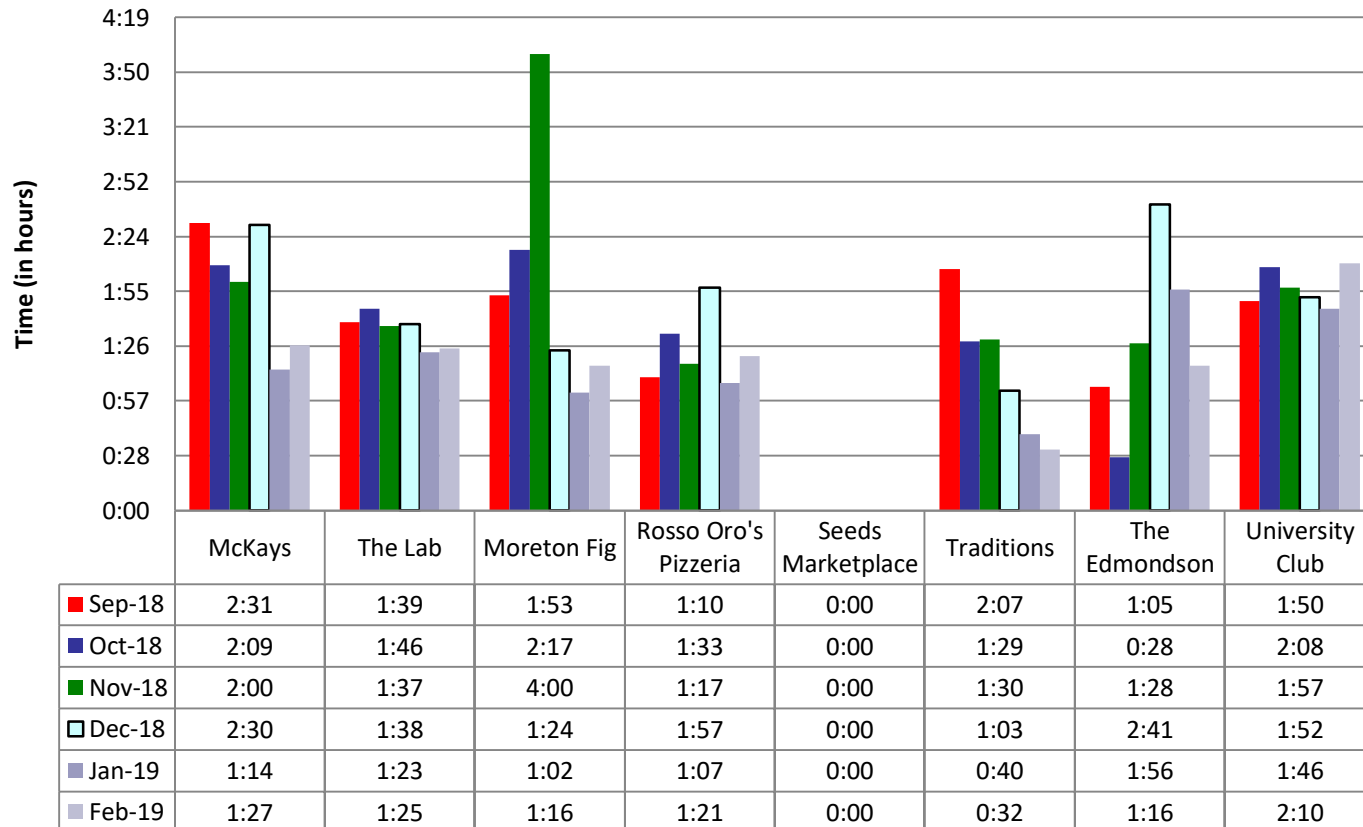






## Website Reports February 2019

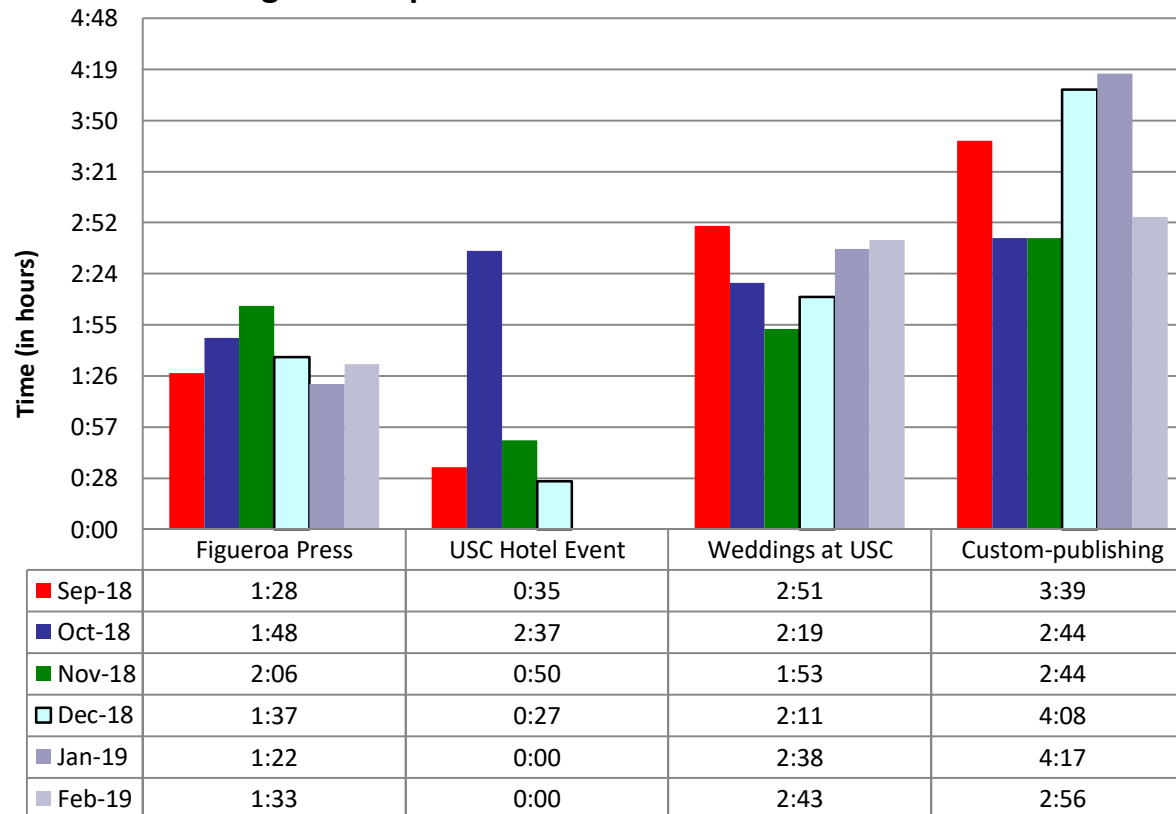
Average Time Spent on Website - HSP Micro Sites





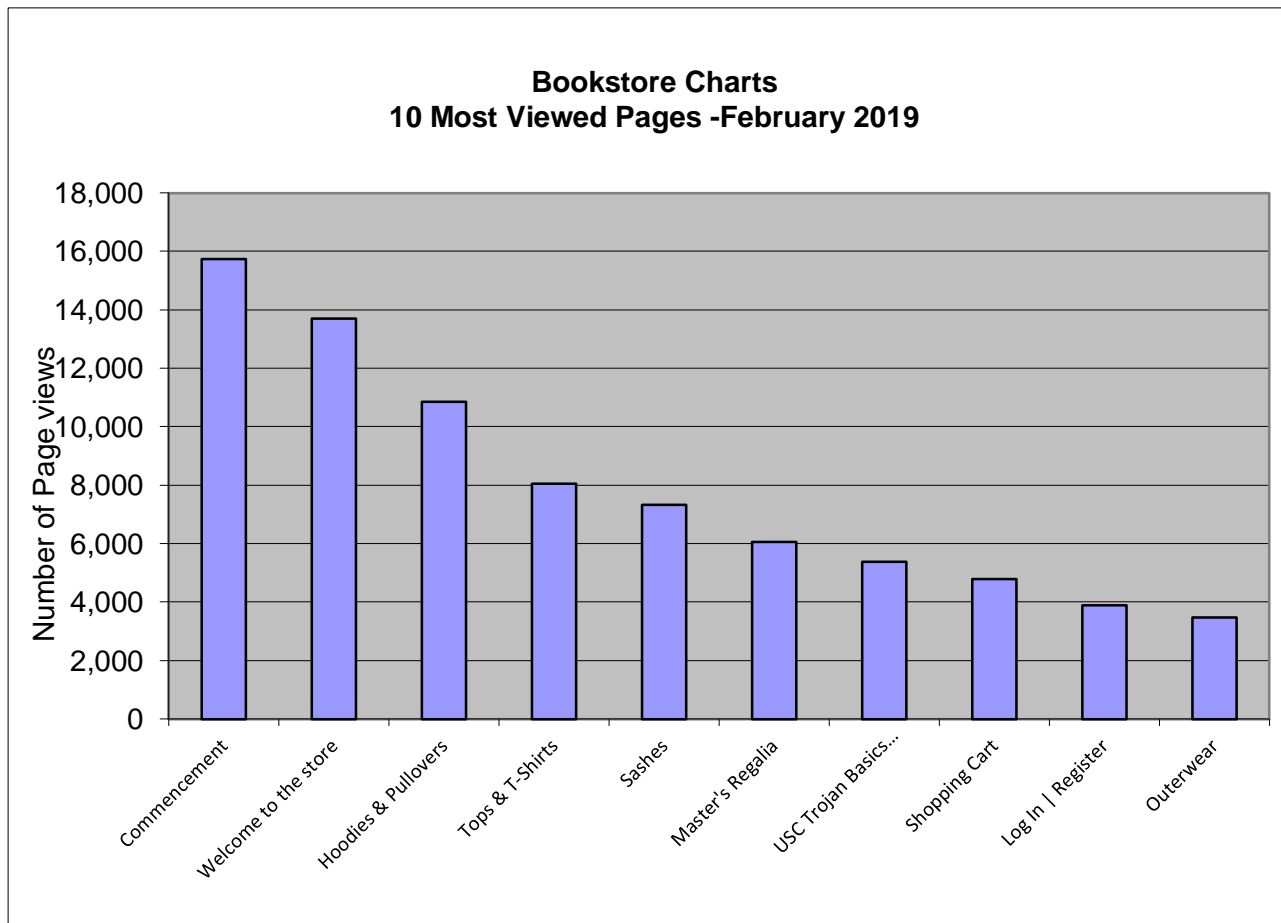
## Website Reports February 2019

Average Time Spent on Website - Other Sites



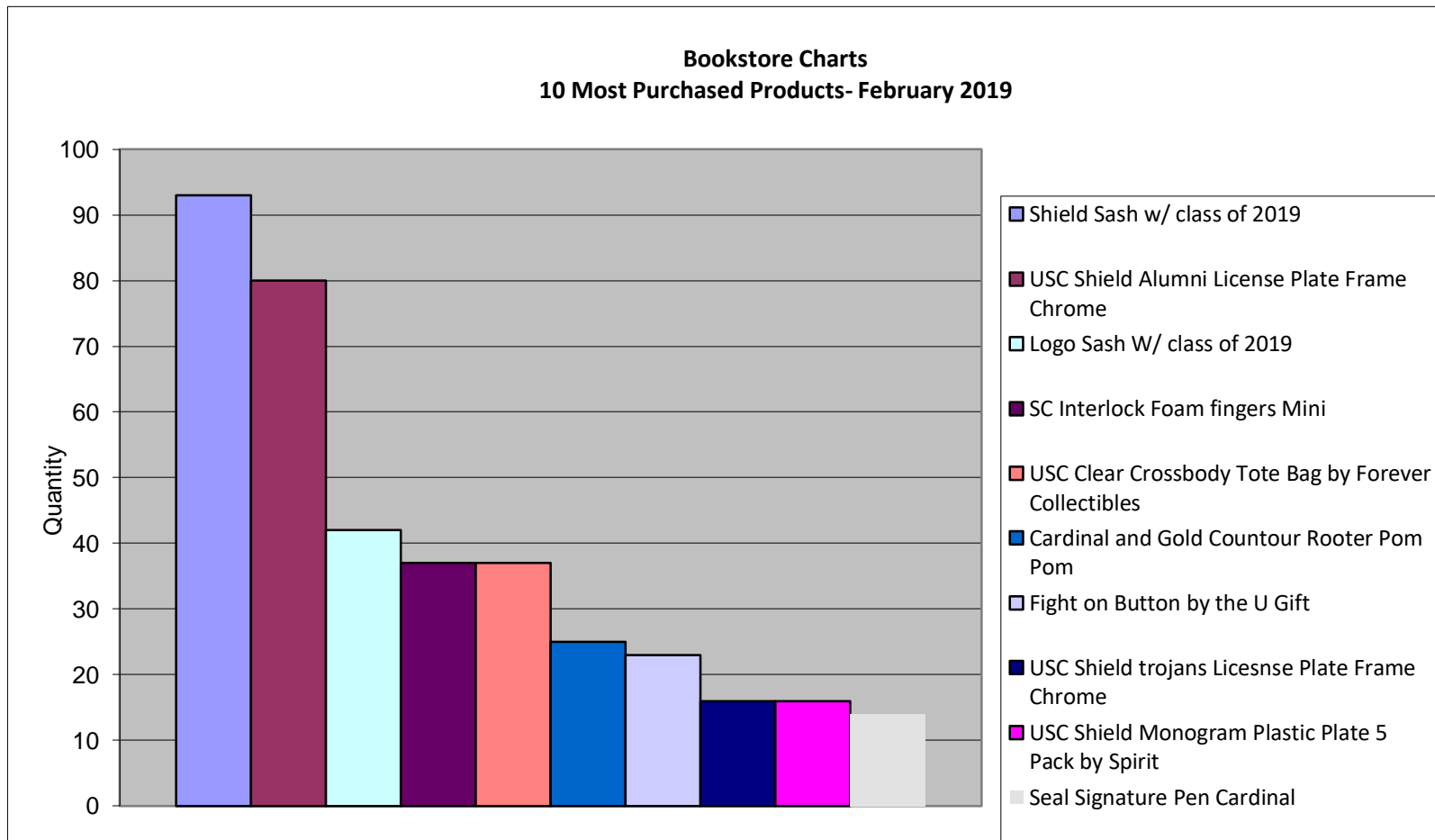


## Website Reports February 2019



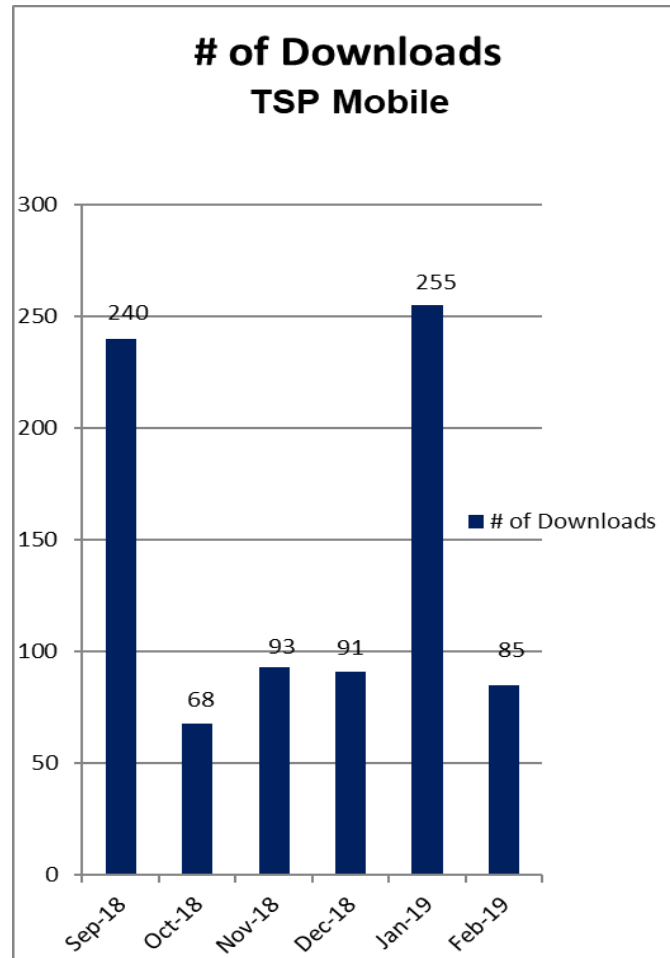


## Website Reports February 2019



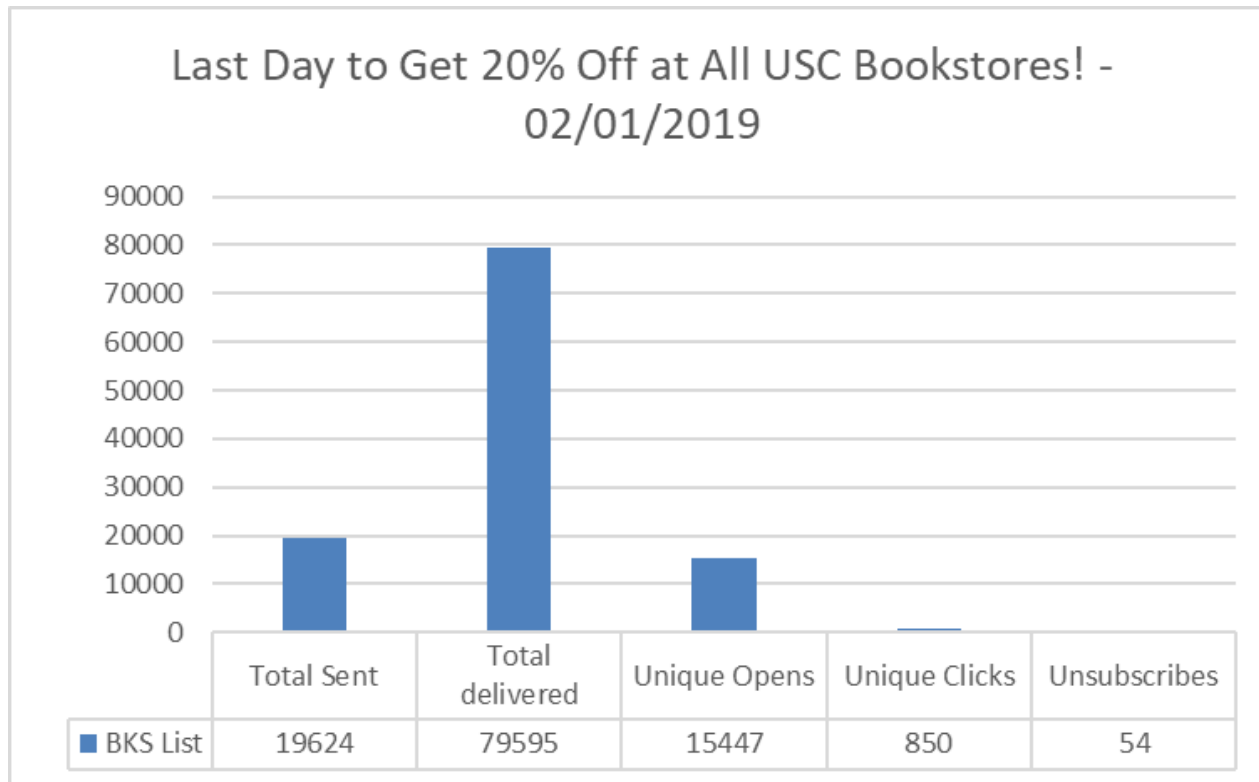


## Website Reports February 2019



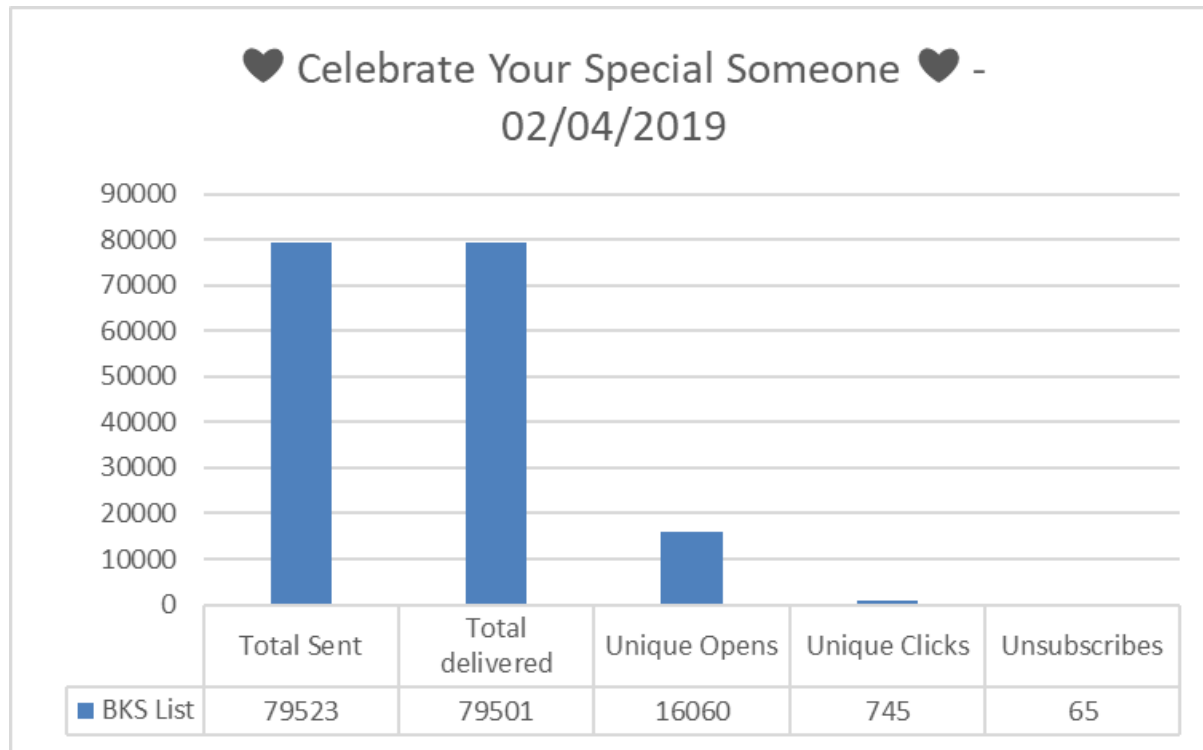


## Email Campaign Reports February 2019



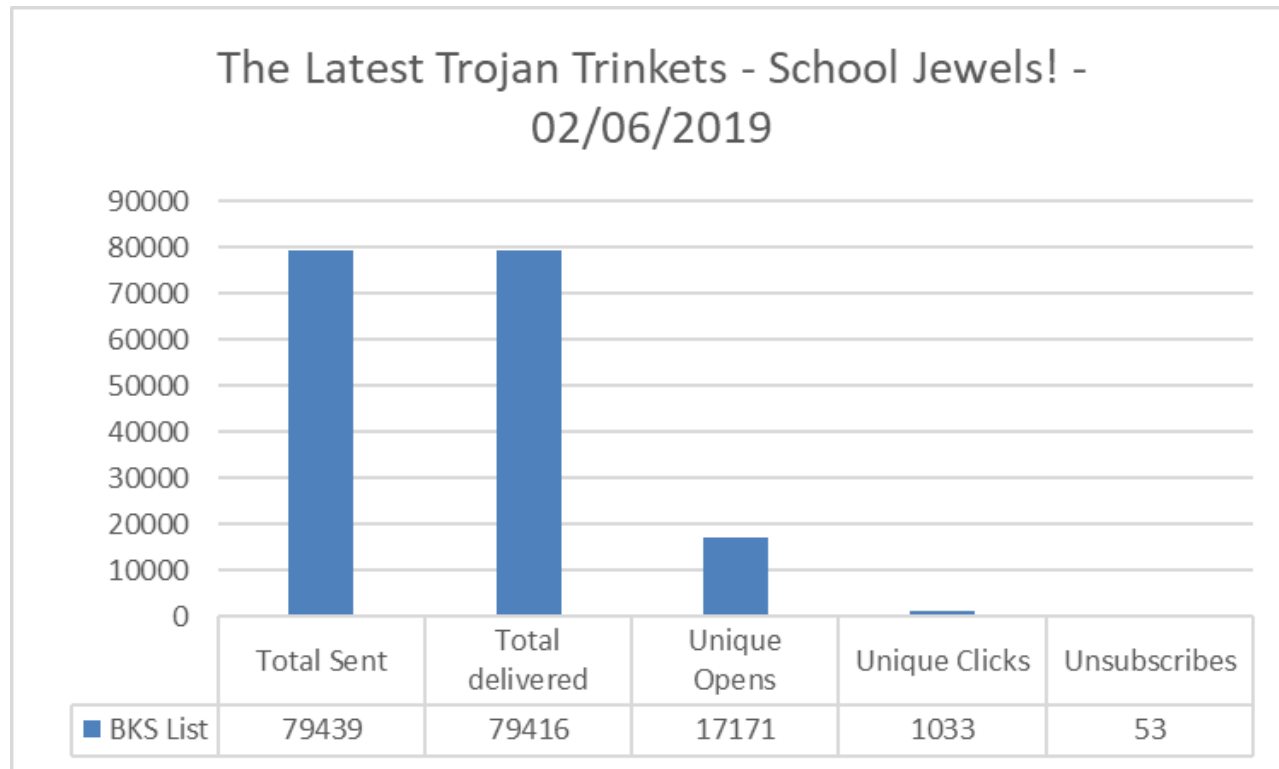


## Email Campaign Reports February 2019





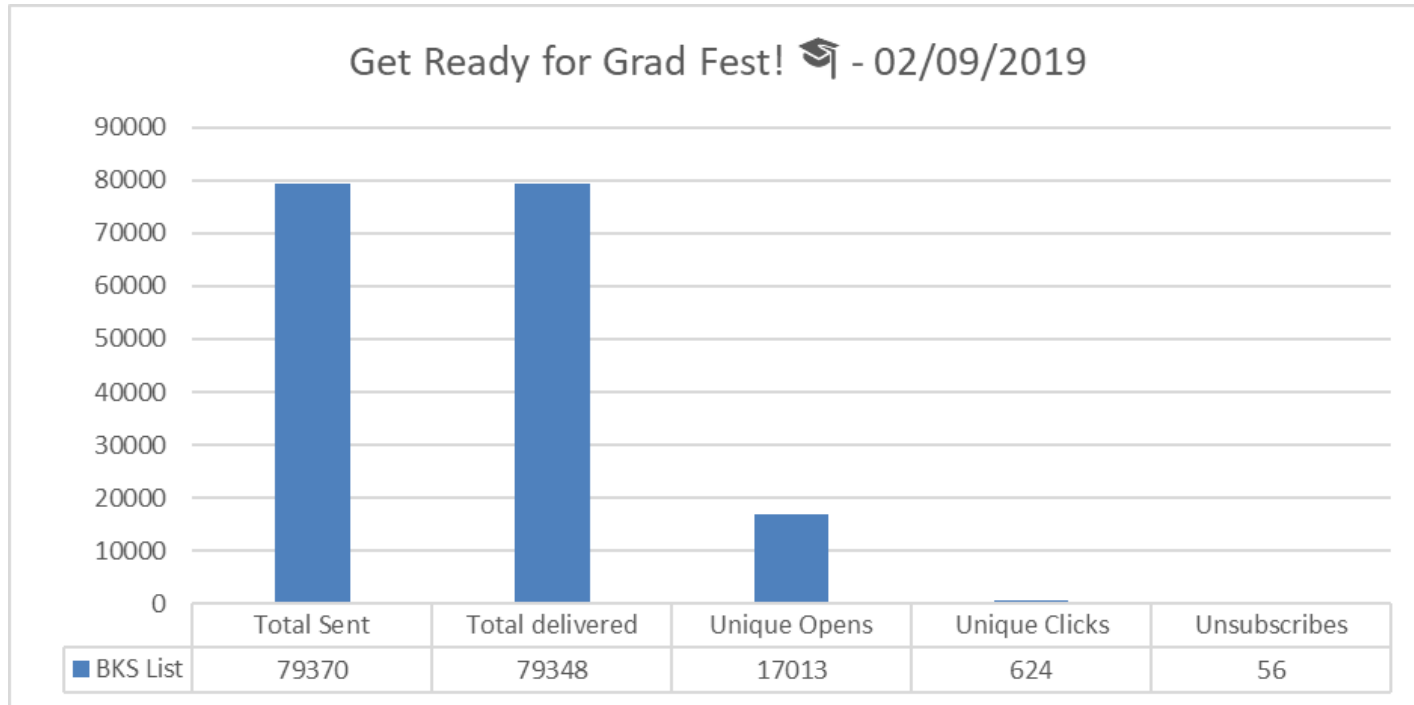
## Email Campaign Reports February 2019





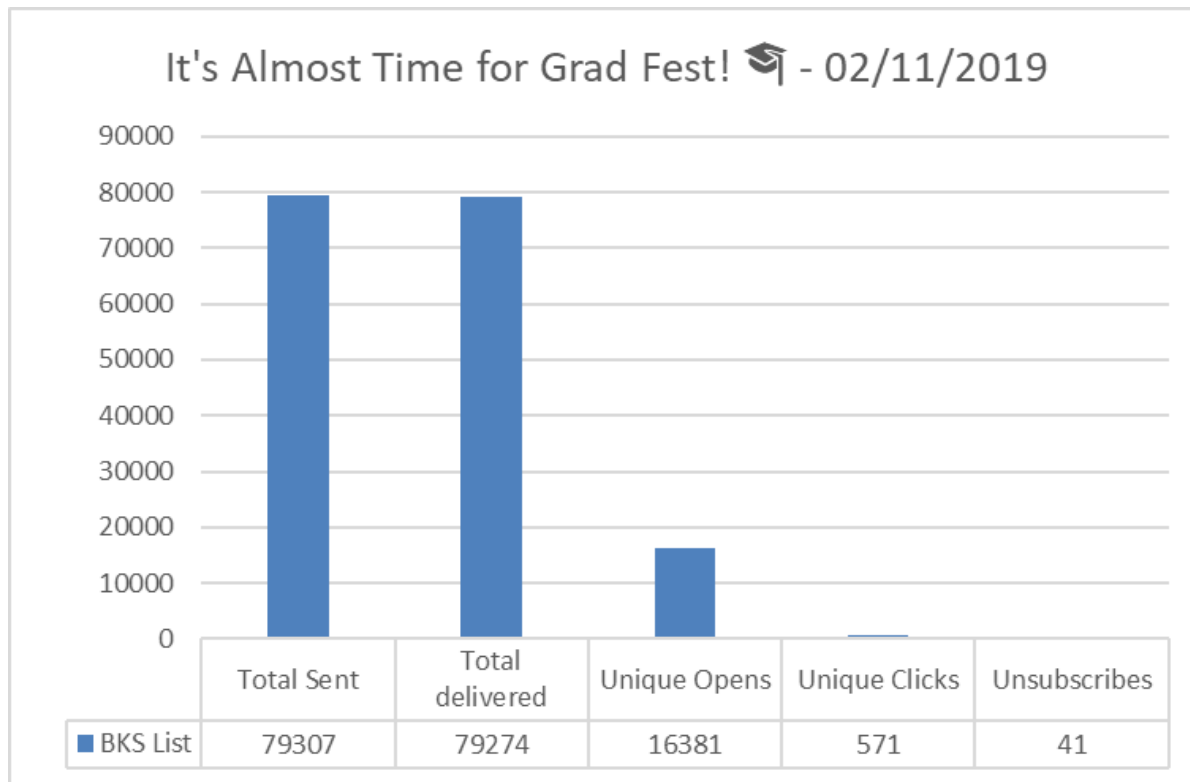


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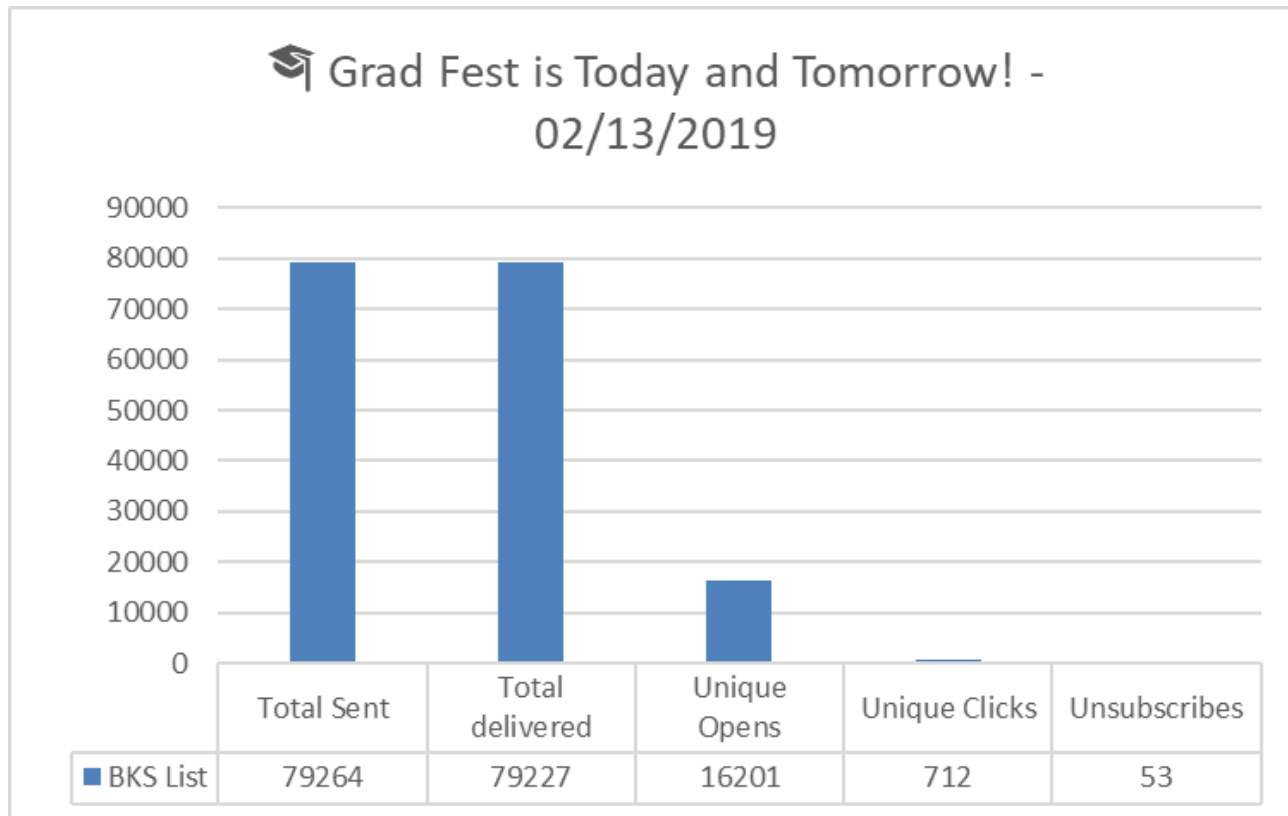


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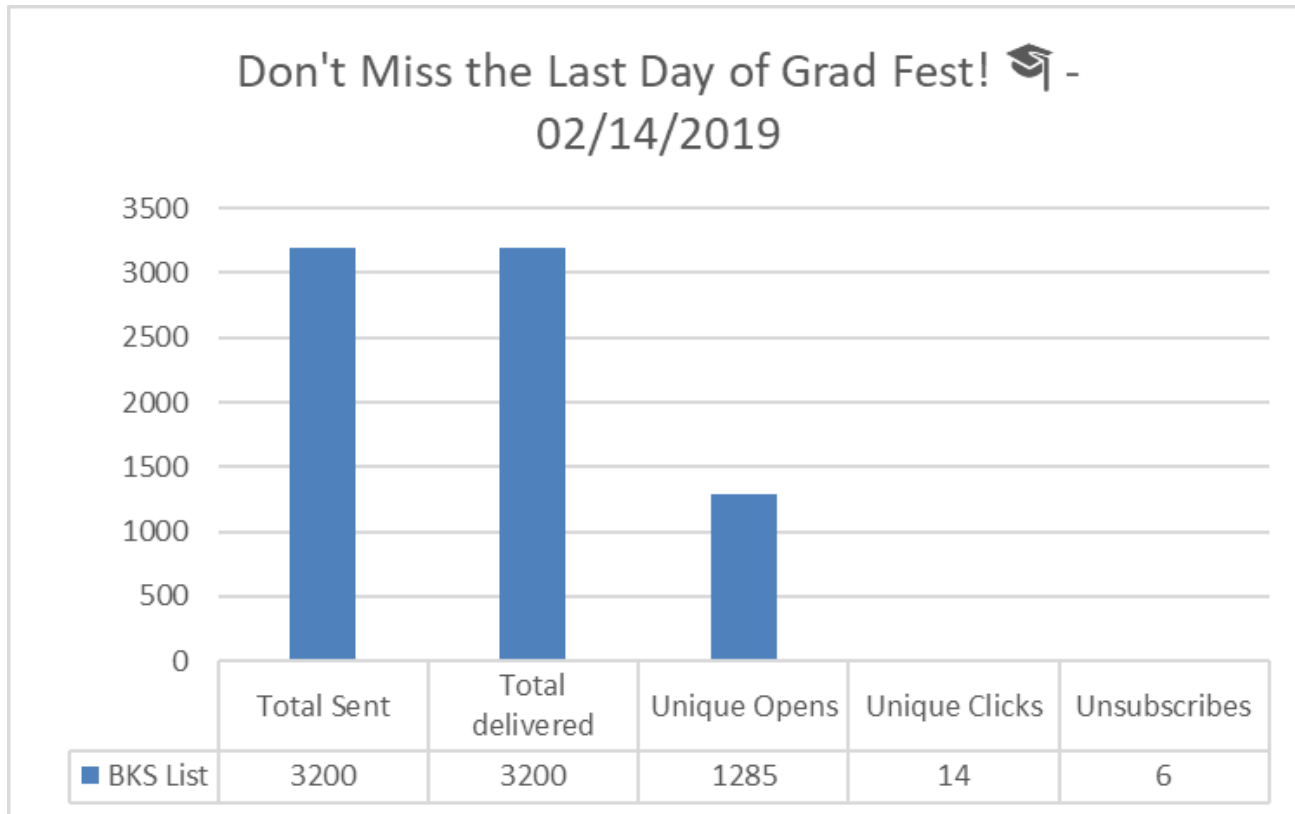


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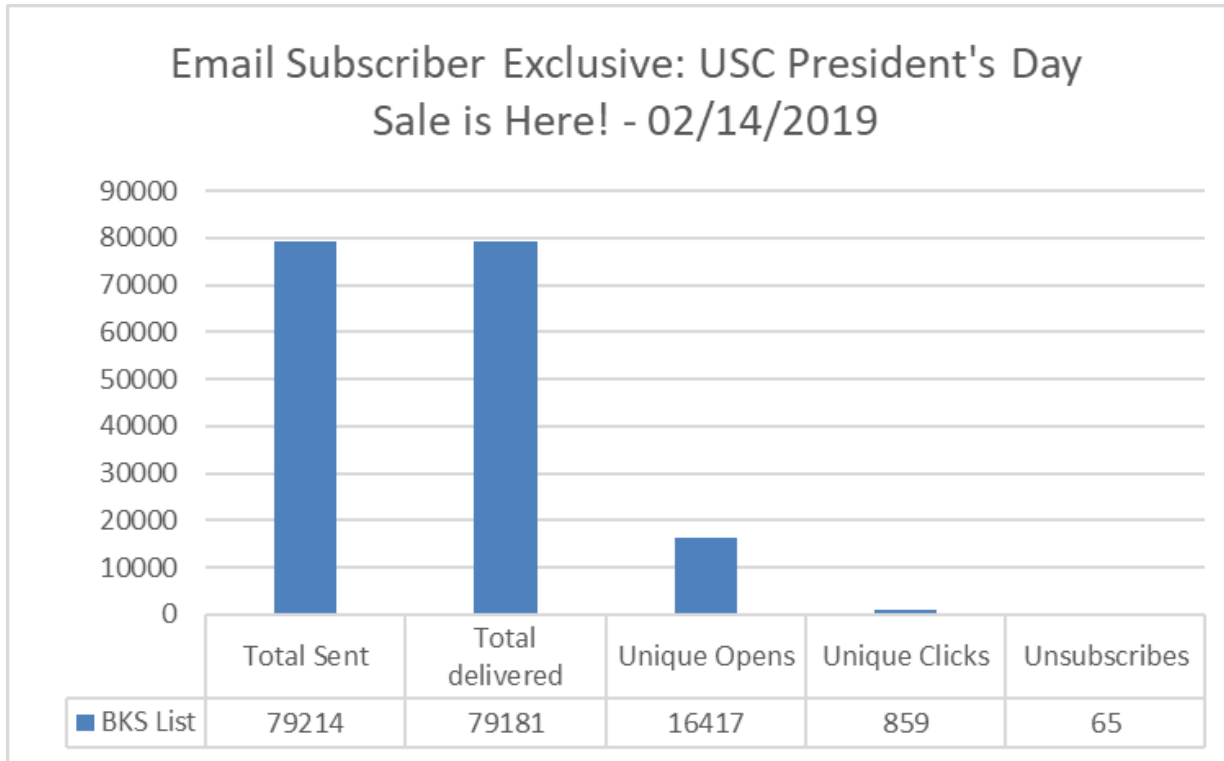


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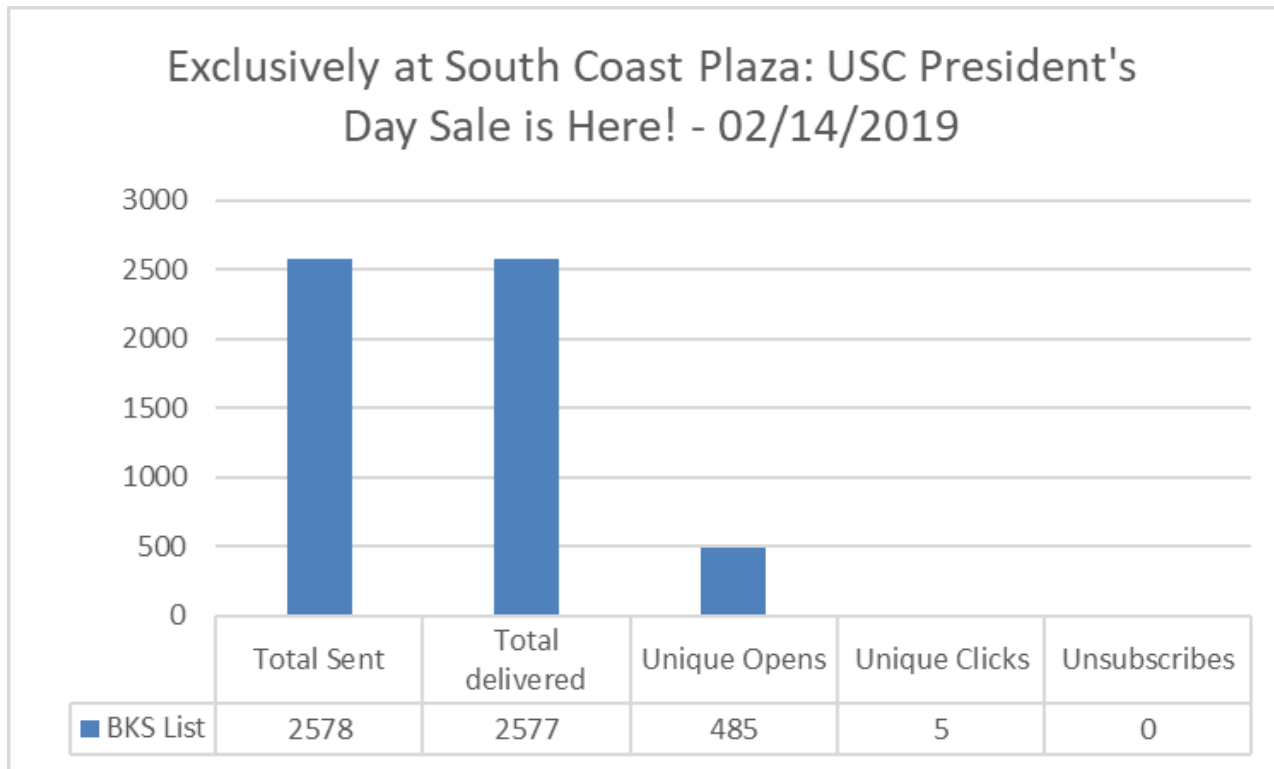


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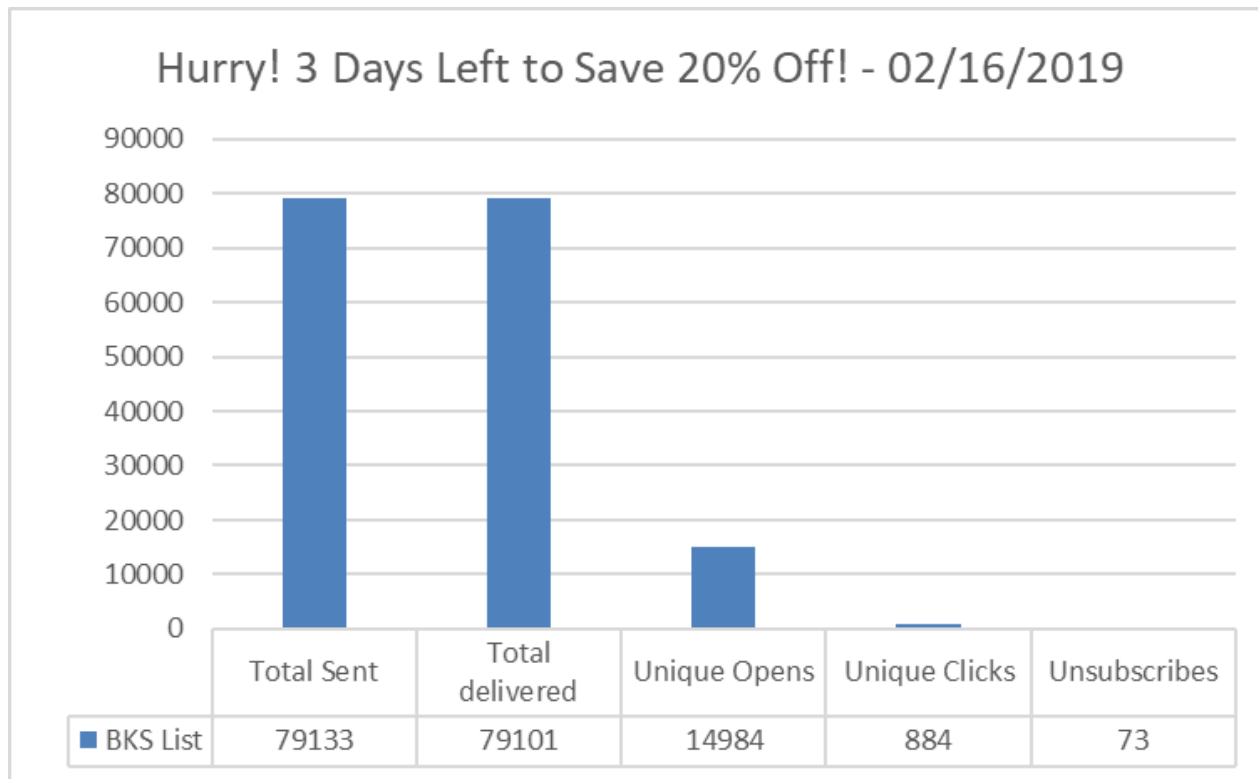


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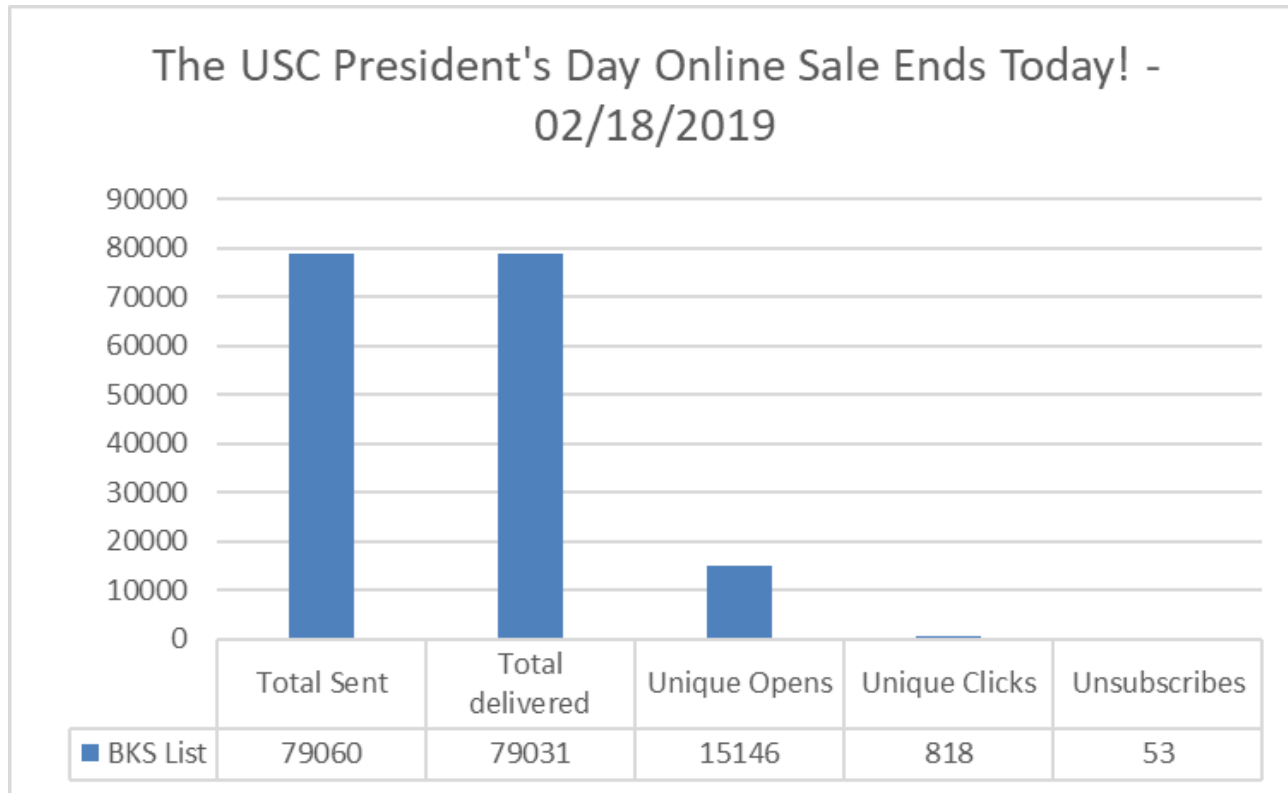


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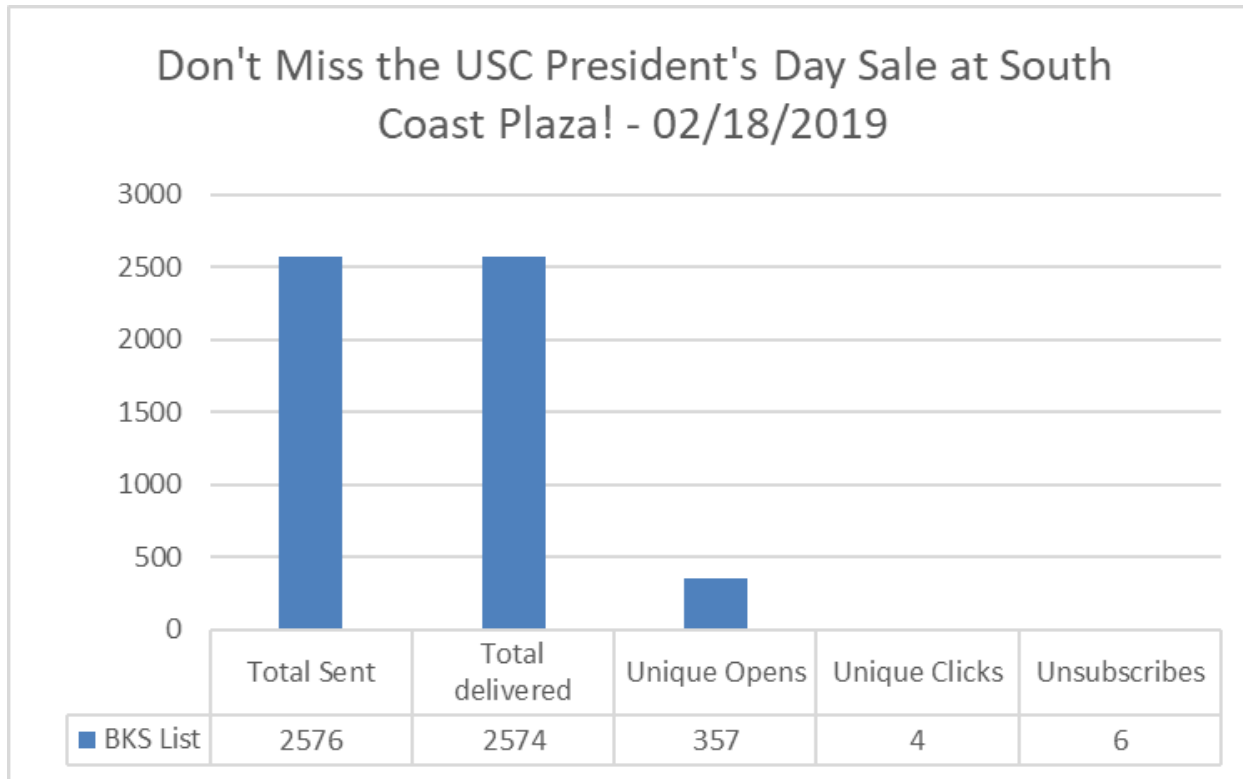
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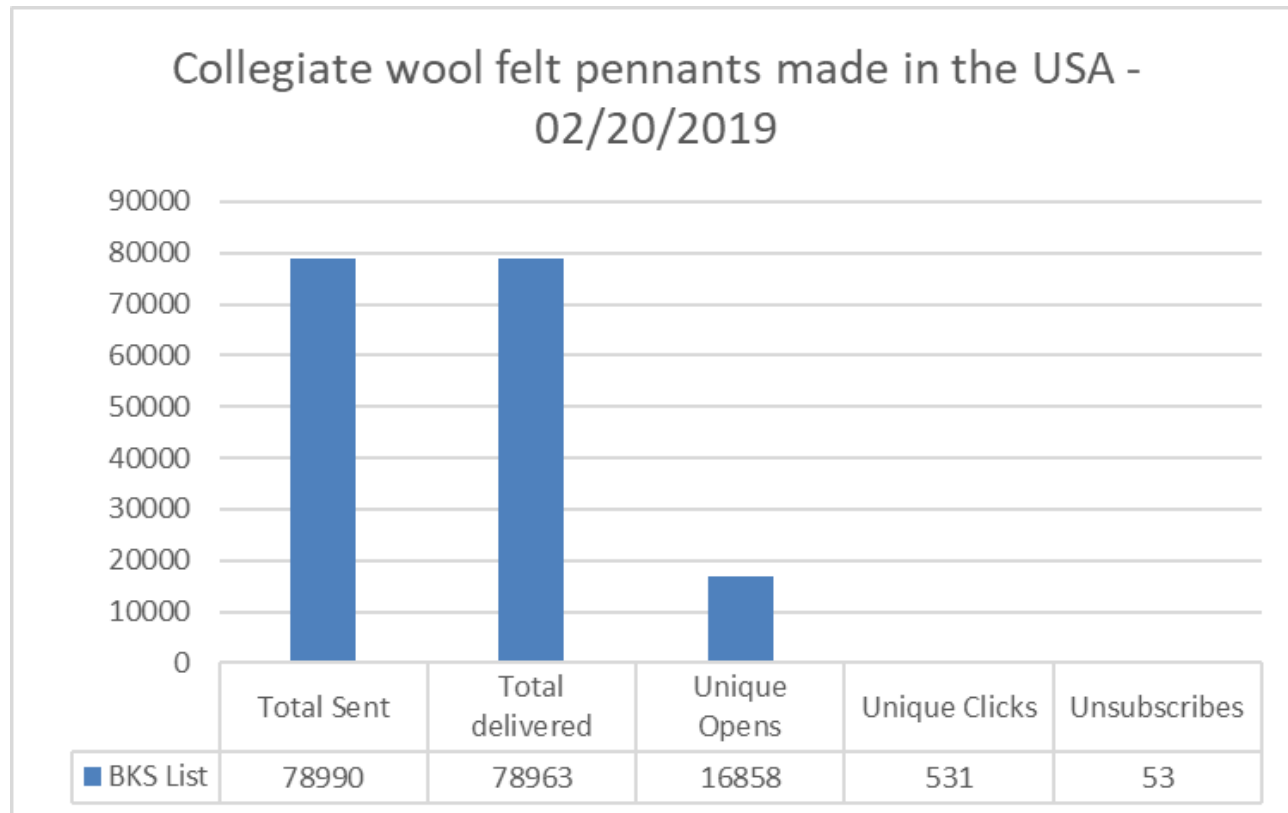


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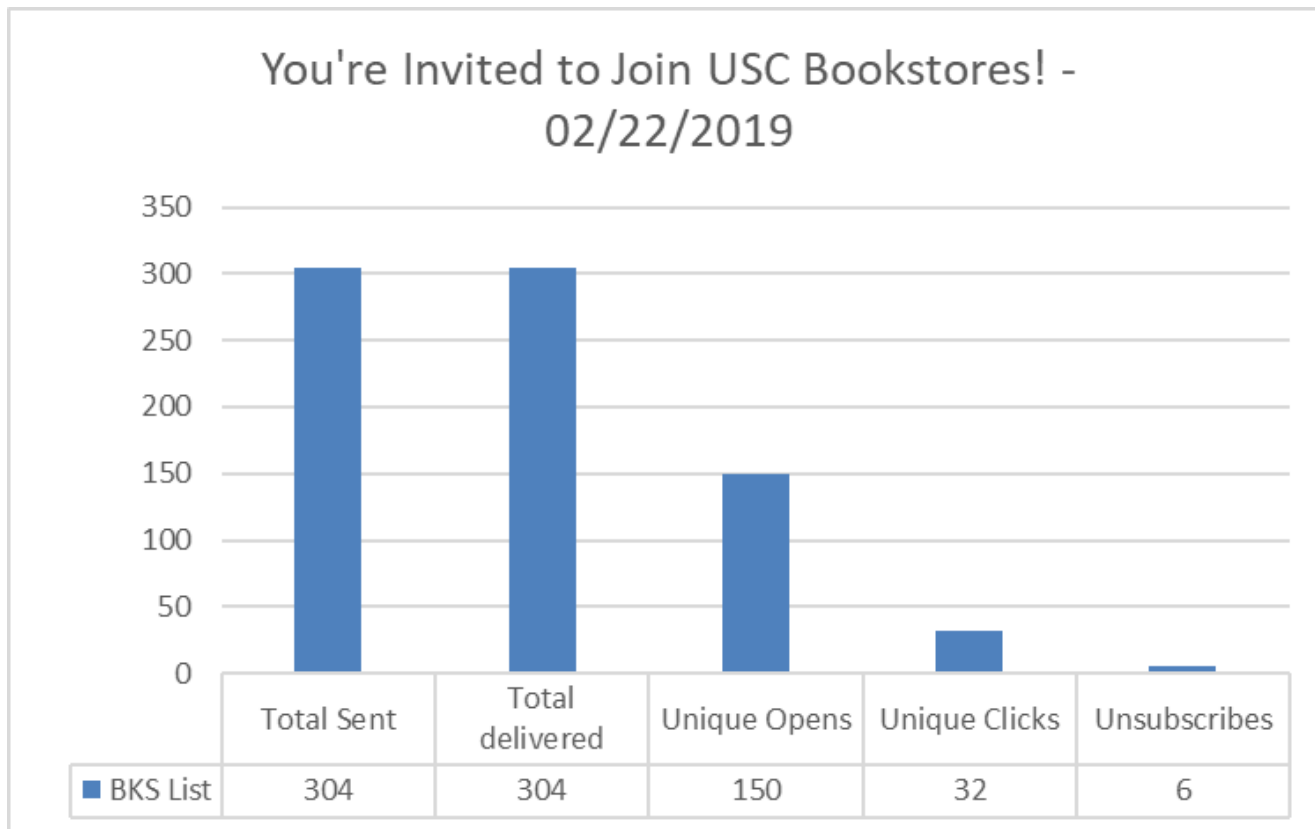


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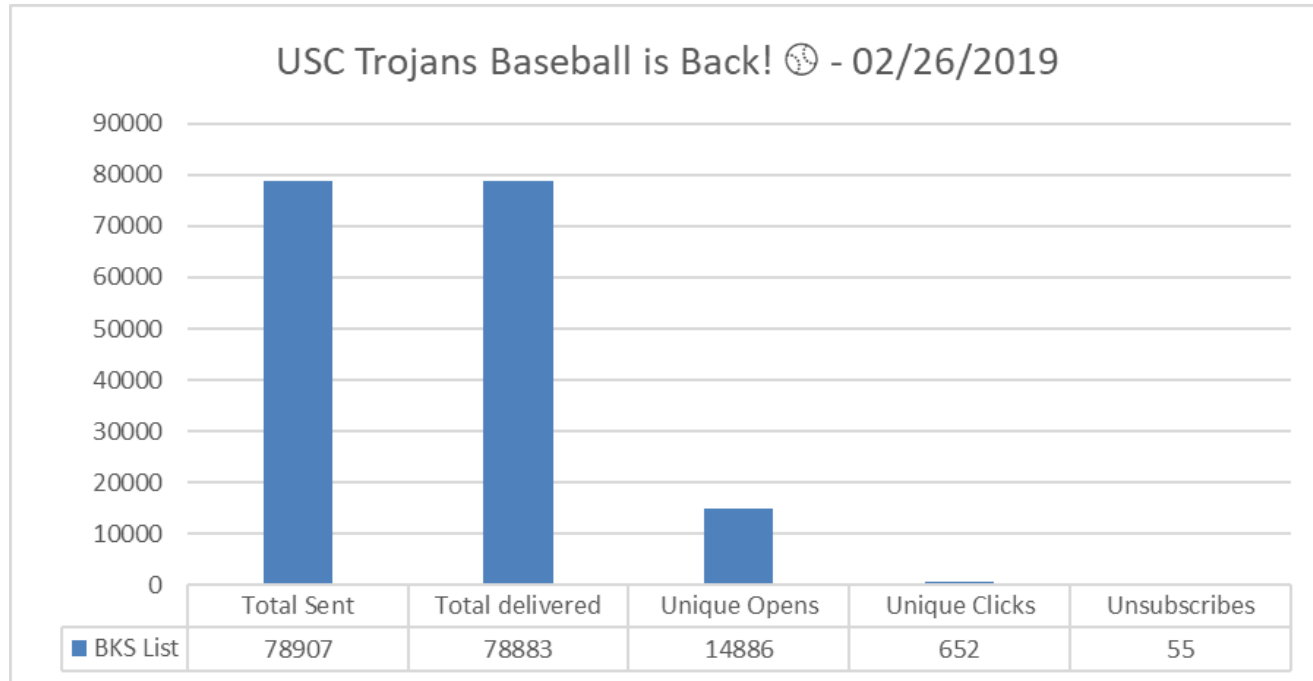


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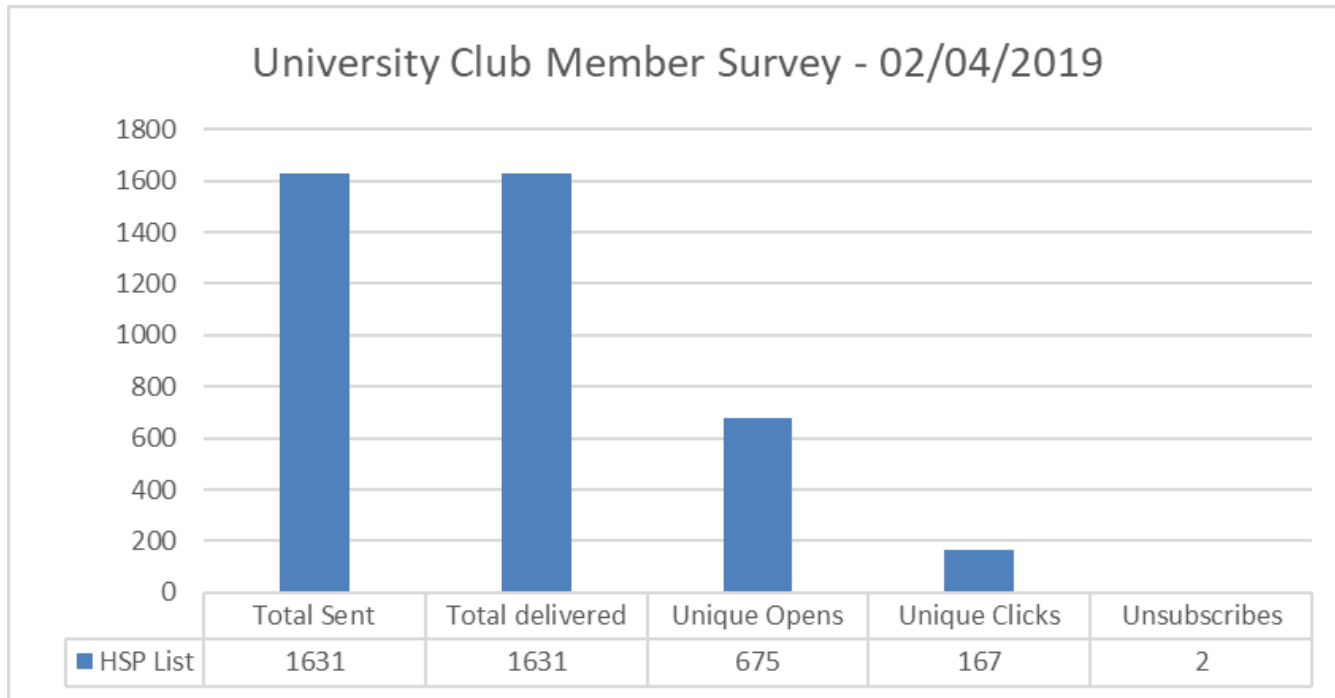


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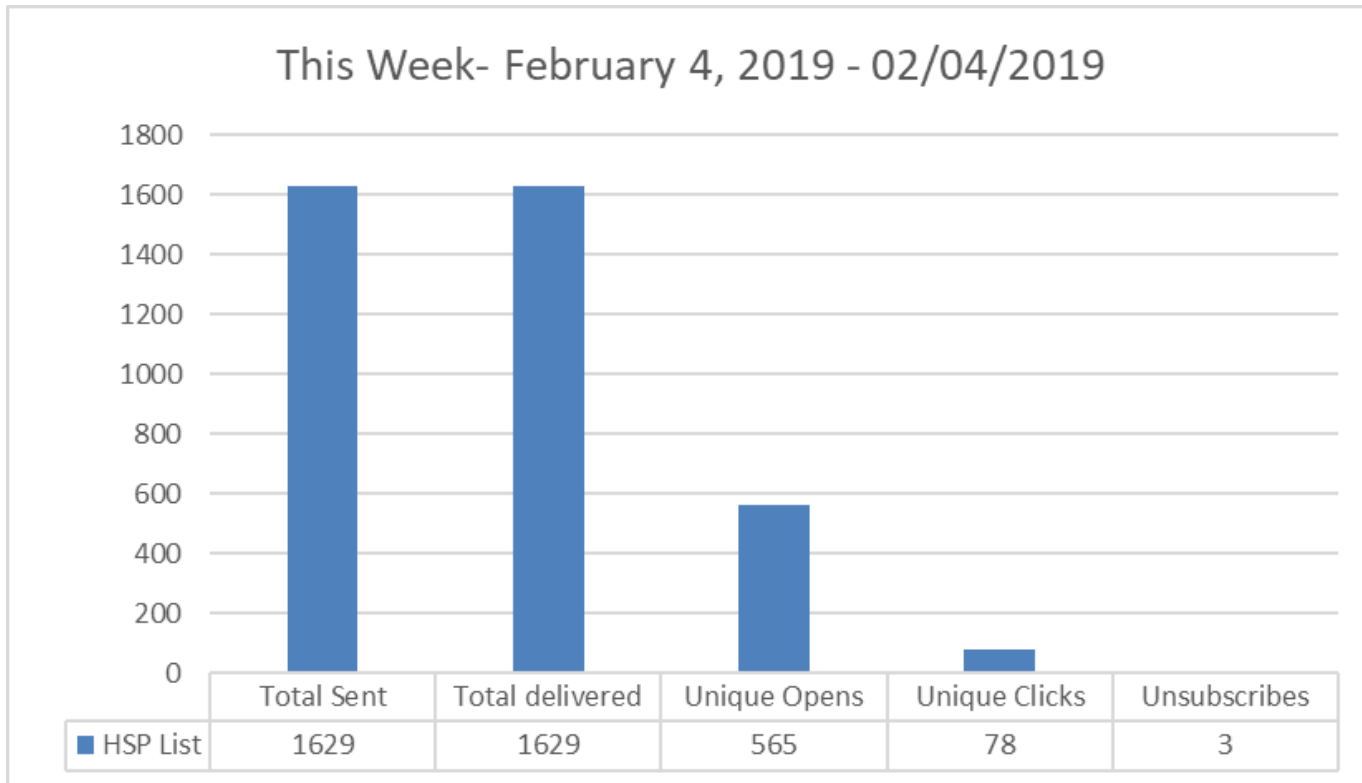


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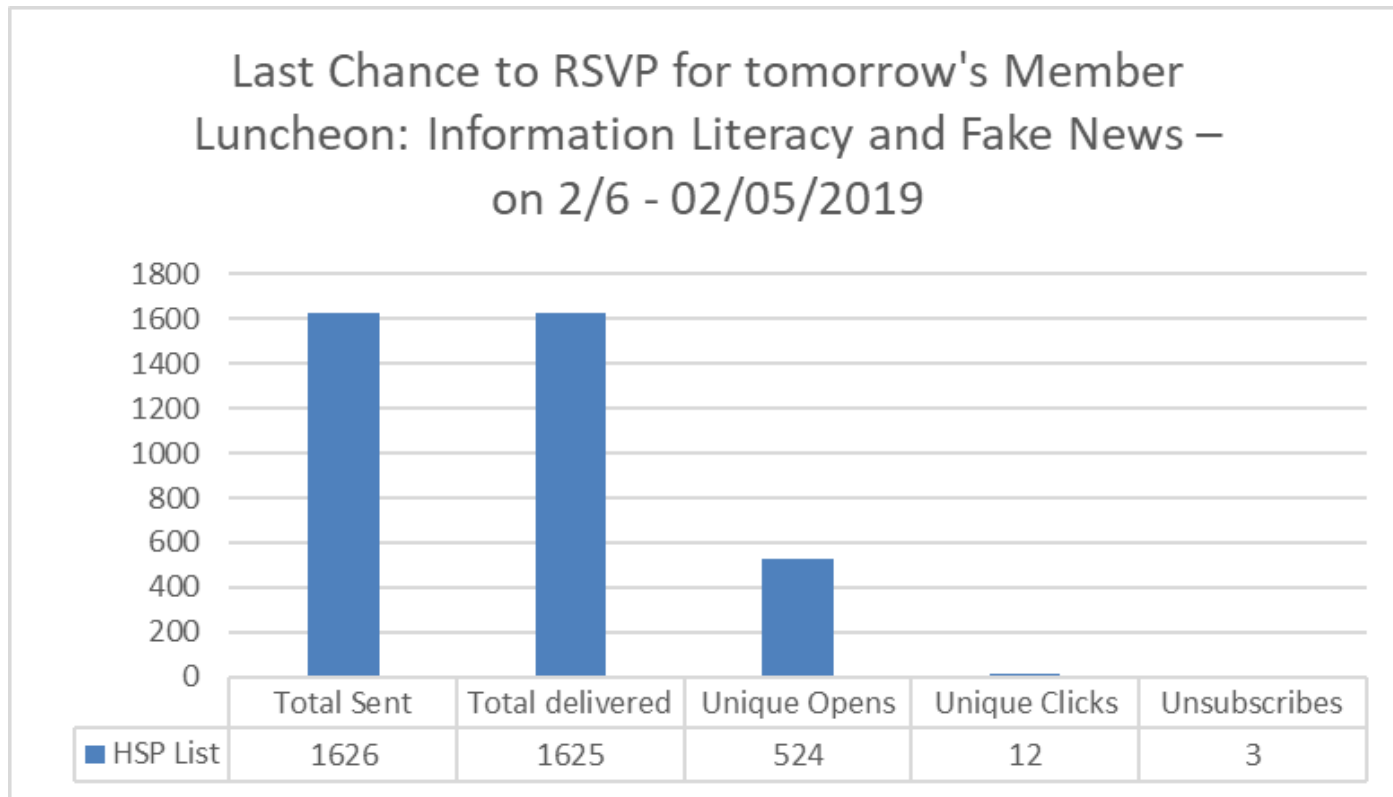


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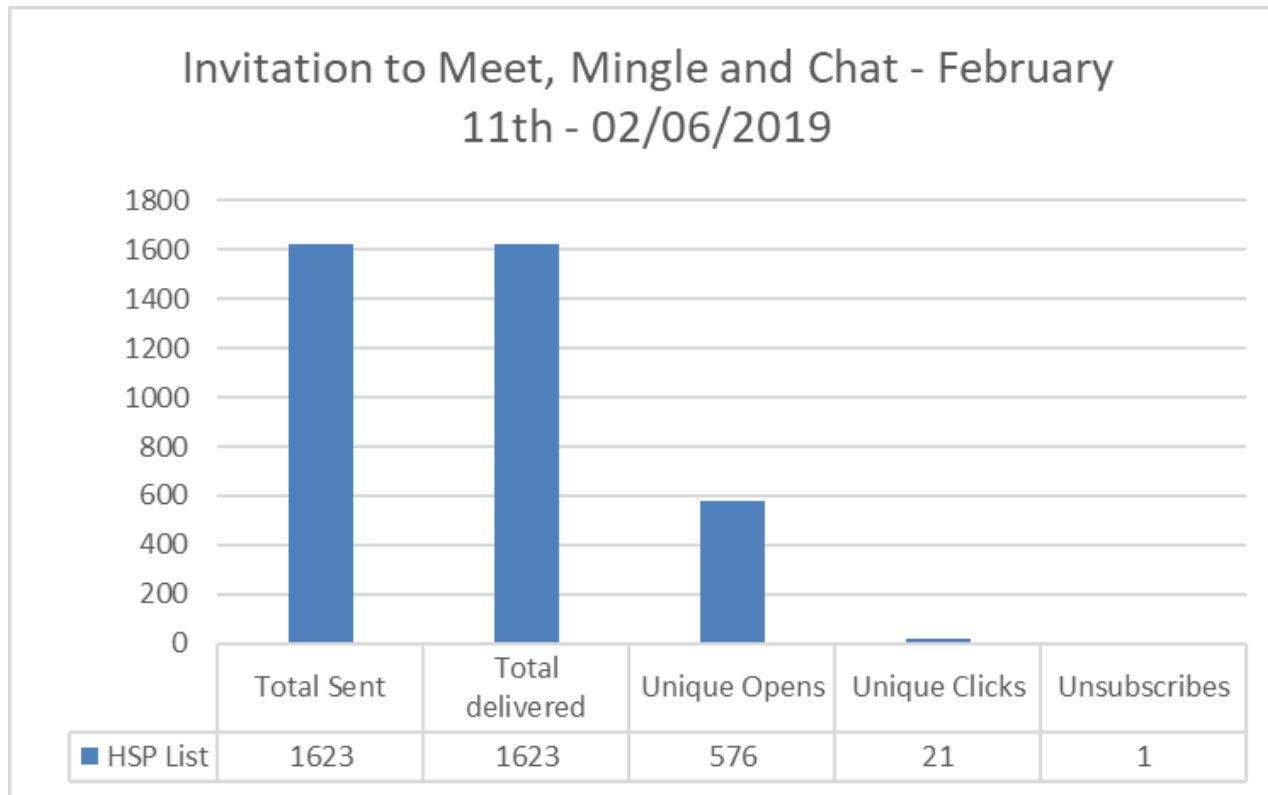


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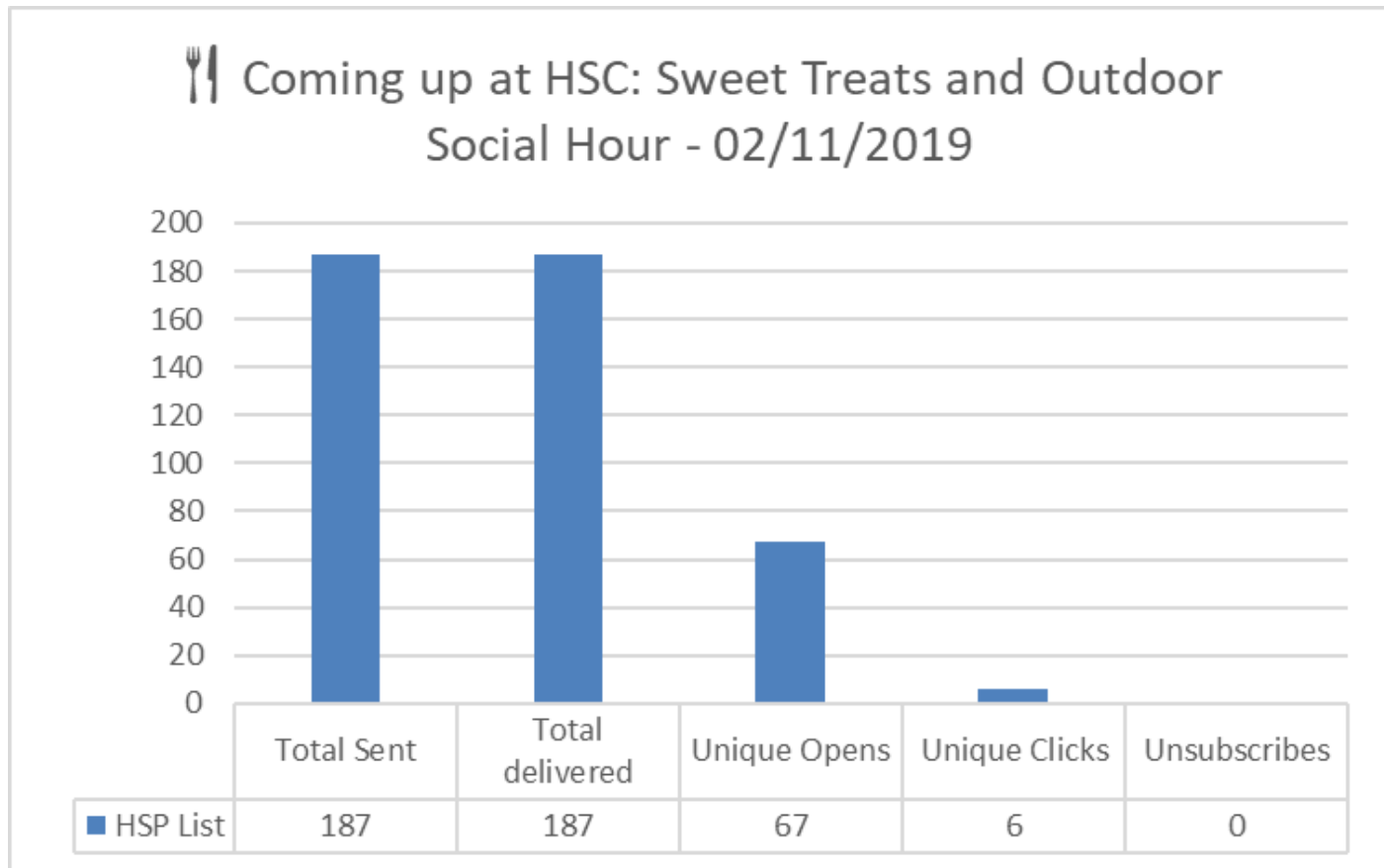
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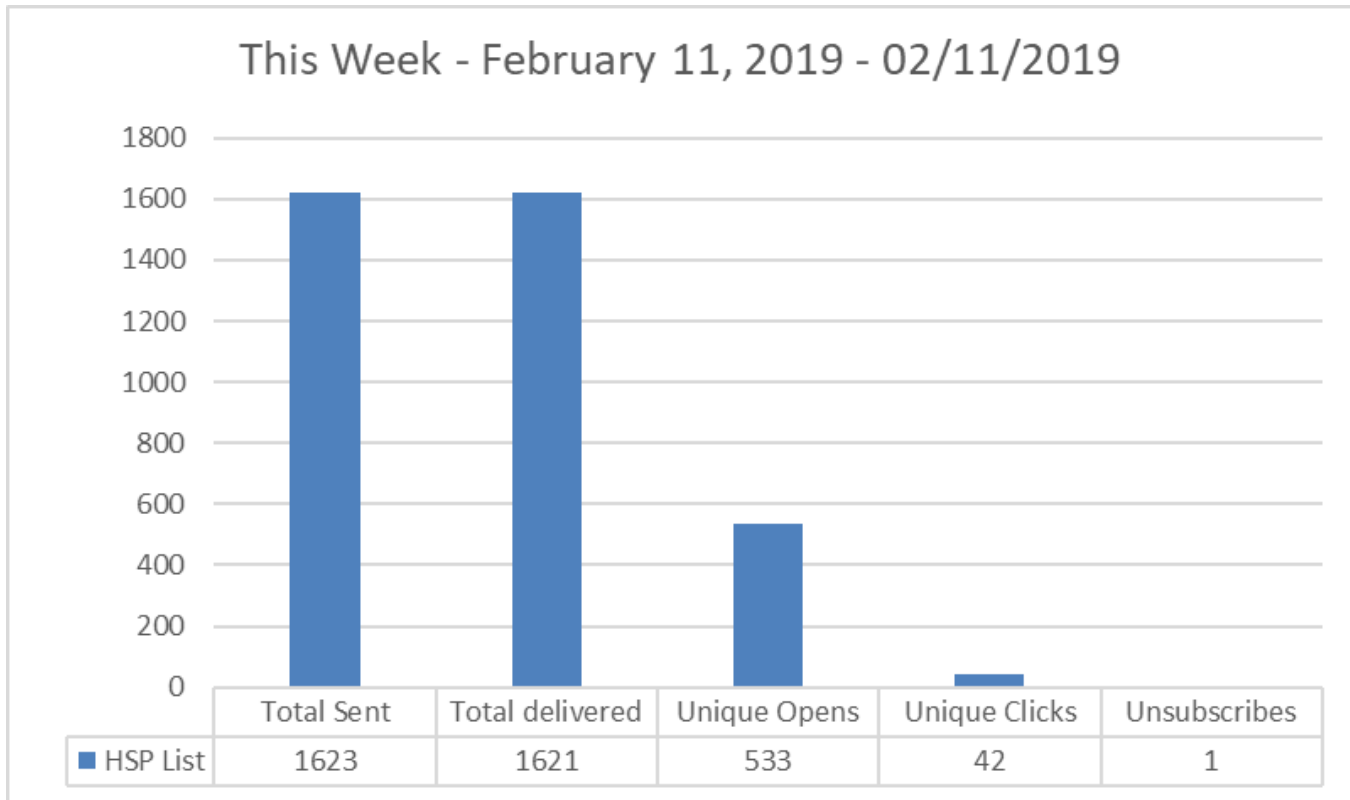


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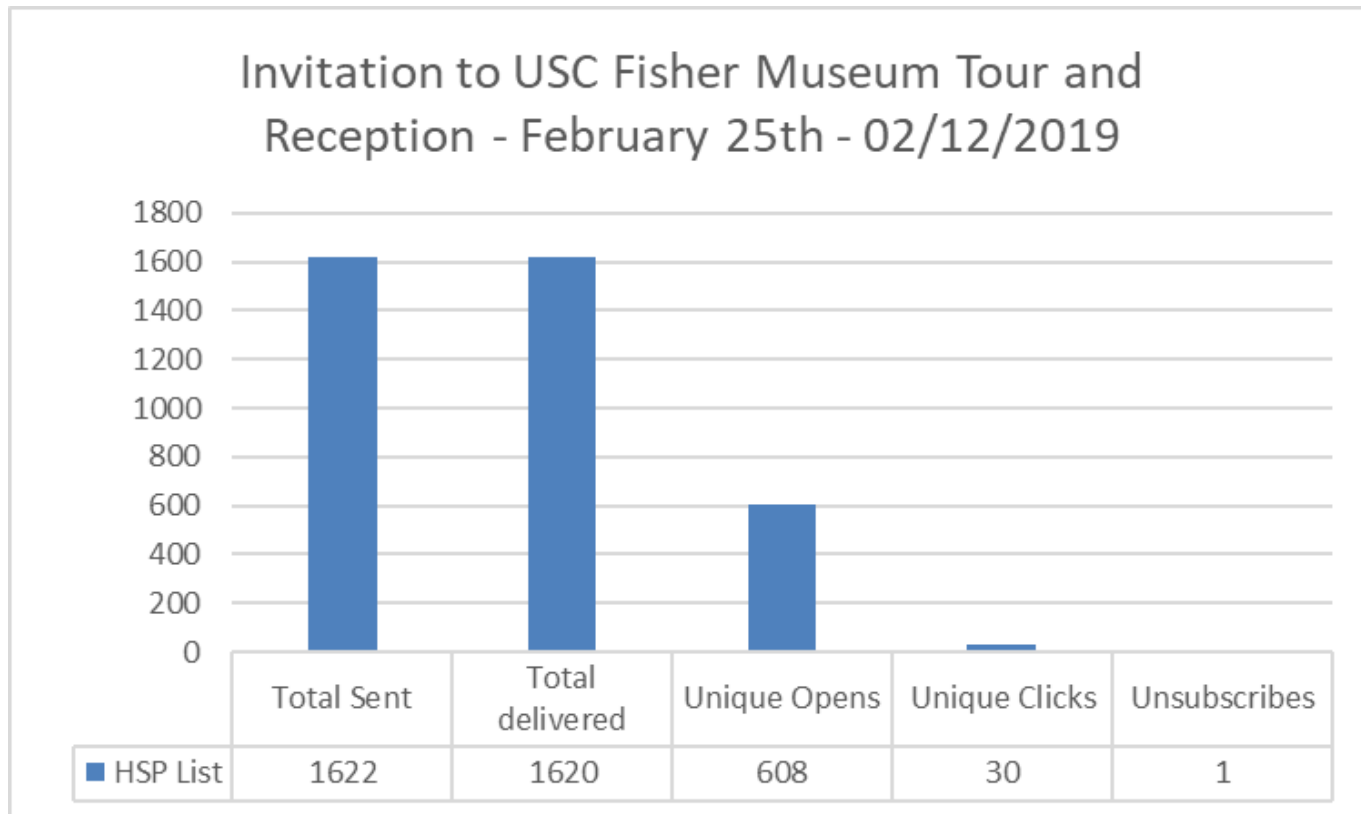


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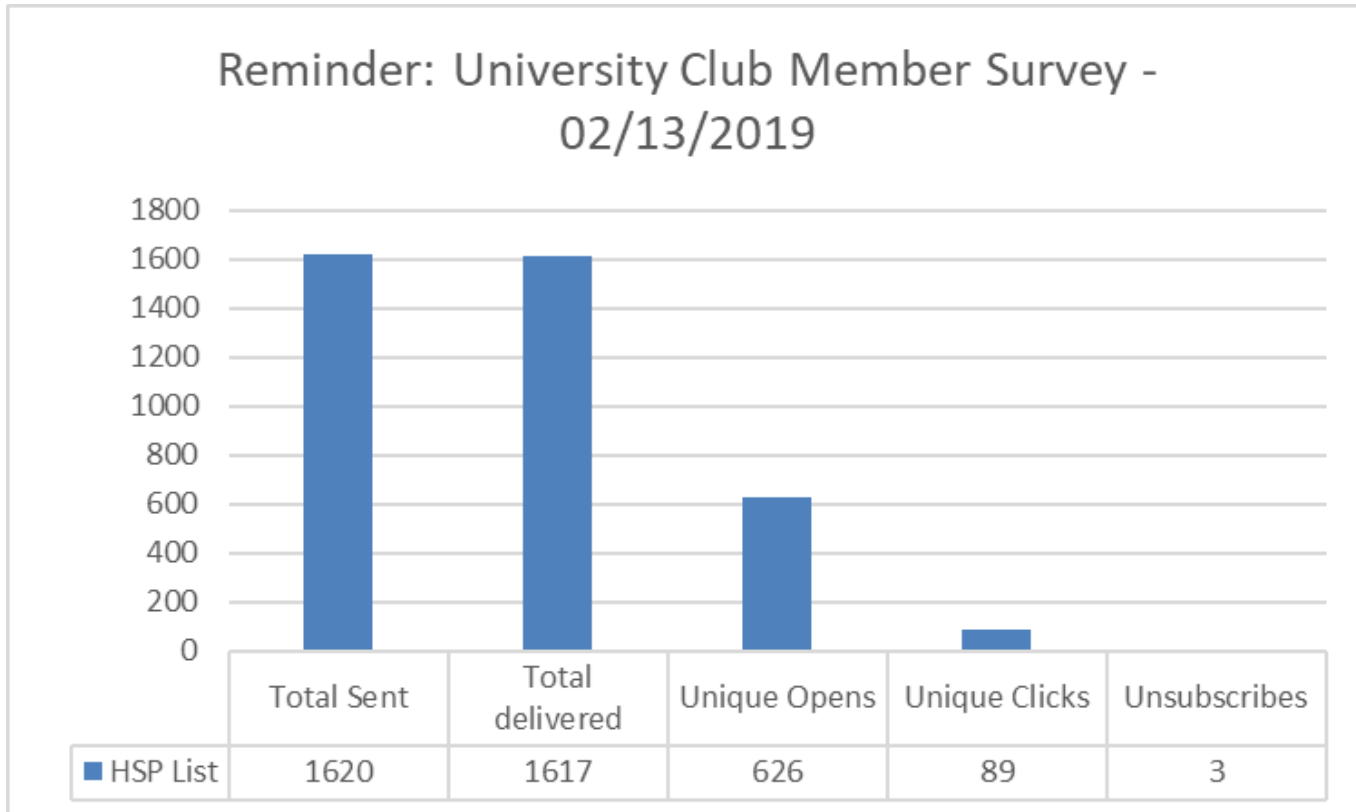


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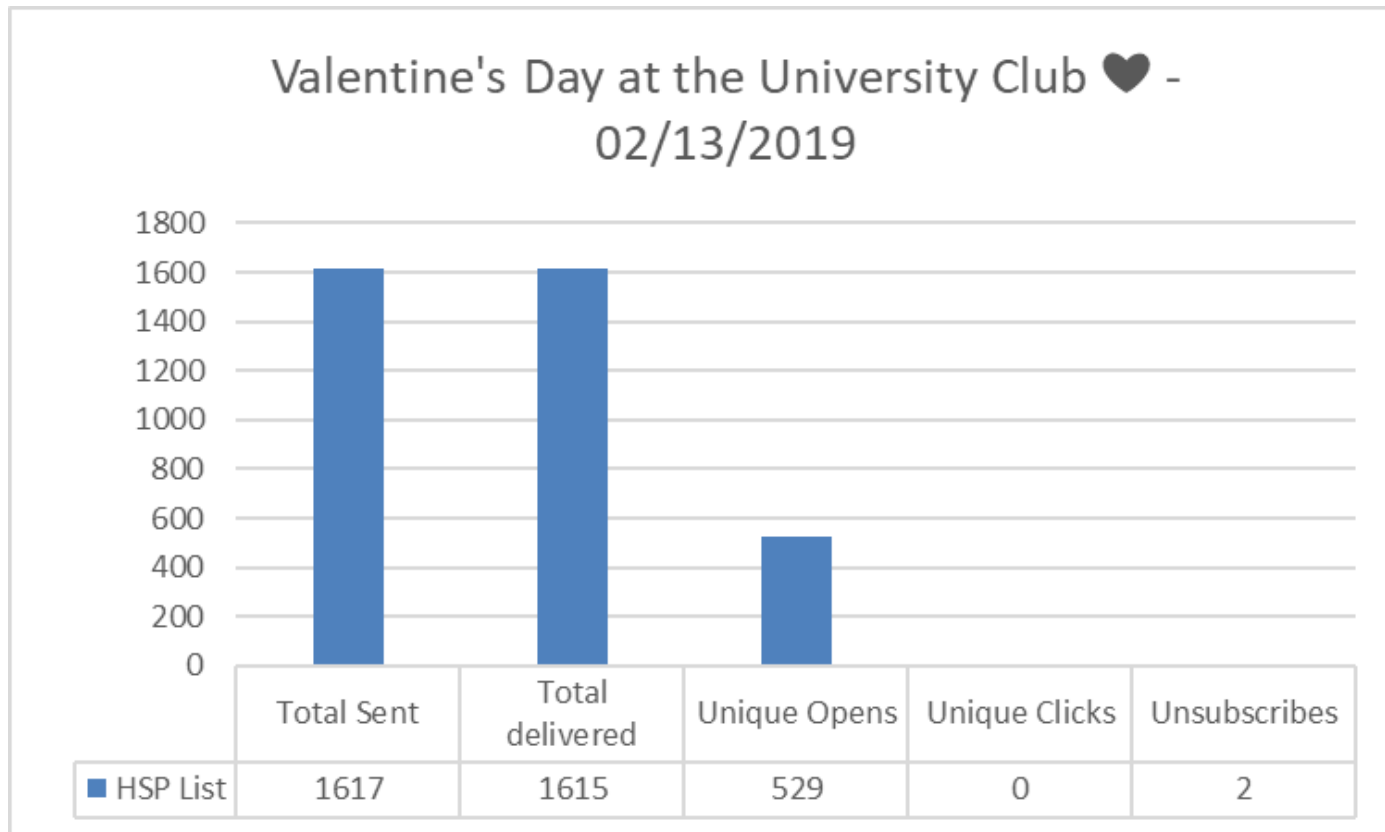


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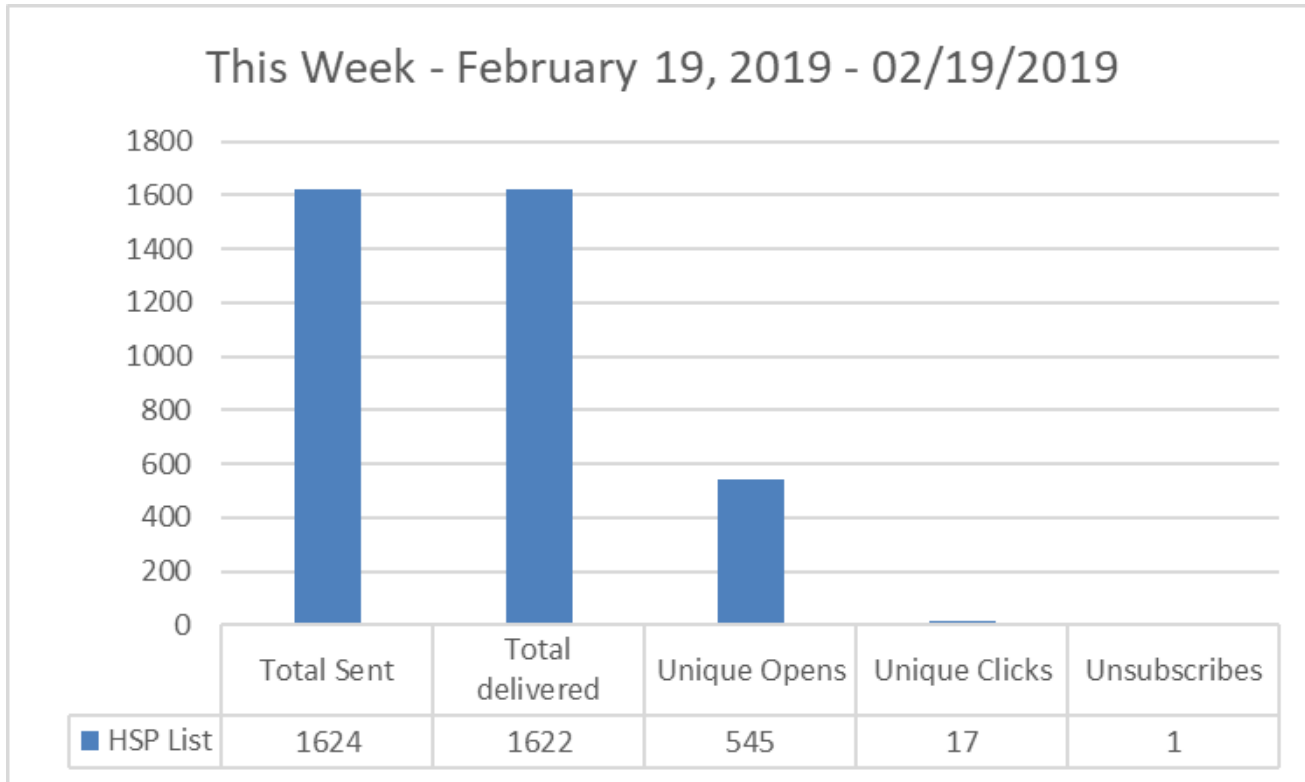


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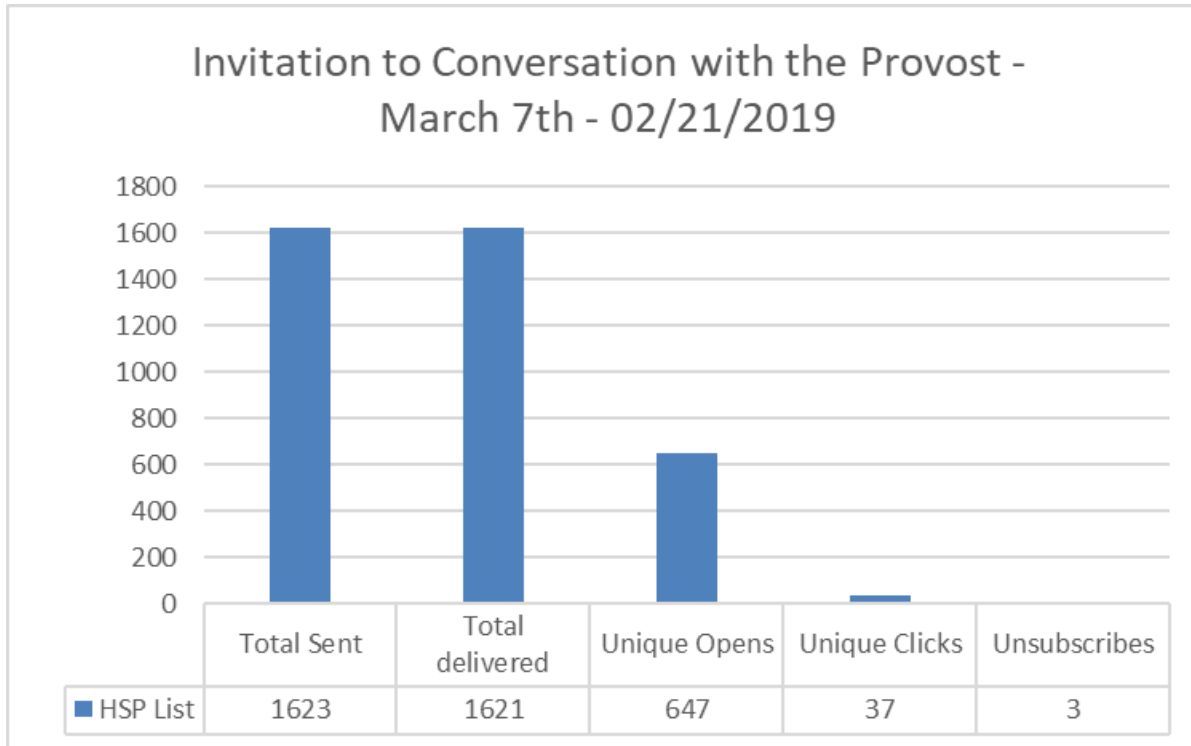


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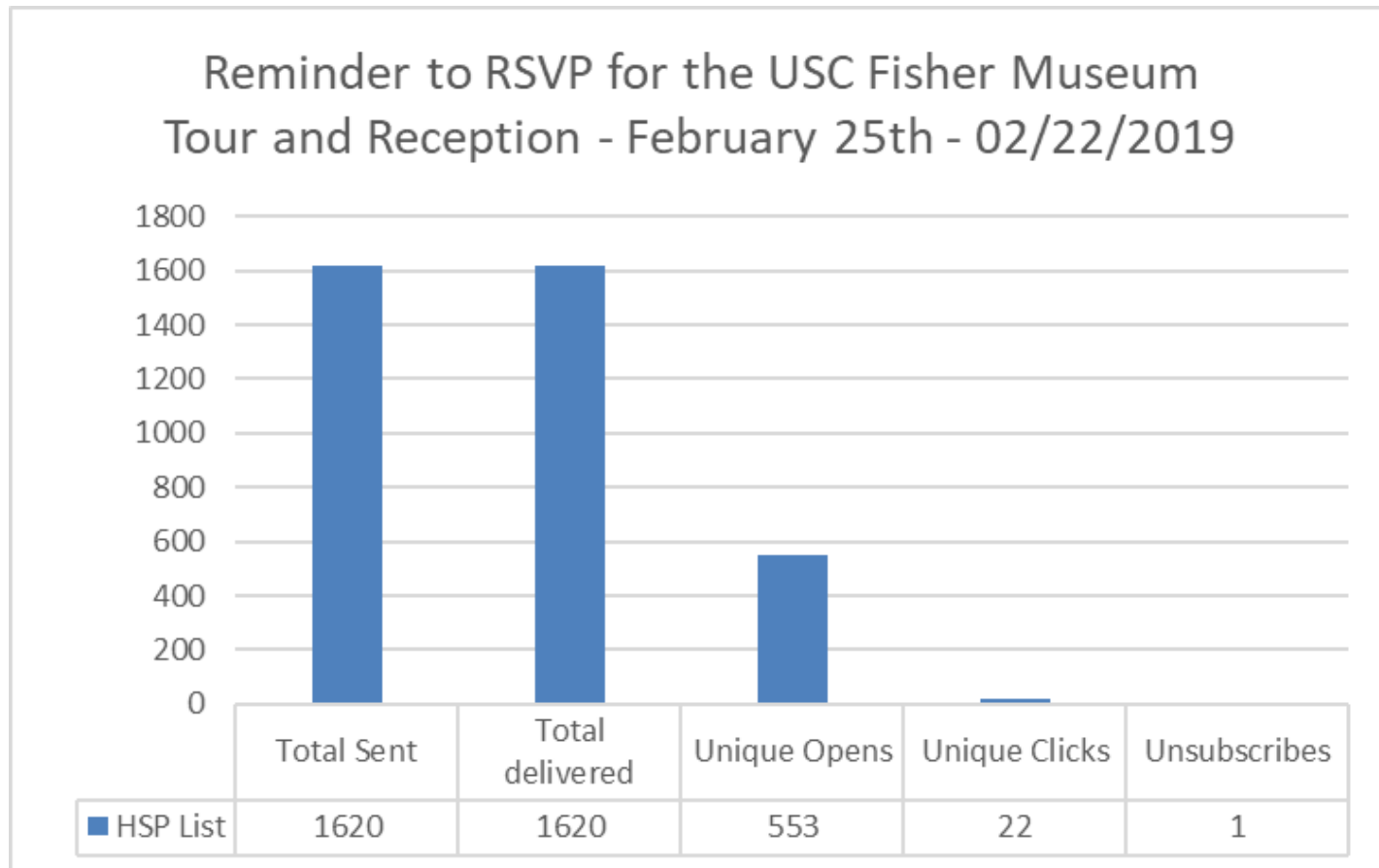


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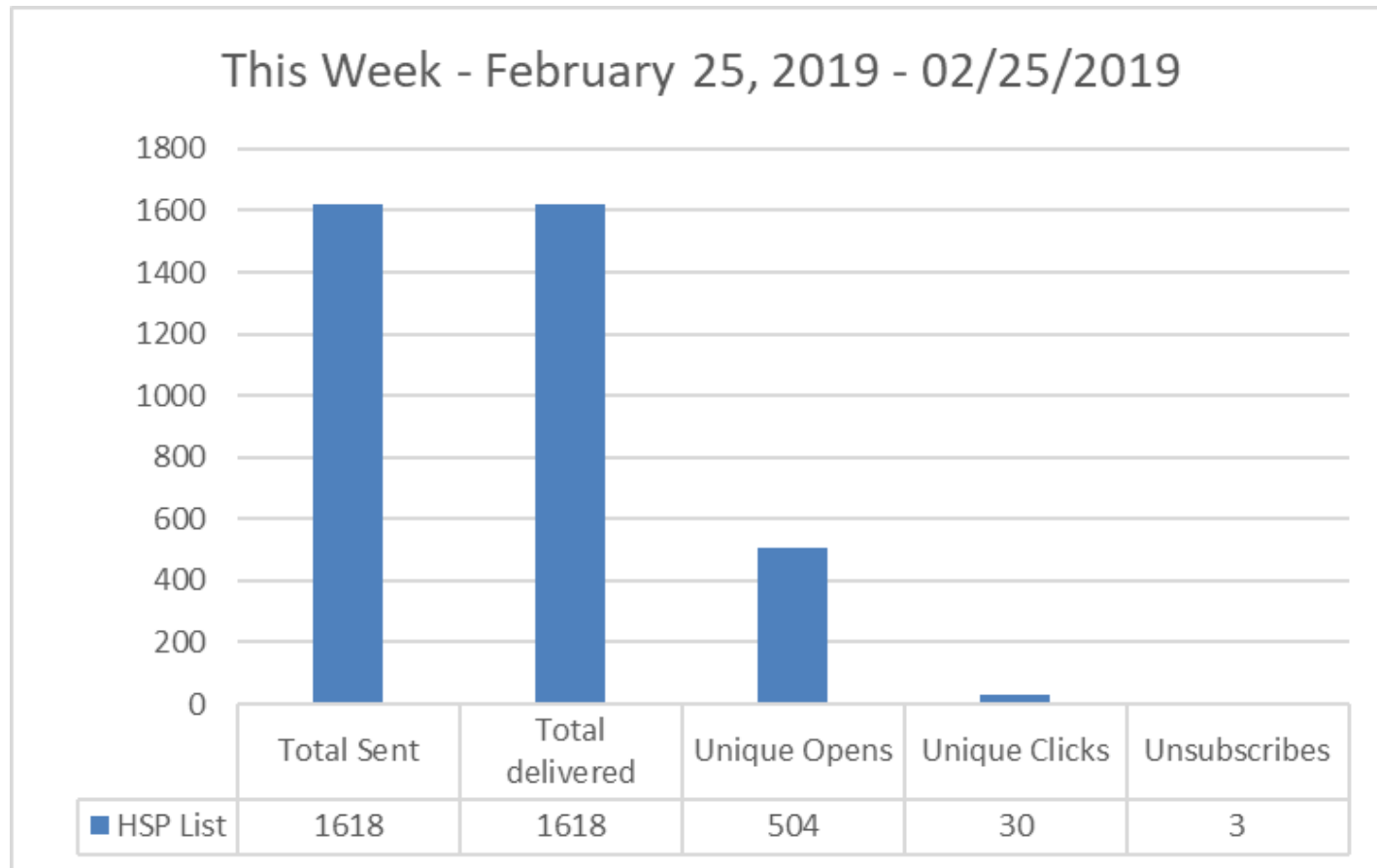
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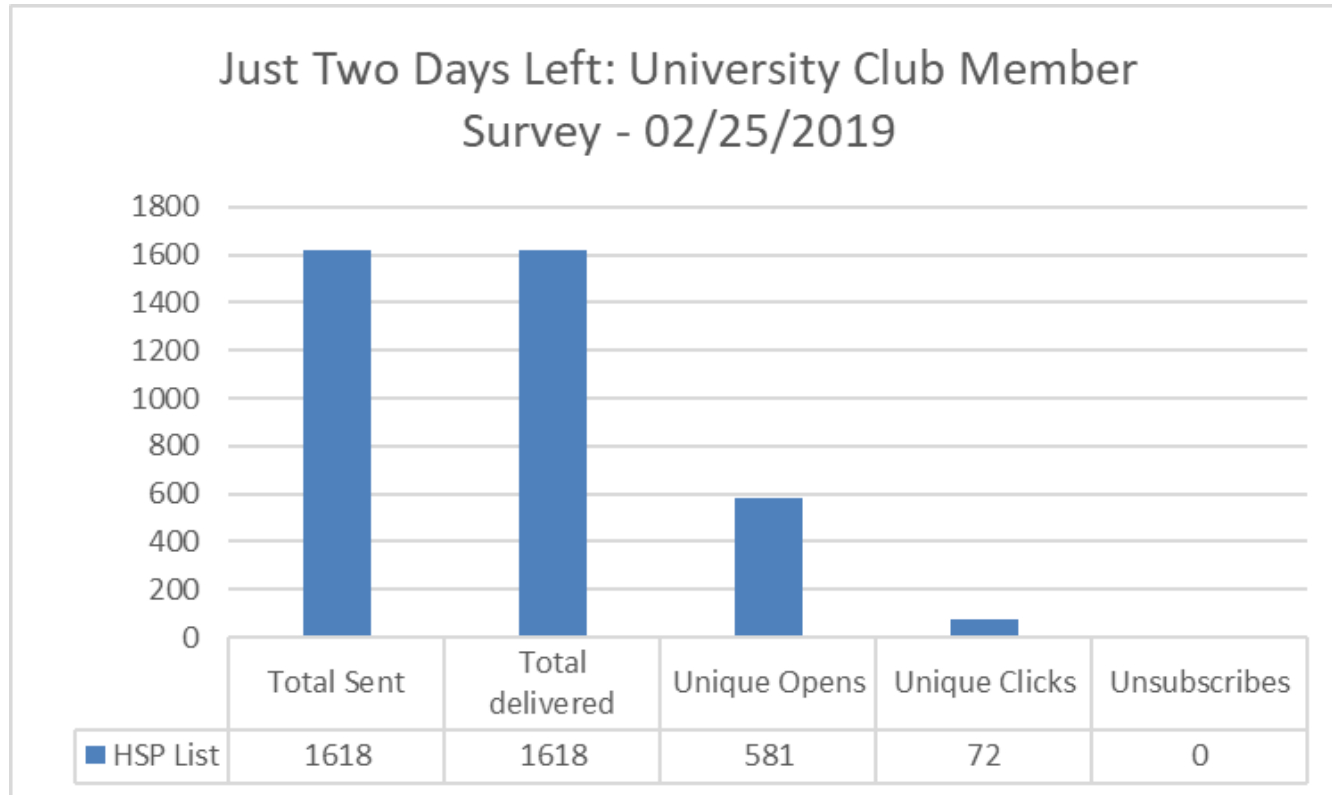


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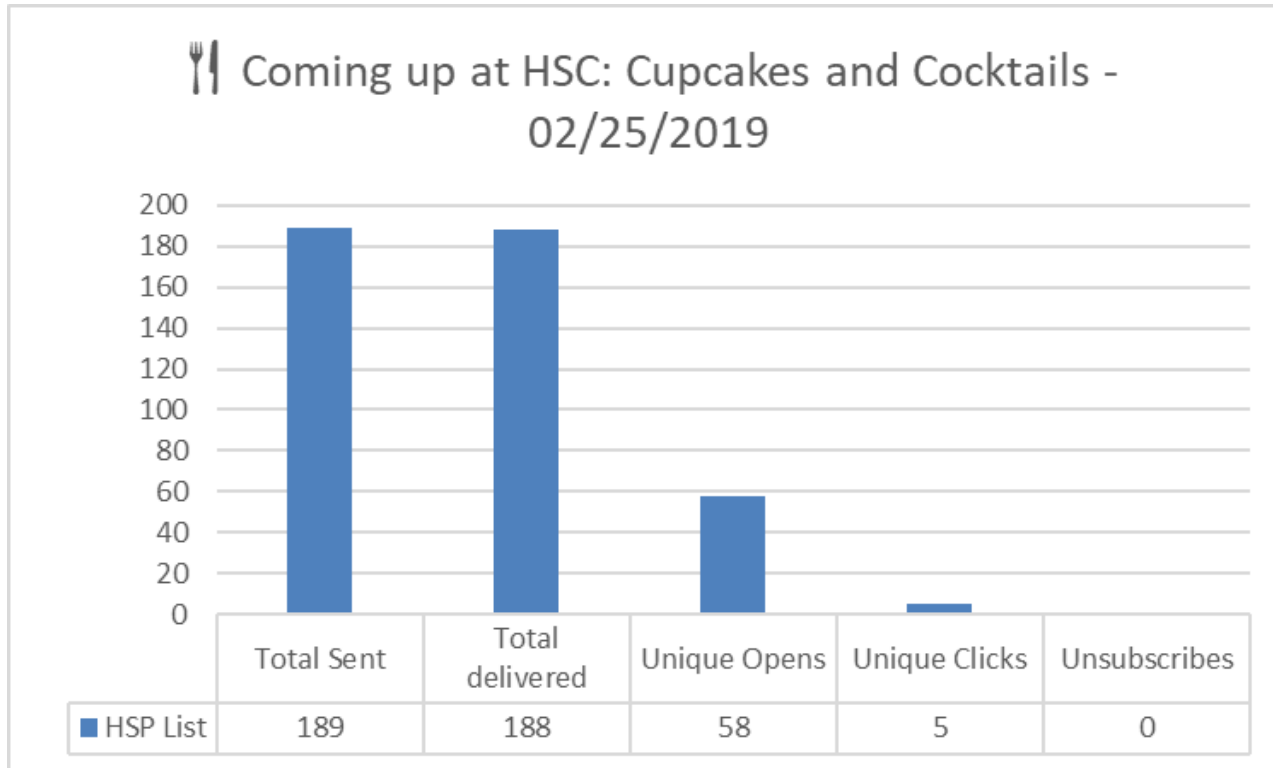


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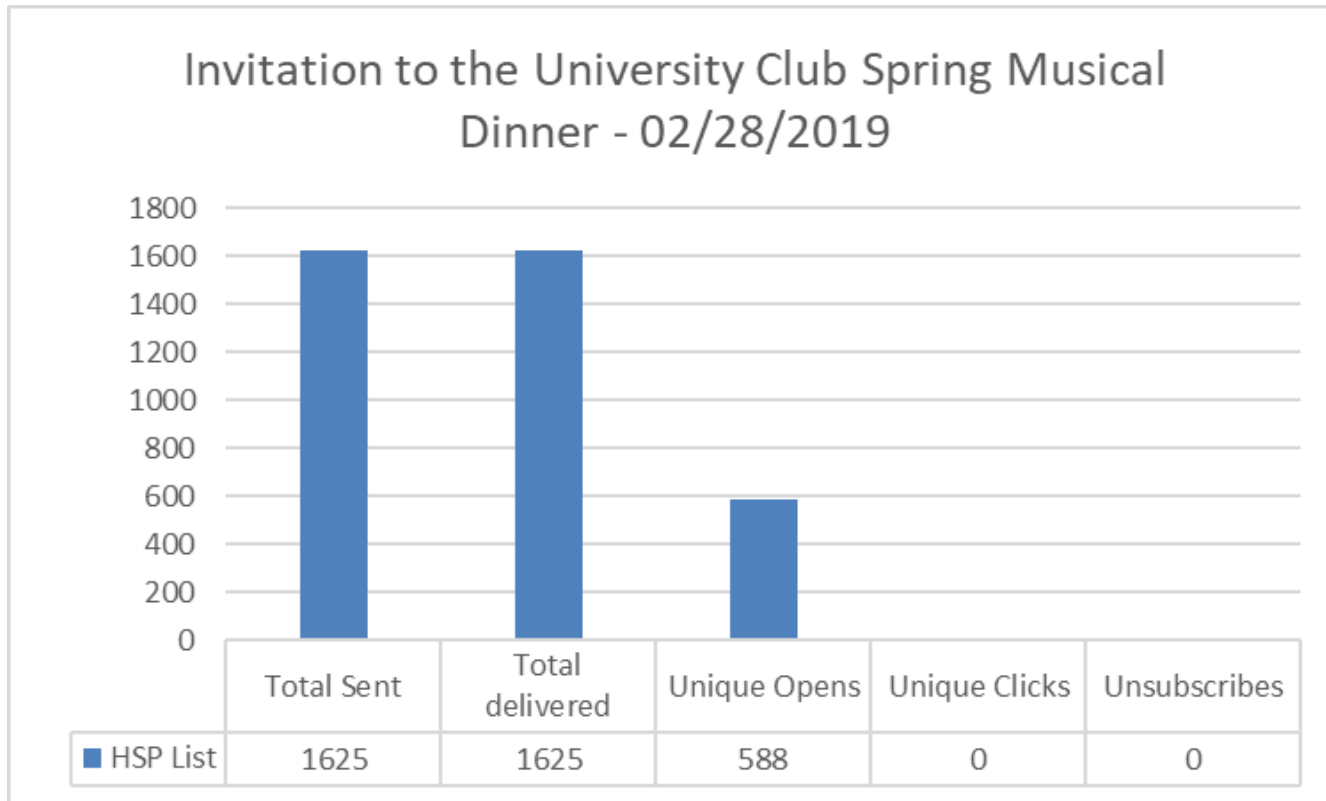


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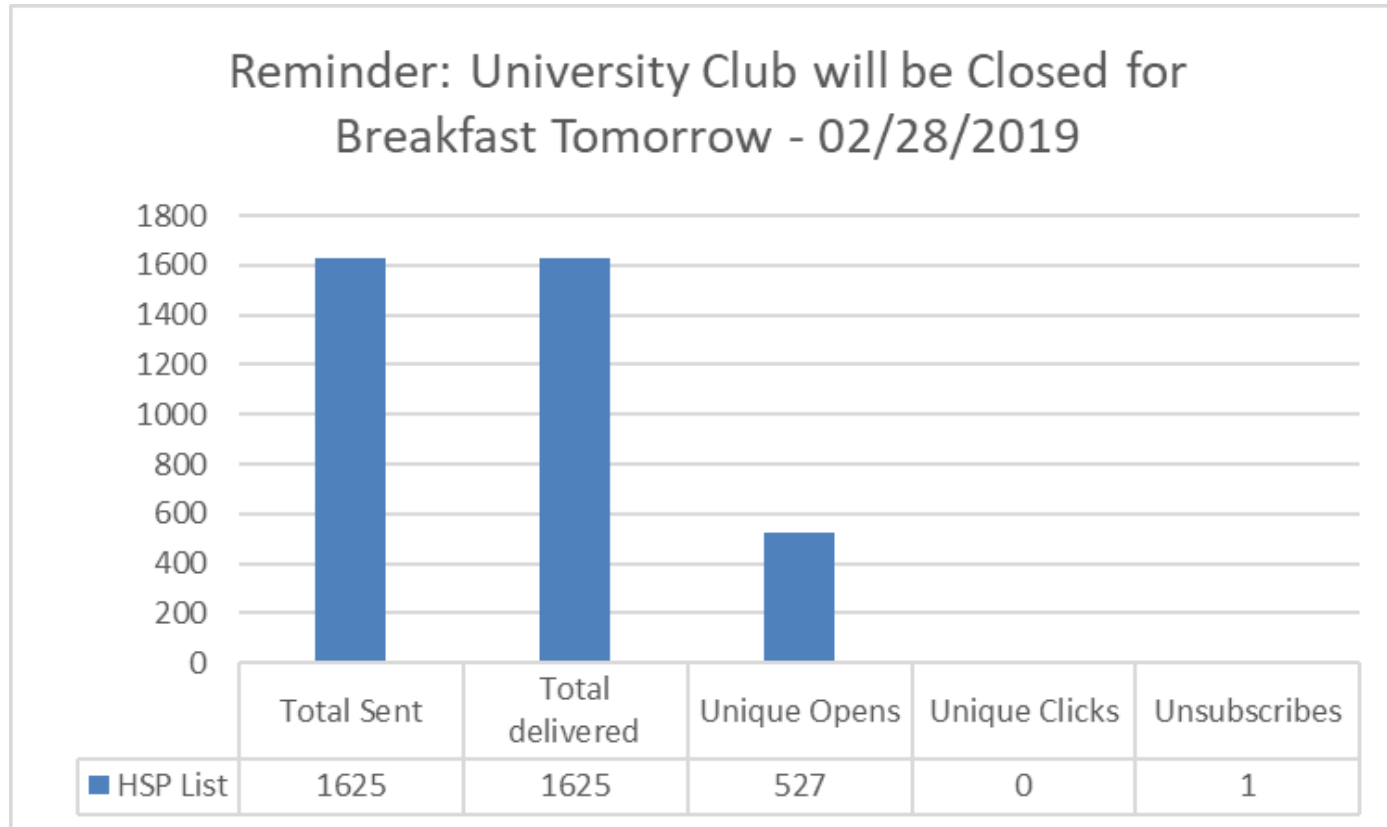


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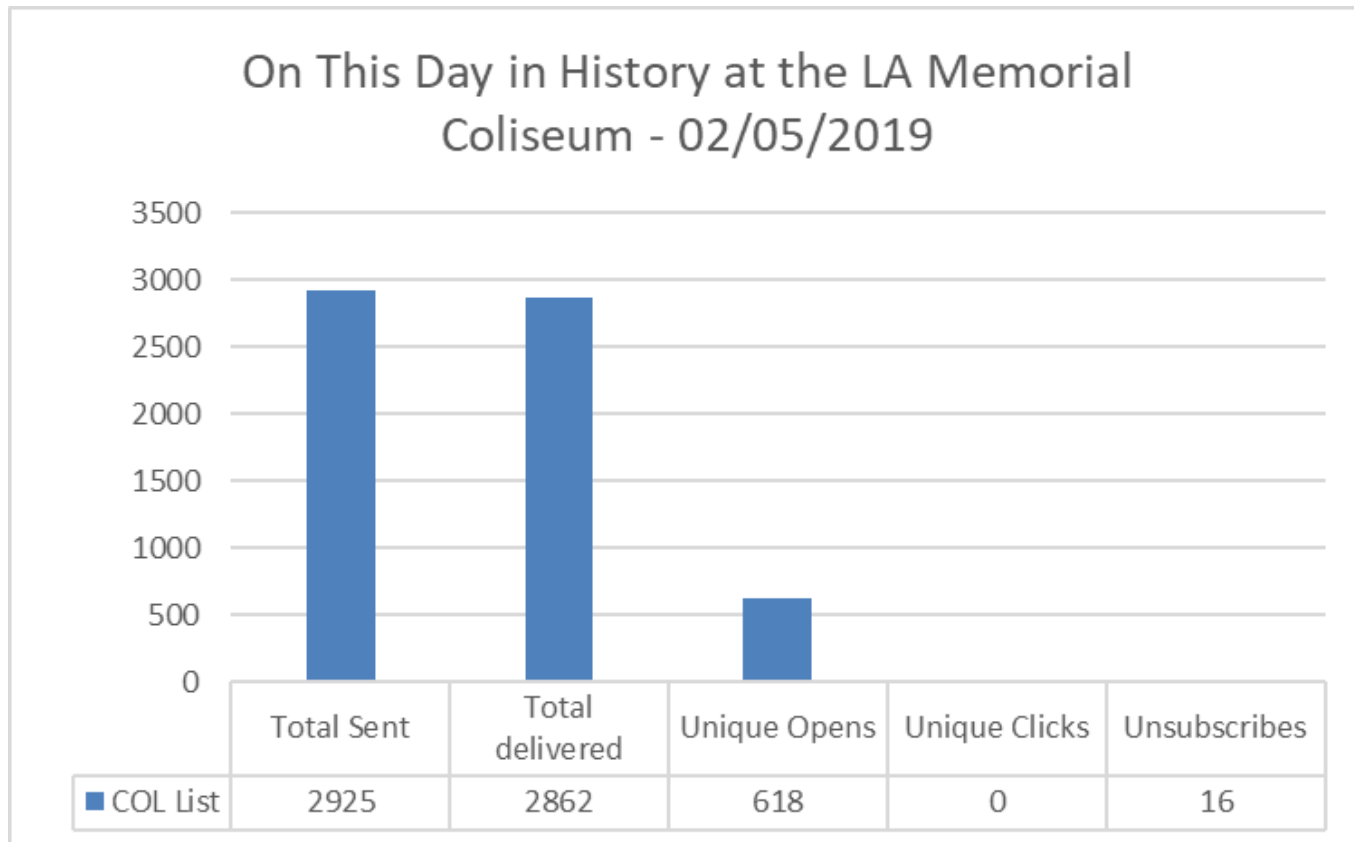


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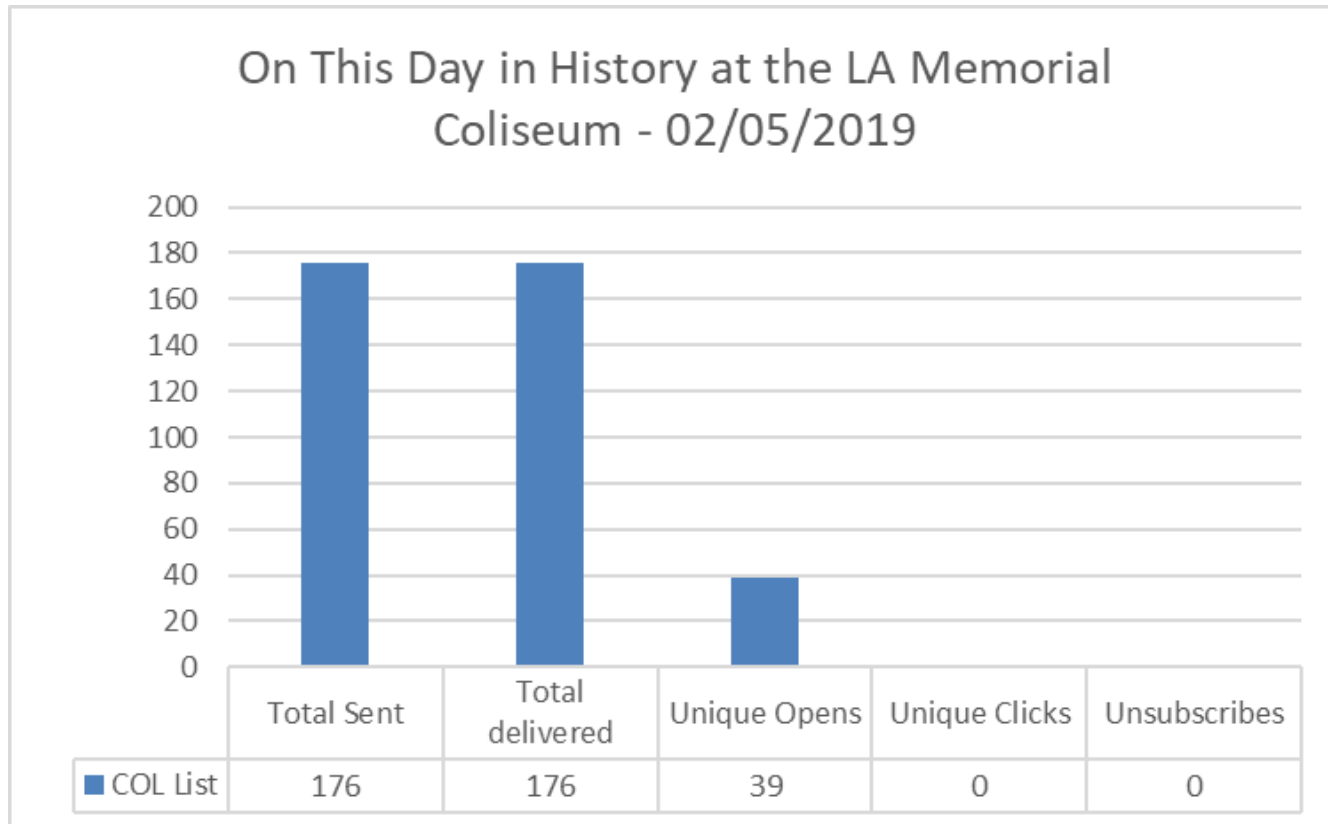


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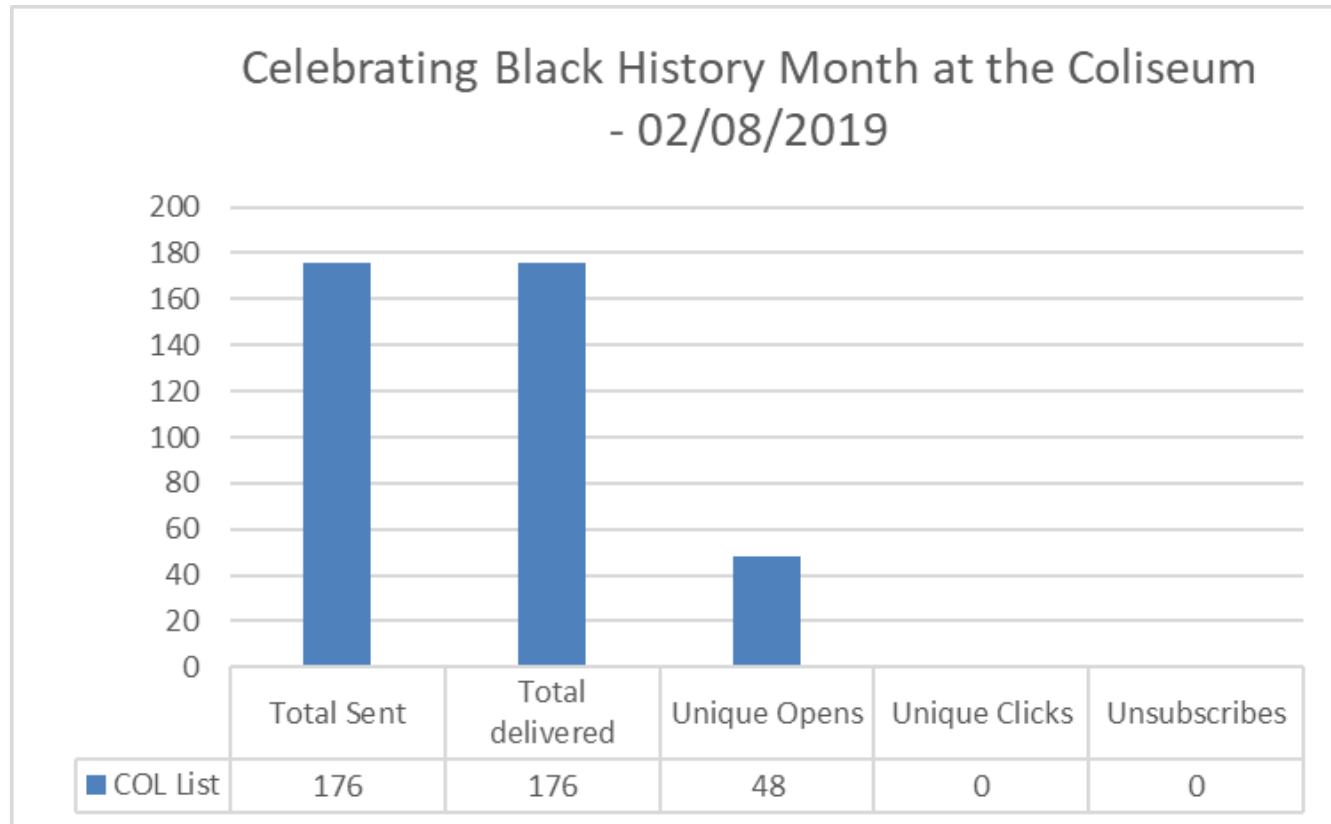


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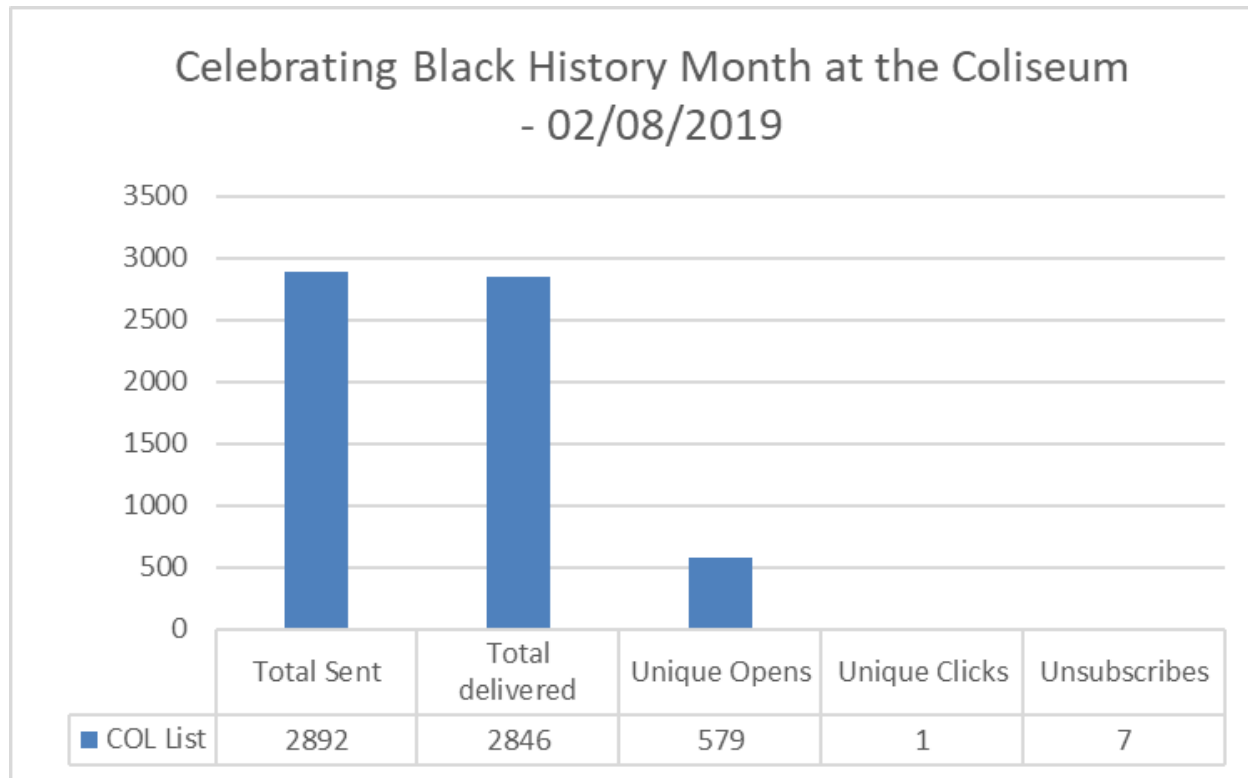
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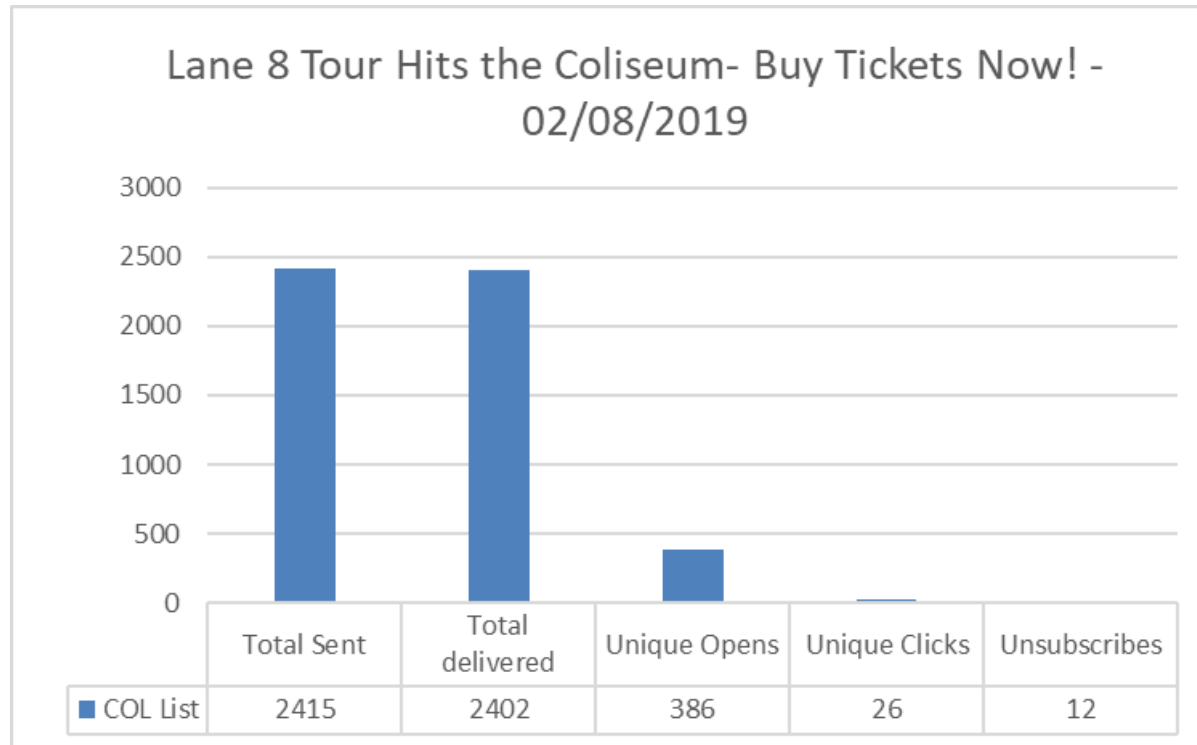


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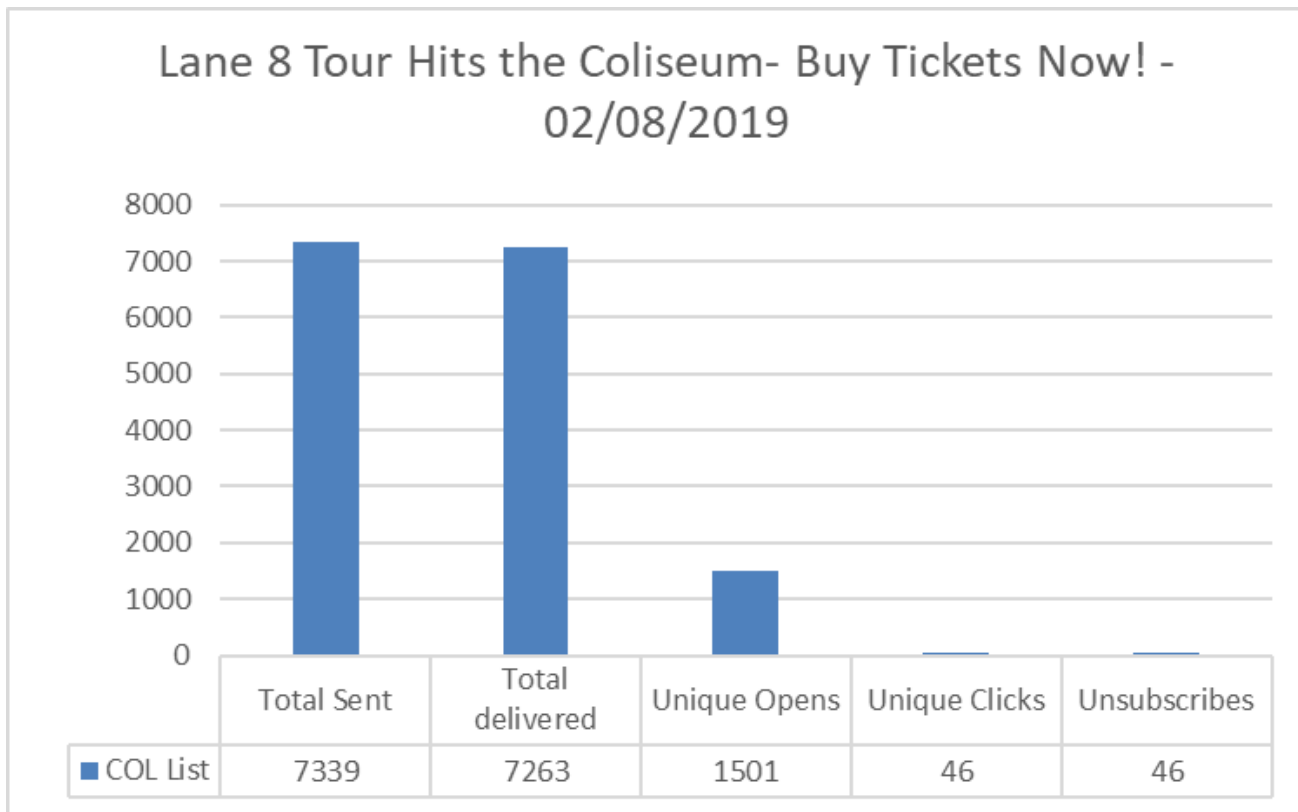


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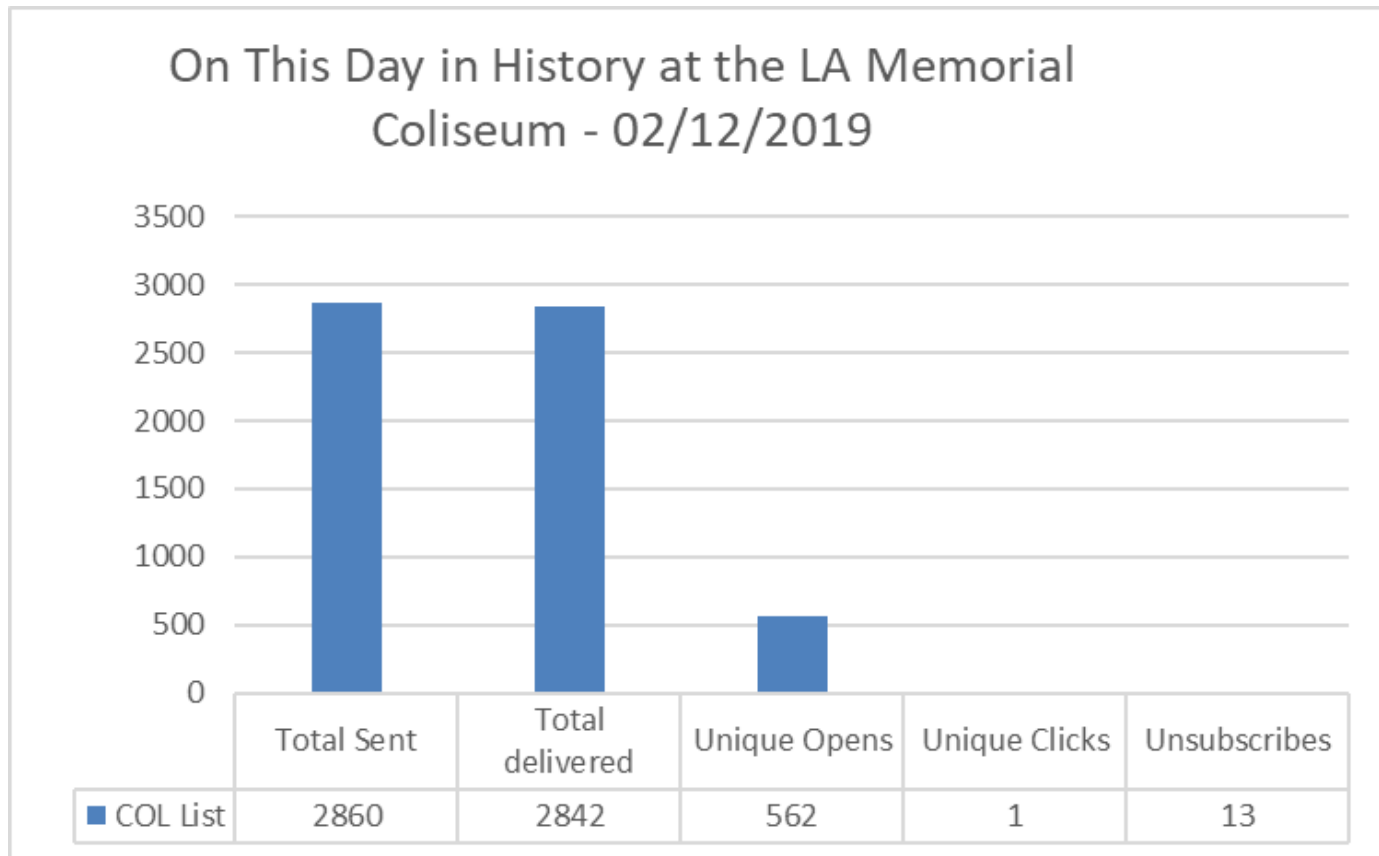


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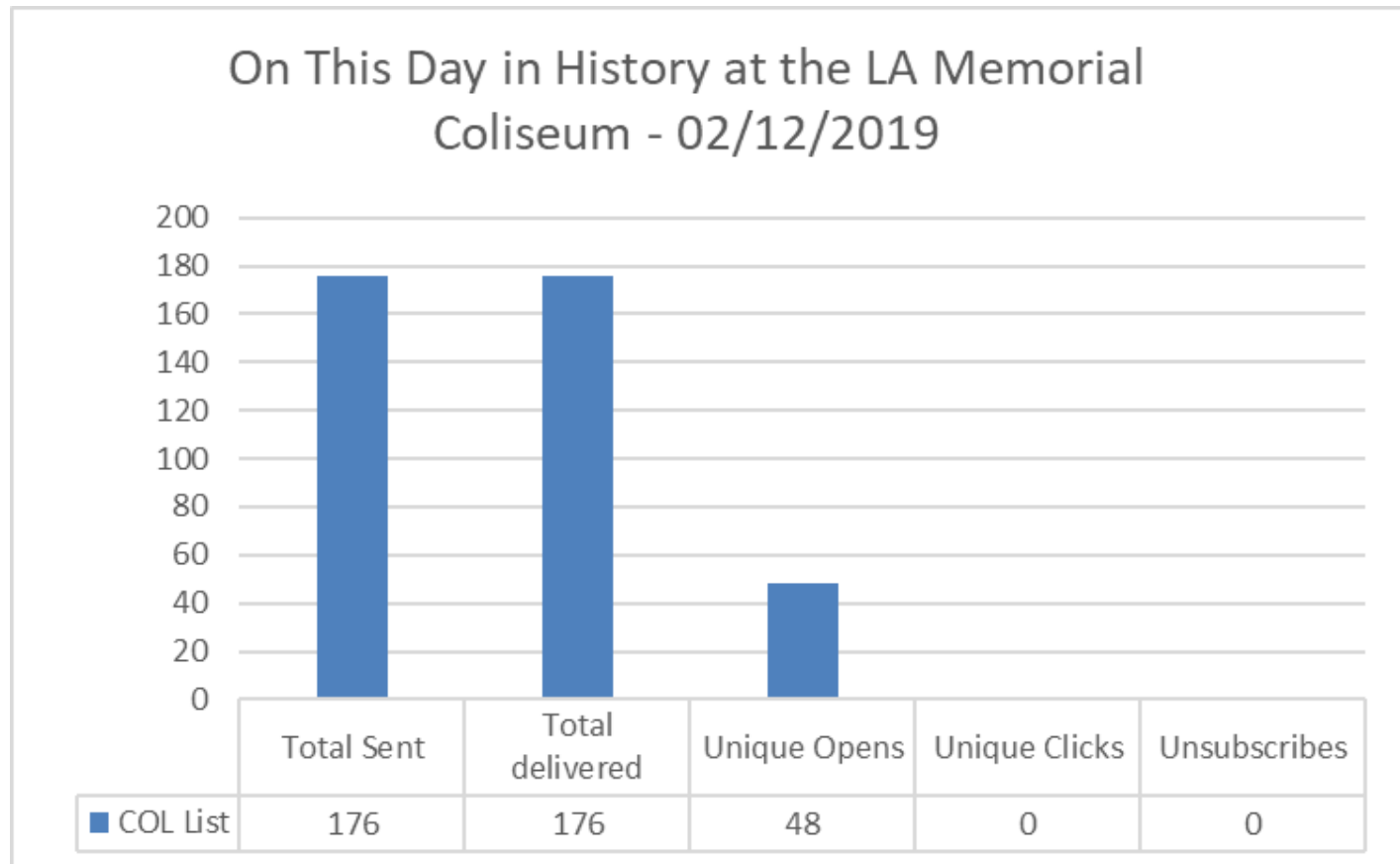


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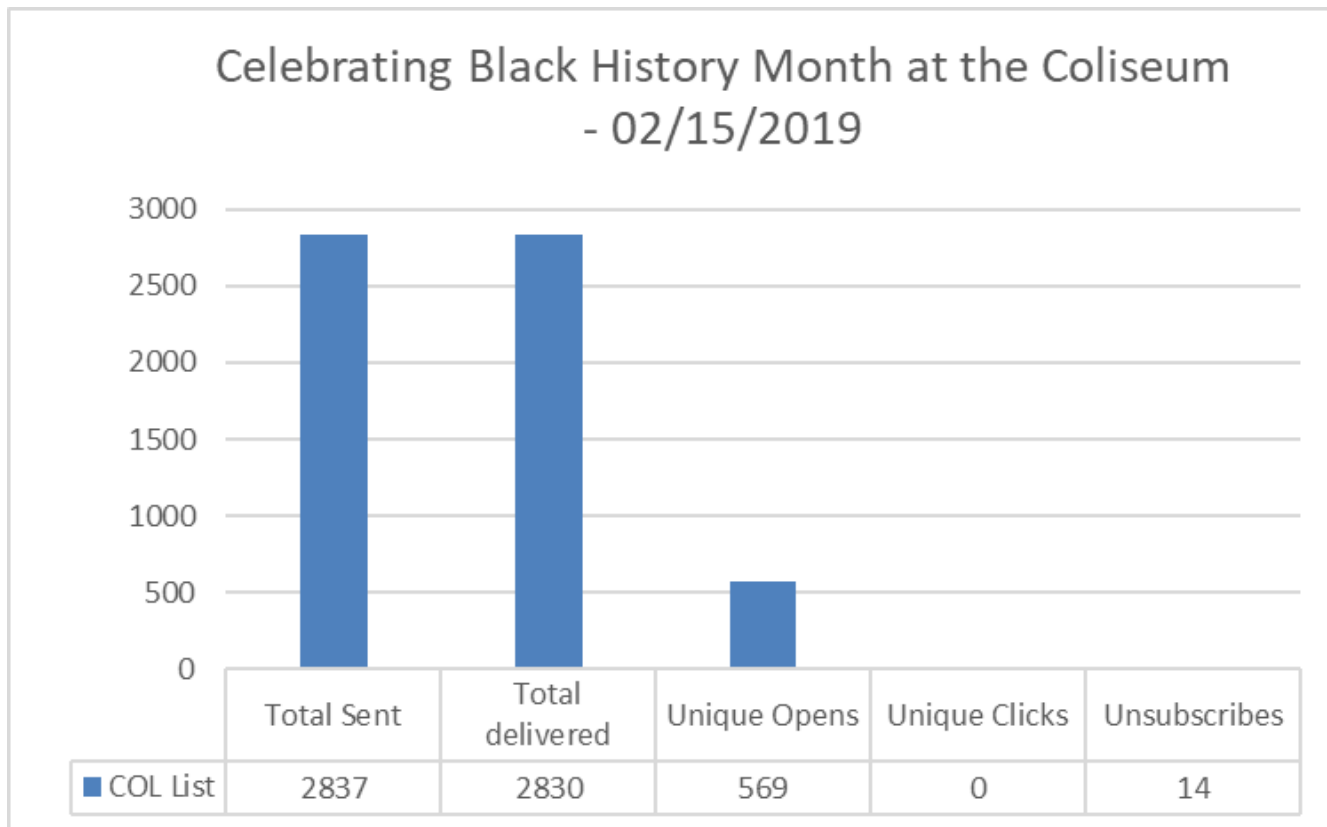


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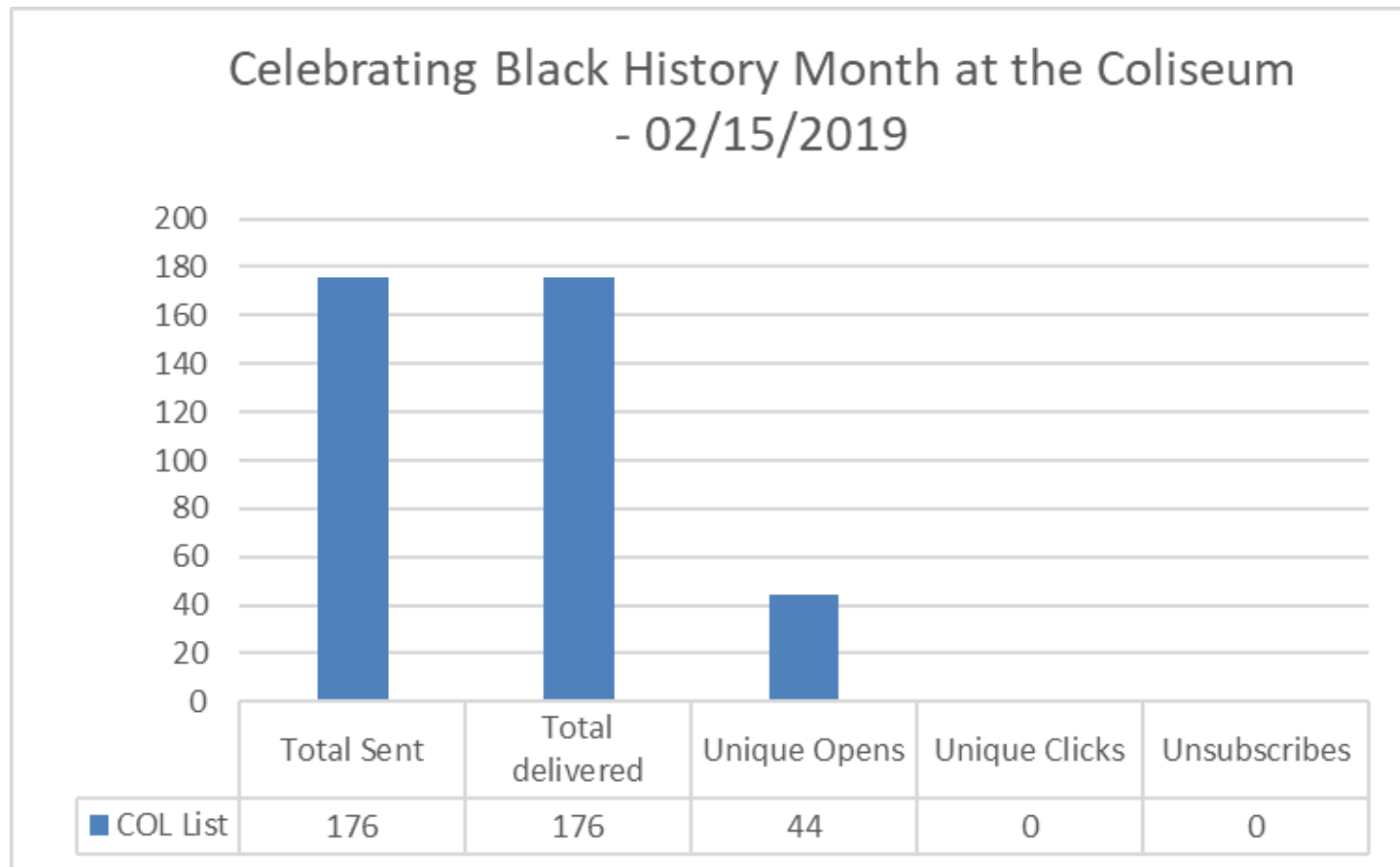


## Email Campaign Reports February 2019



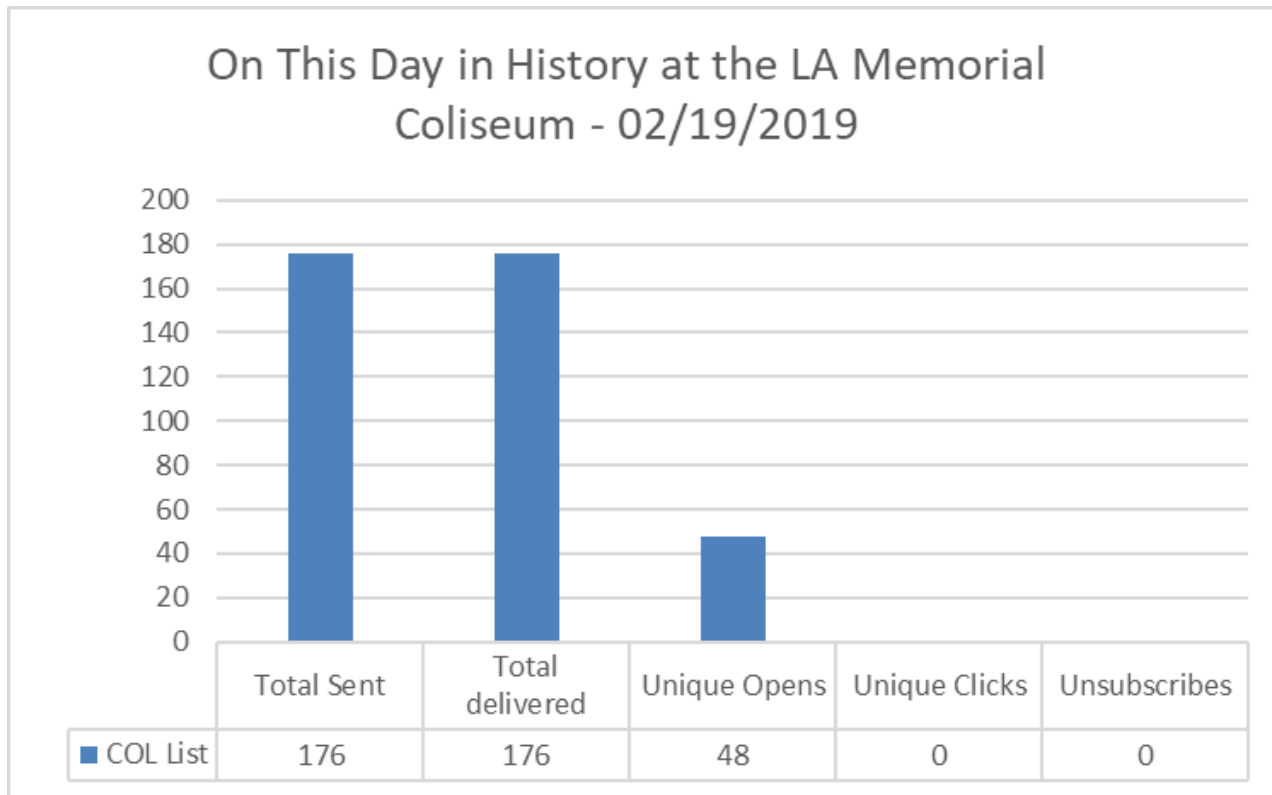


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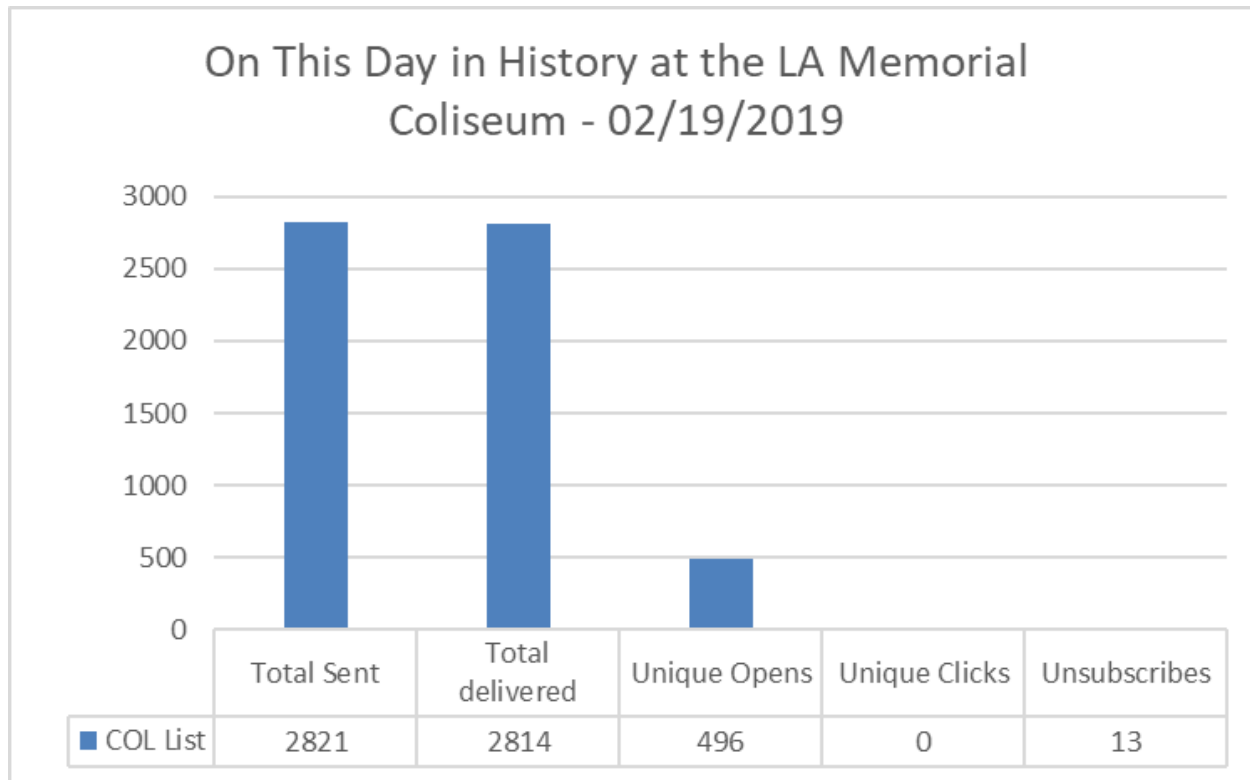
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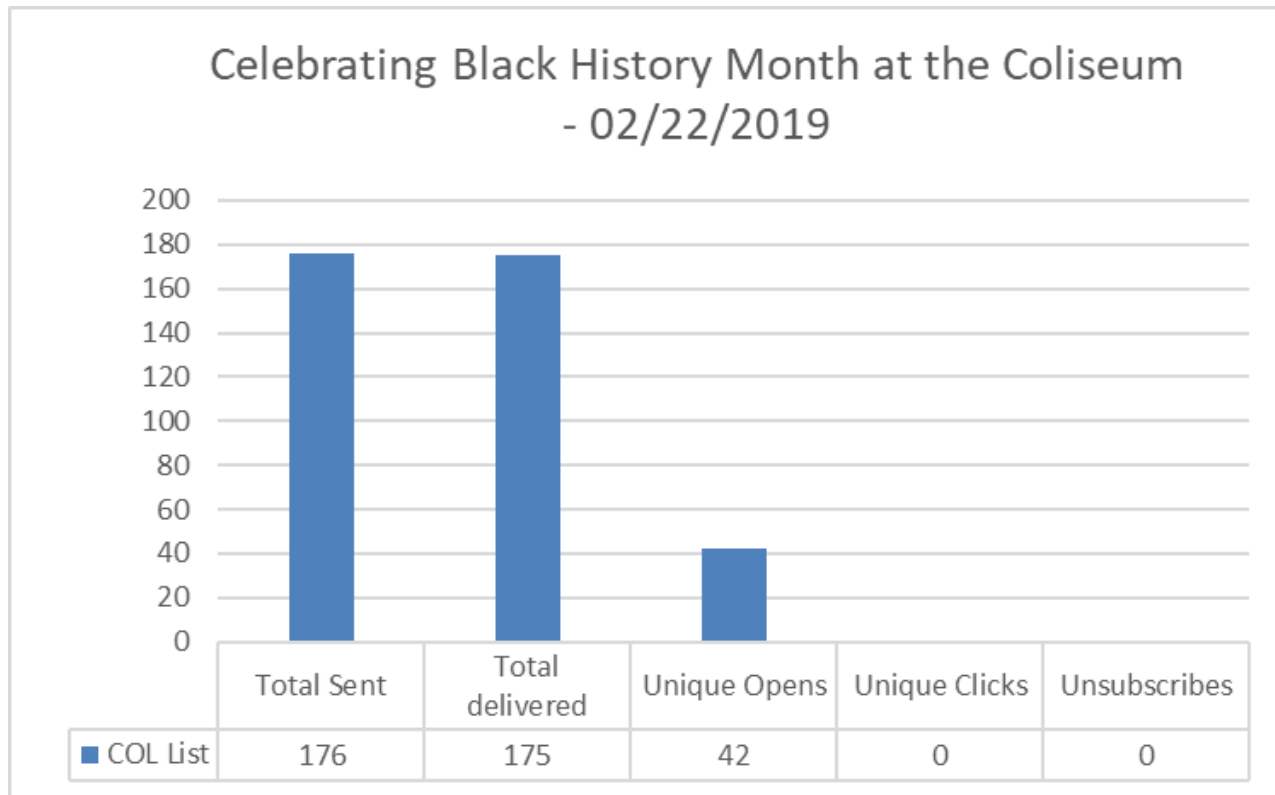


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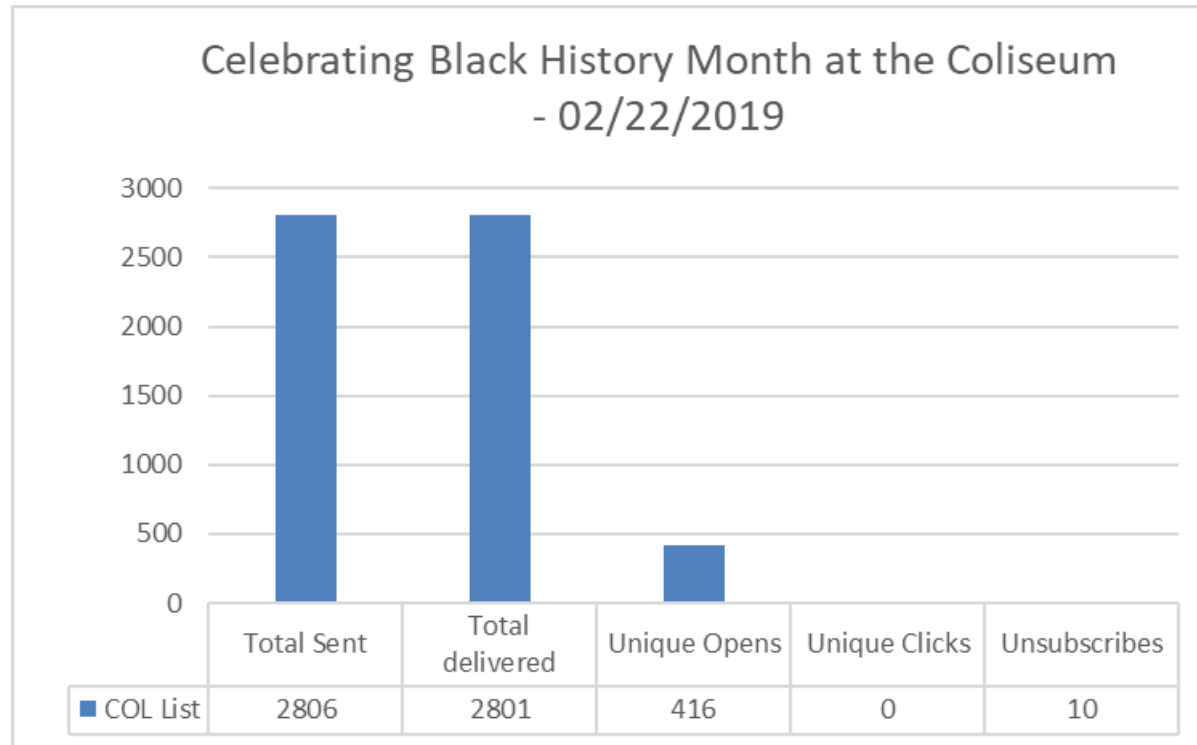


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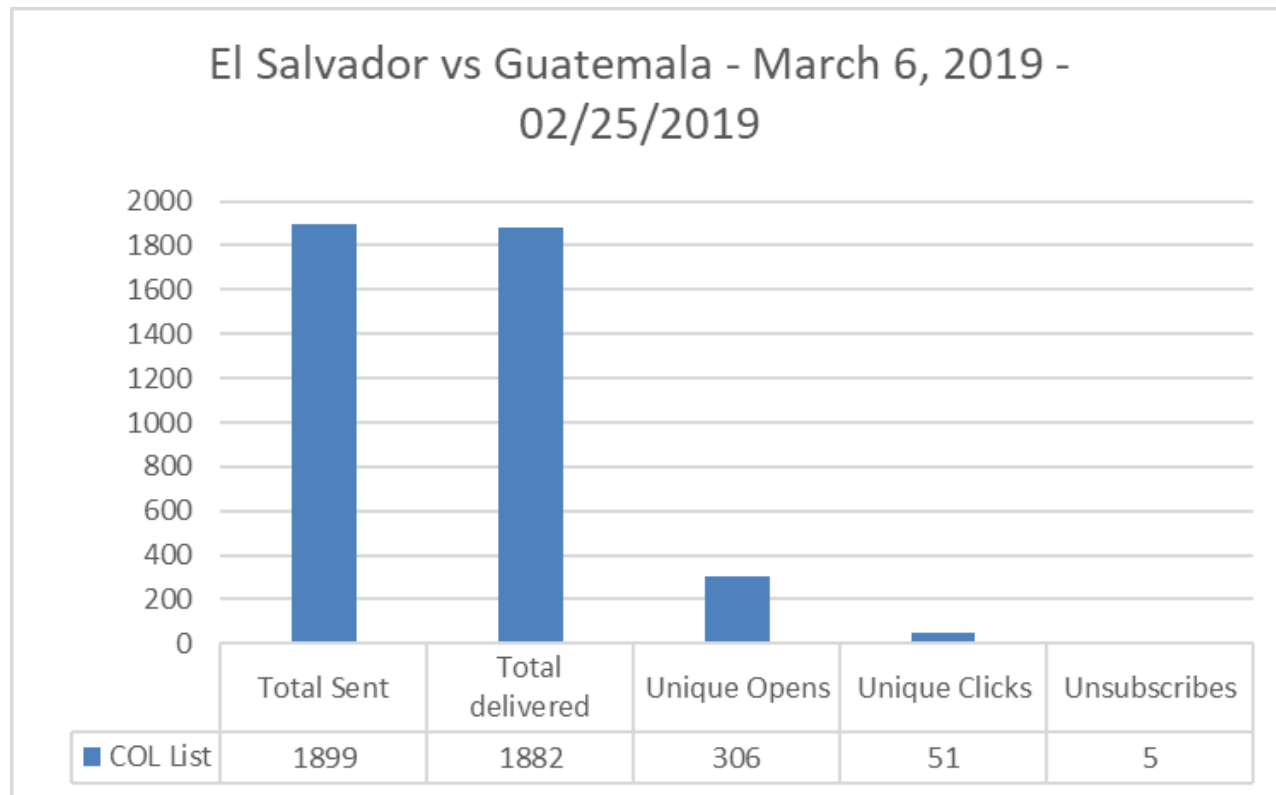


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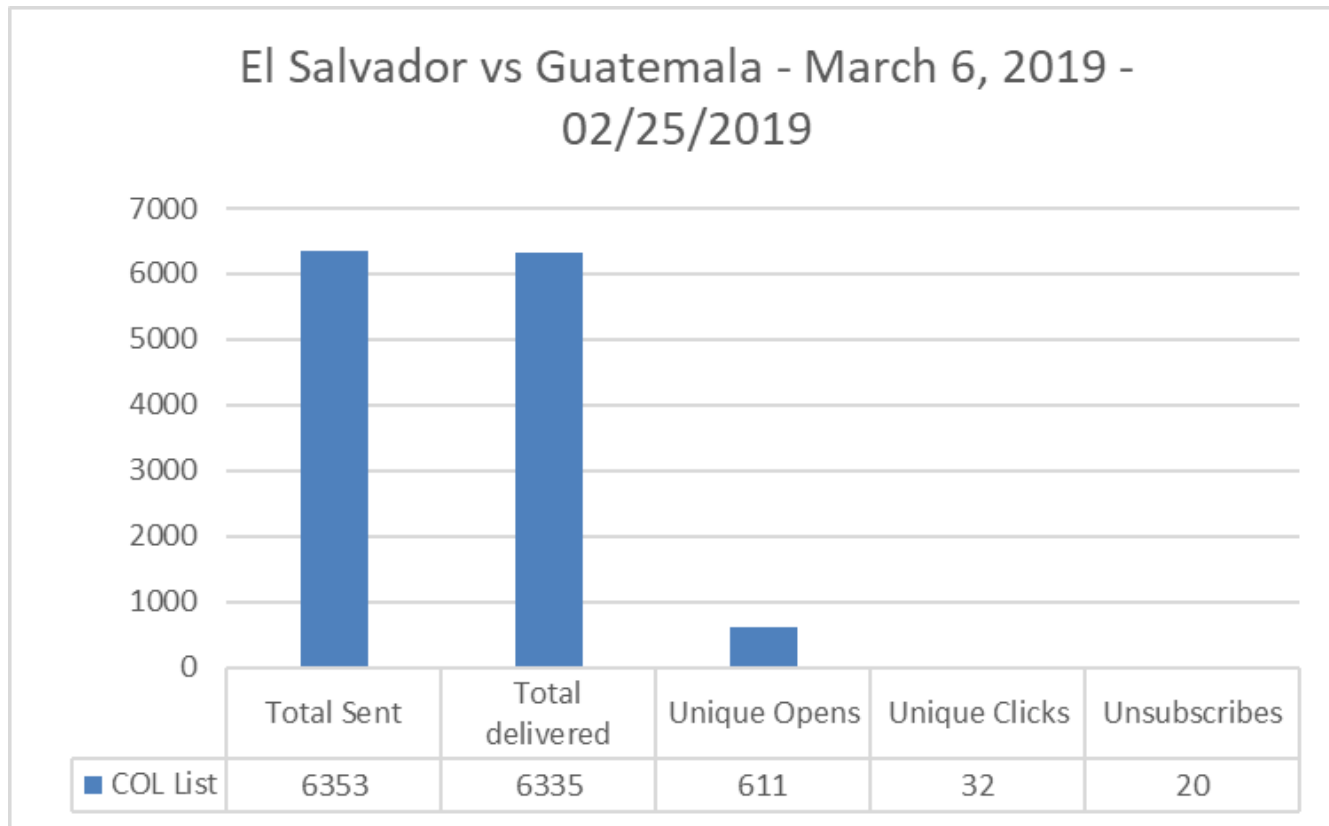


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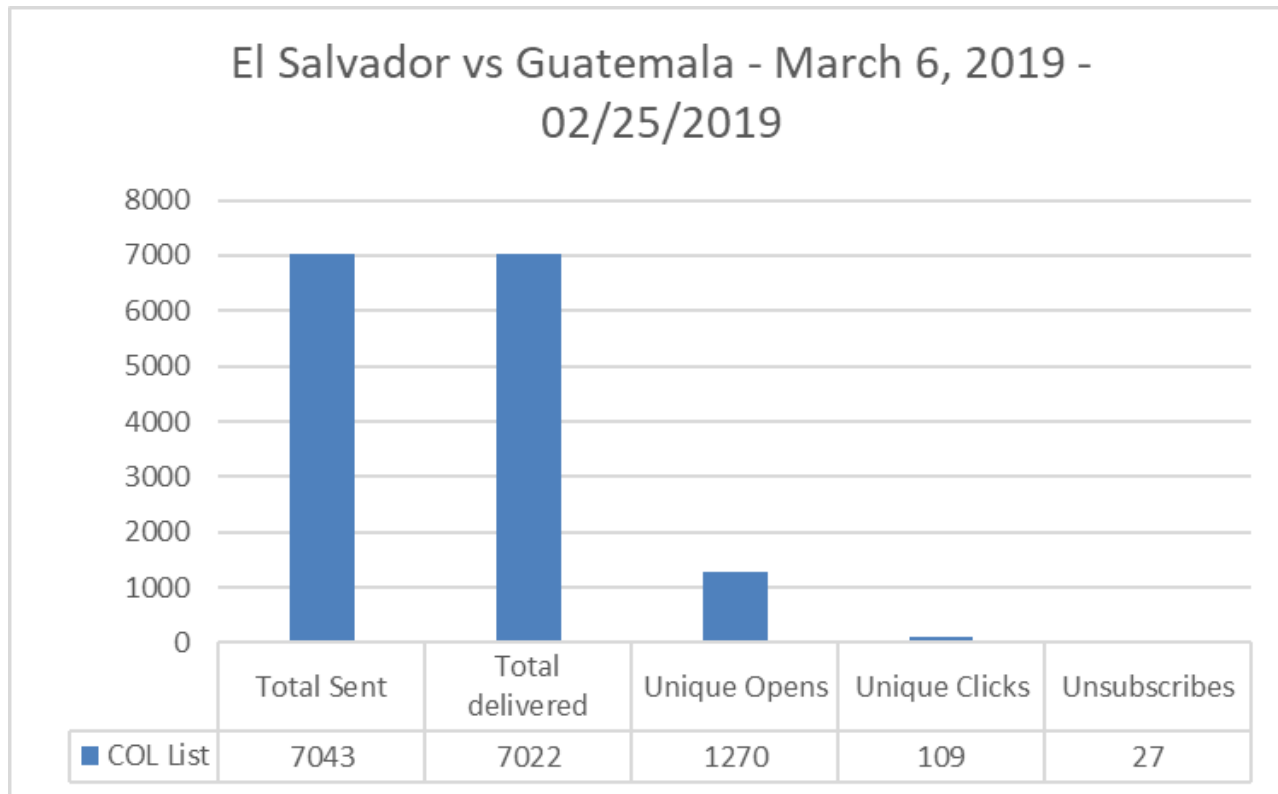


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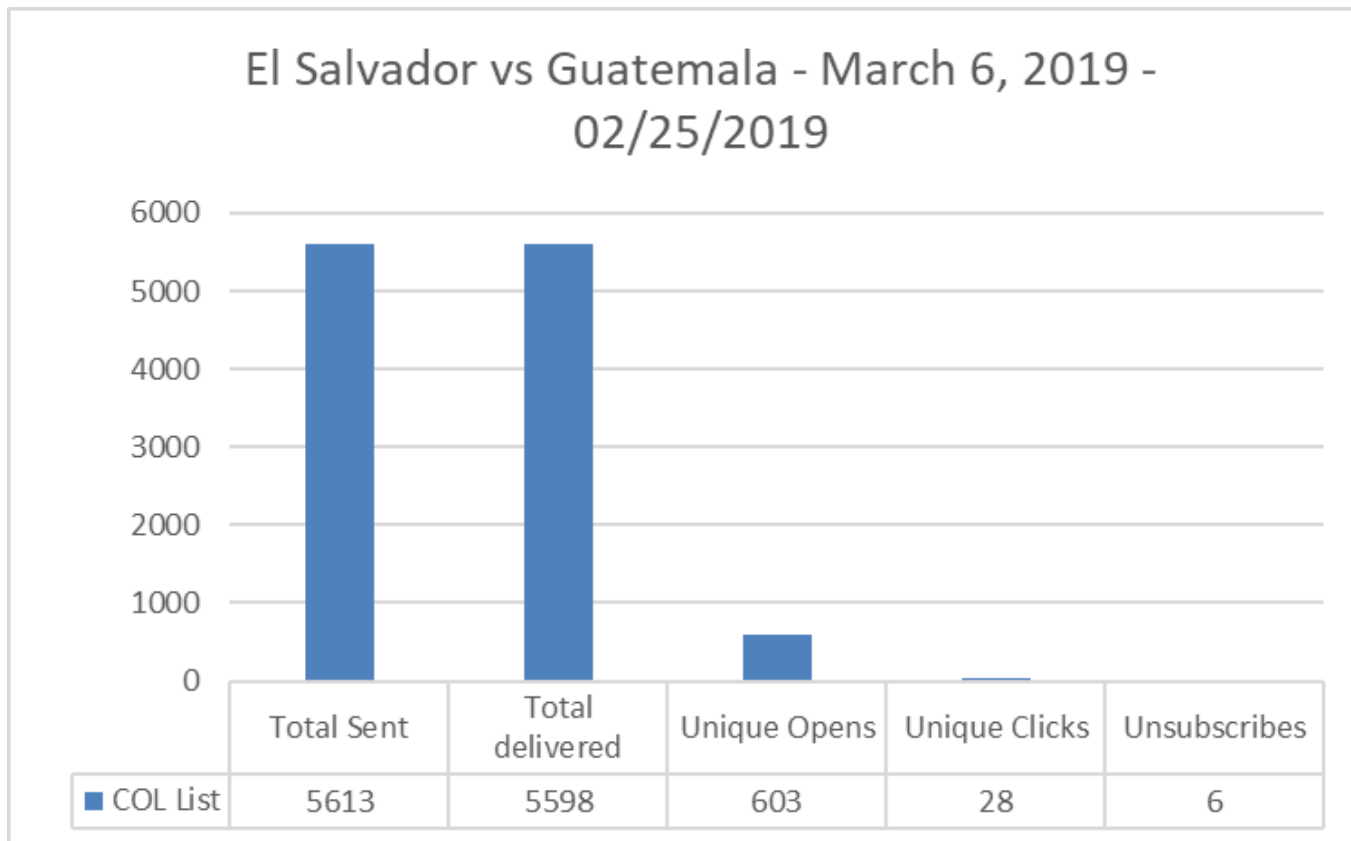


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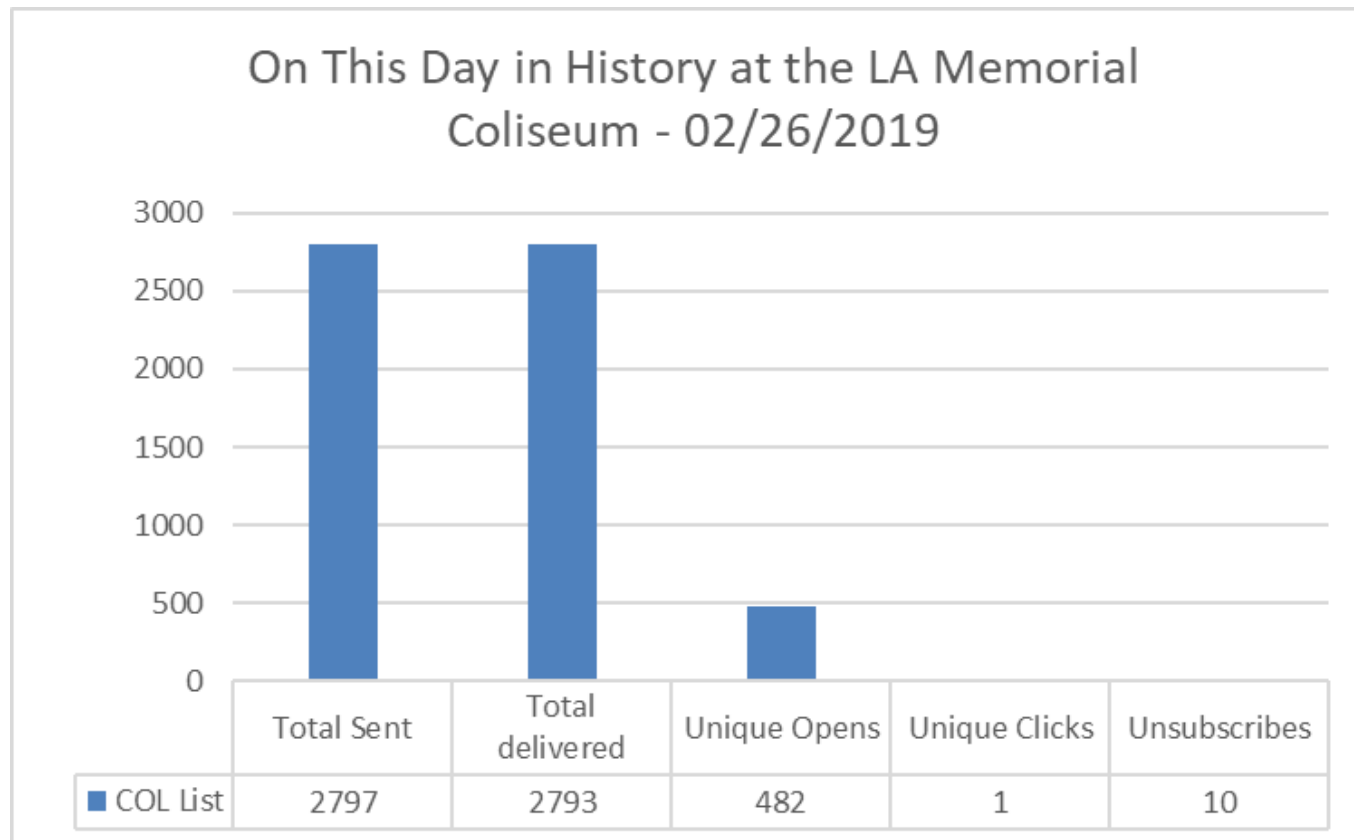


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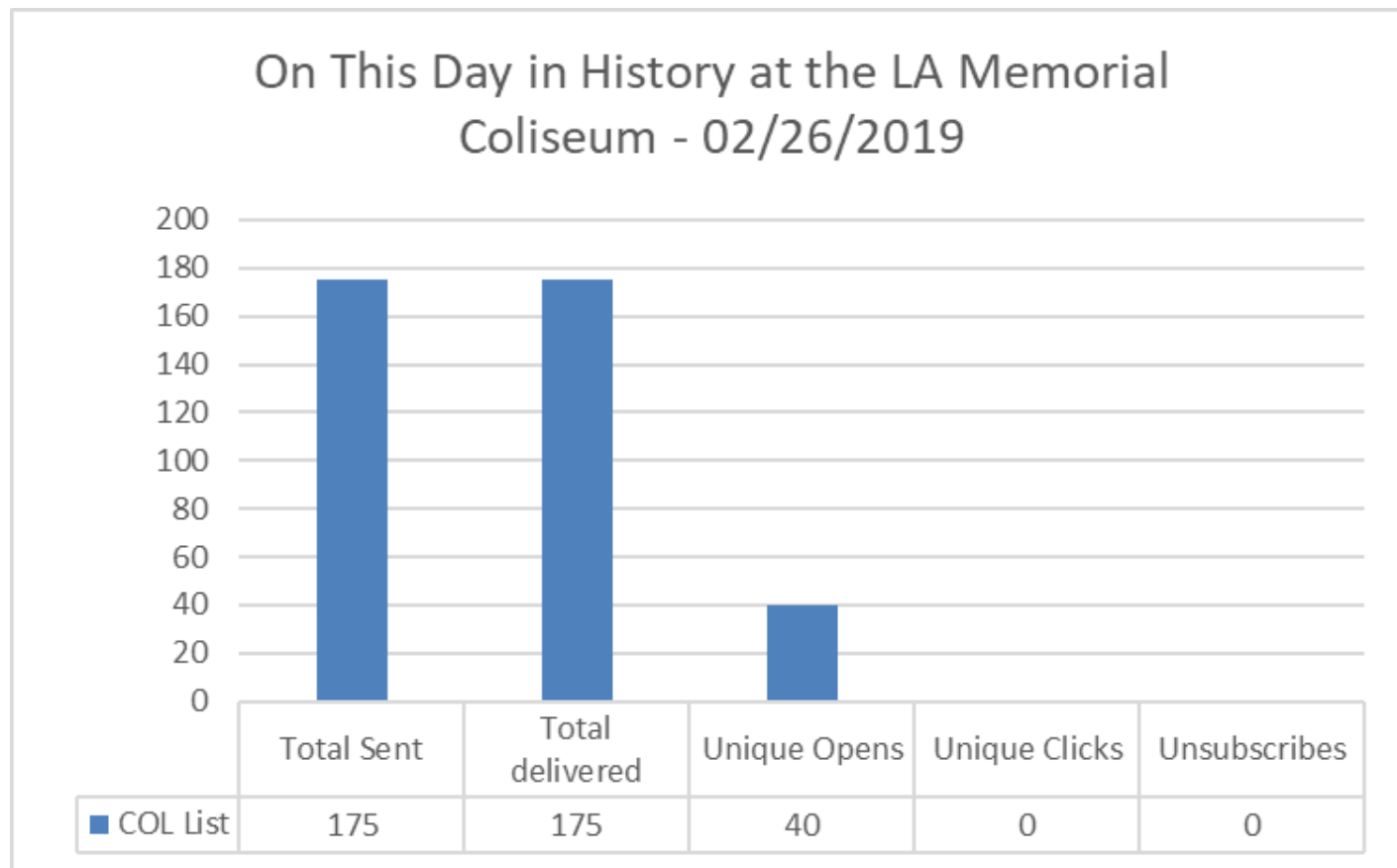
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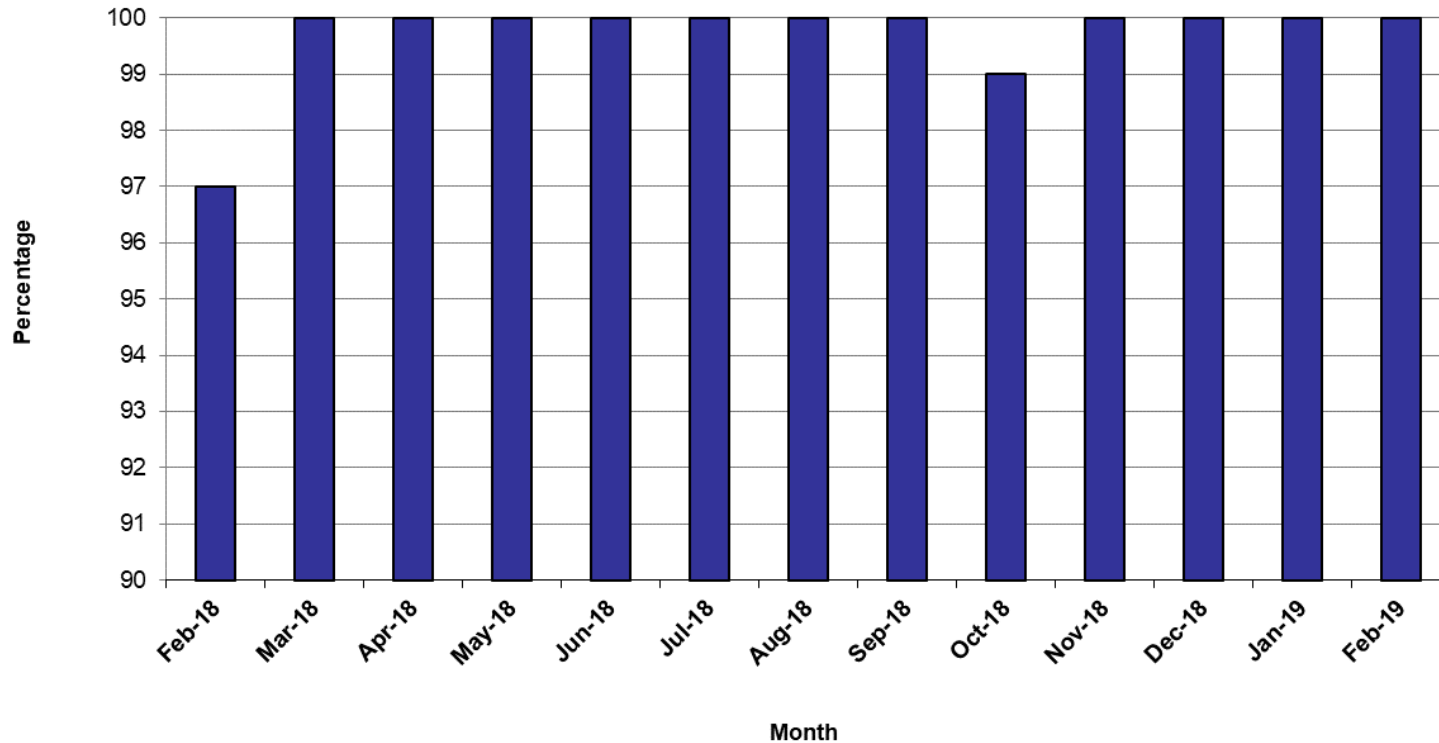
## Email Campaign Reports February 2019





## Customer Satisfaction Report February 2019

Customer Satisfaction





**Thank You !!**