



AS IT MONTHLY REPORTS

For January 2019

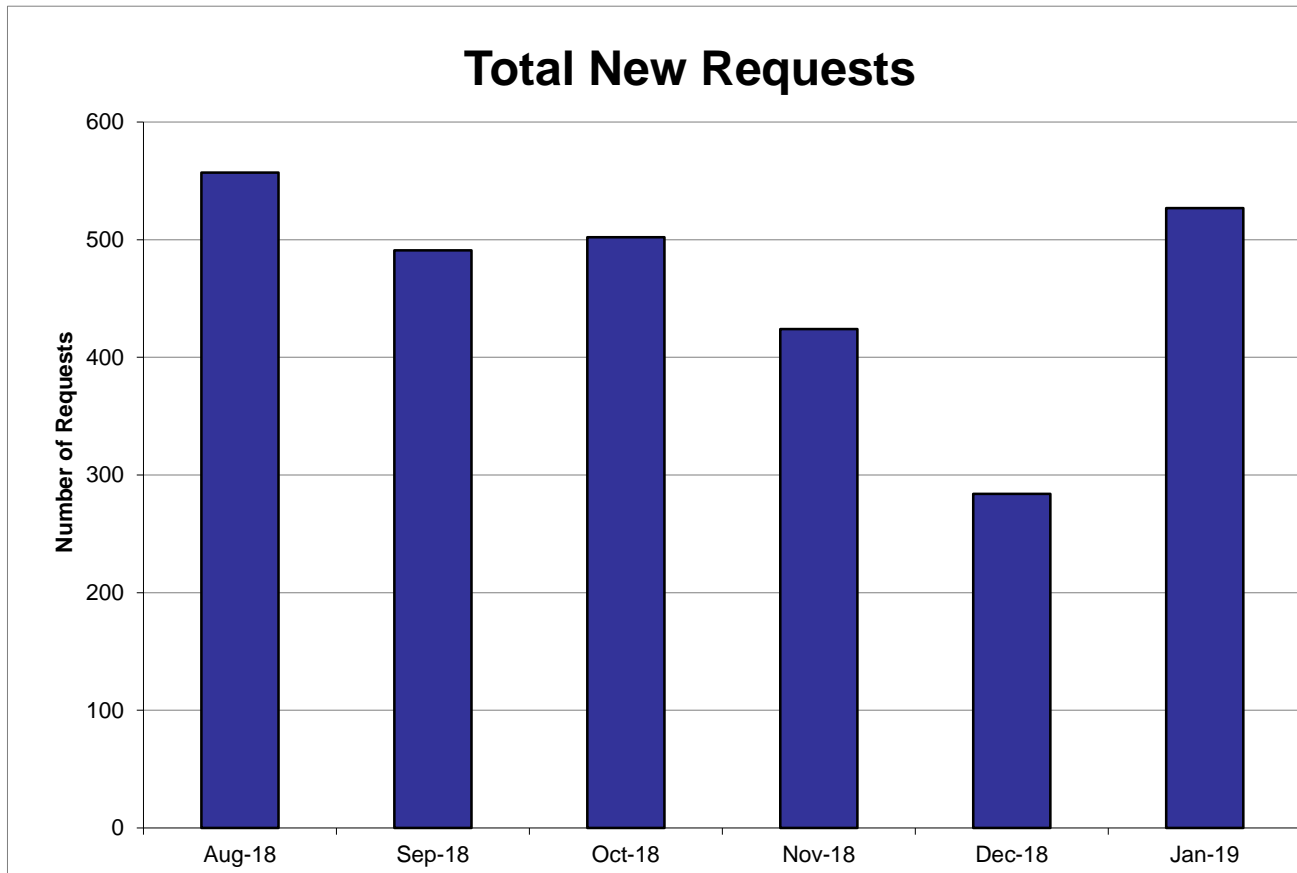


Agenda

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

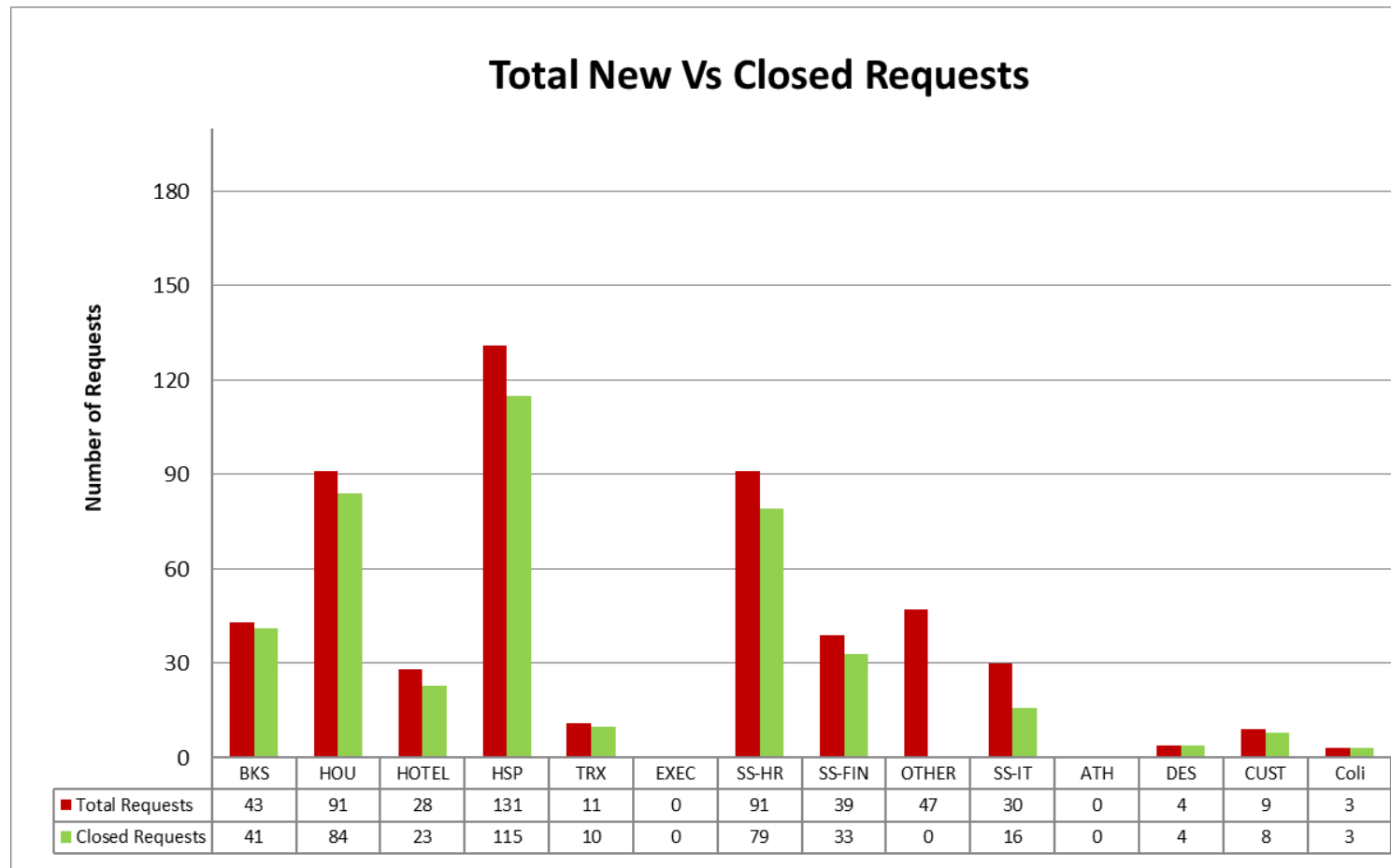


Service Desk Reports January 2019





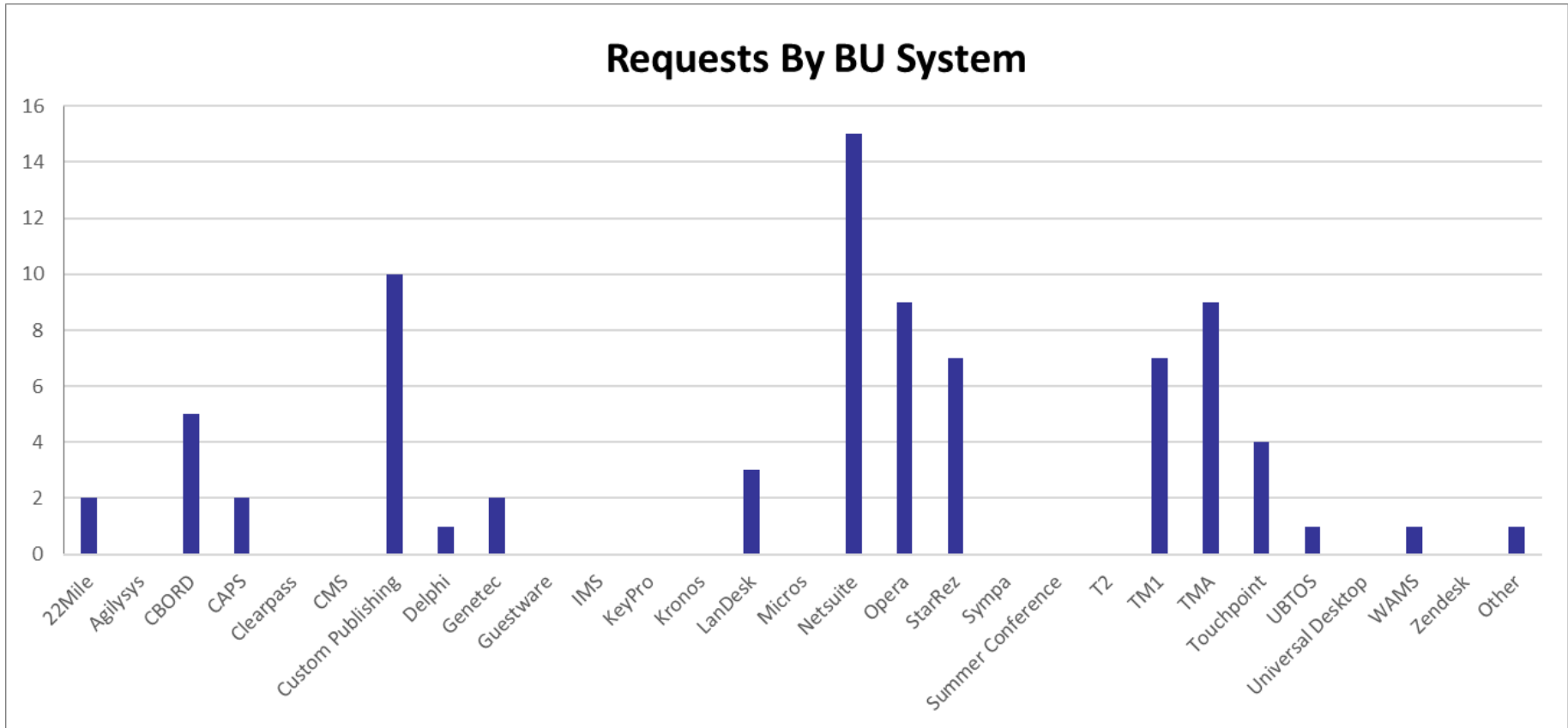
Service Desk Reports January 2019





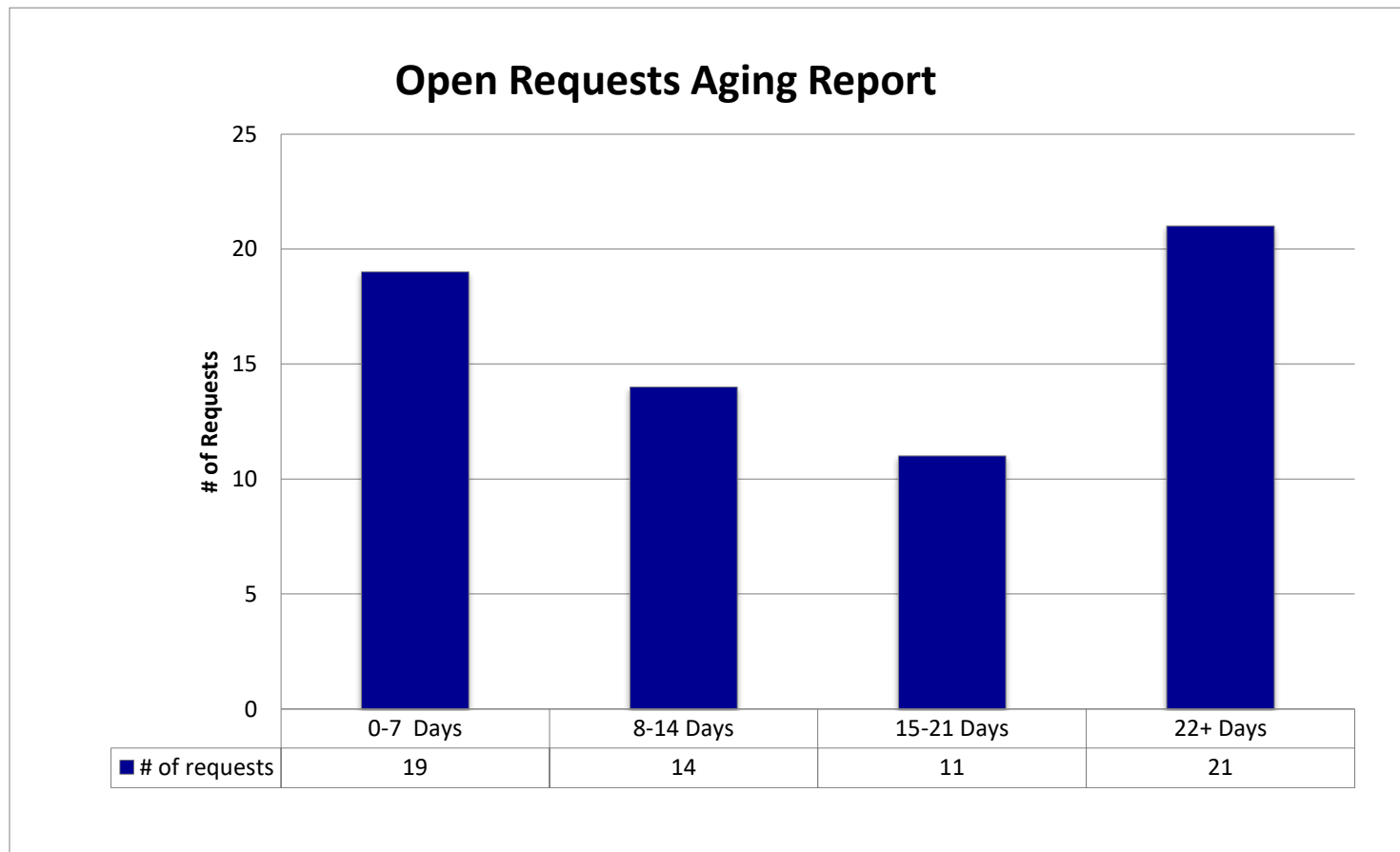
Service Desk Reports January 2019

Requests By BU System



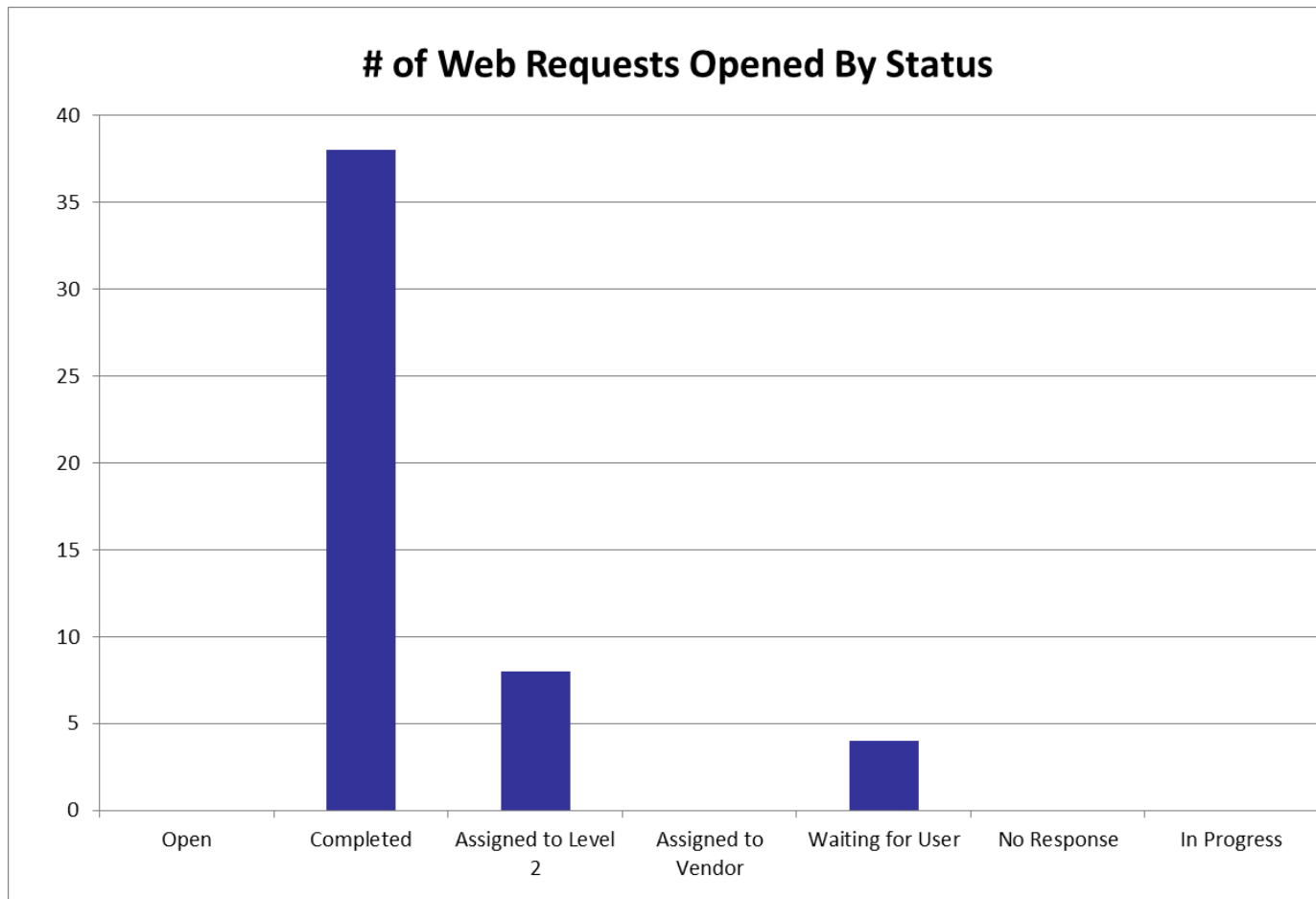


Service Desk Reports January 2019





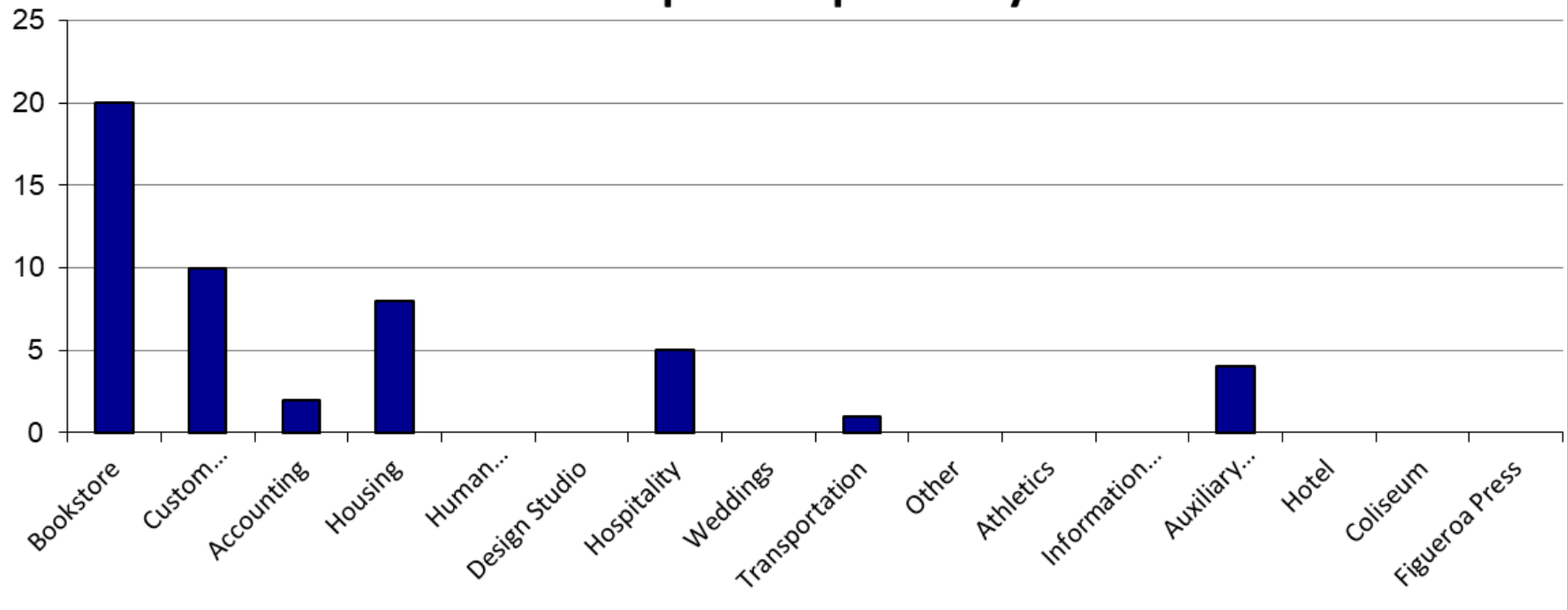
Service Desk Reports January 2019





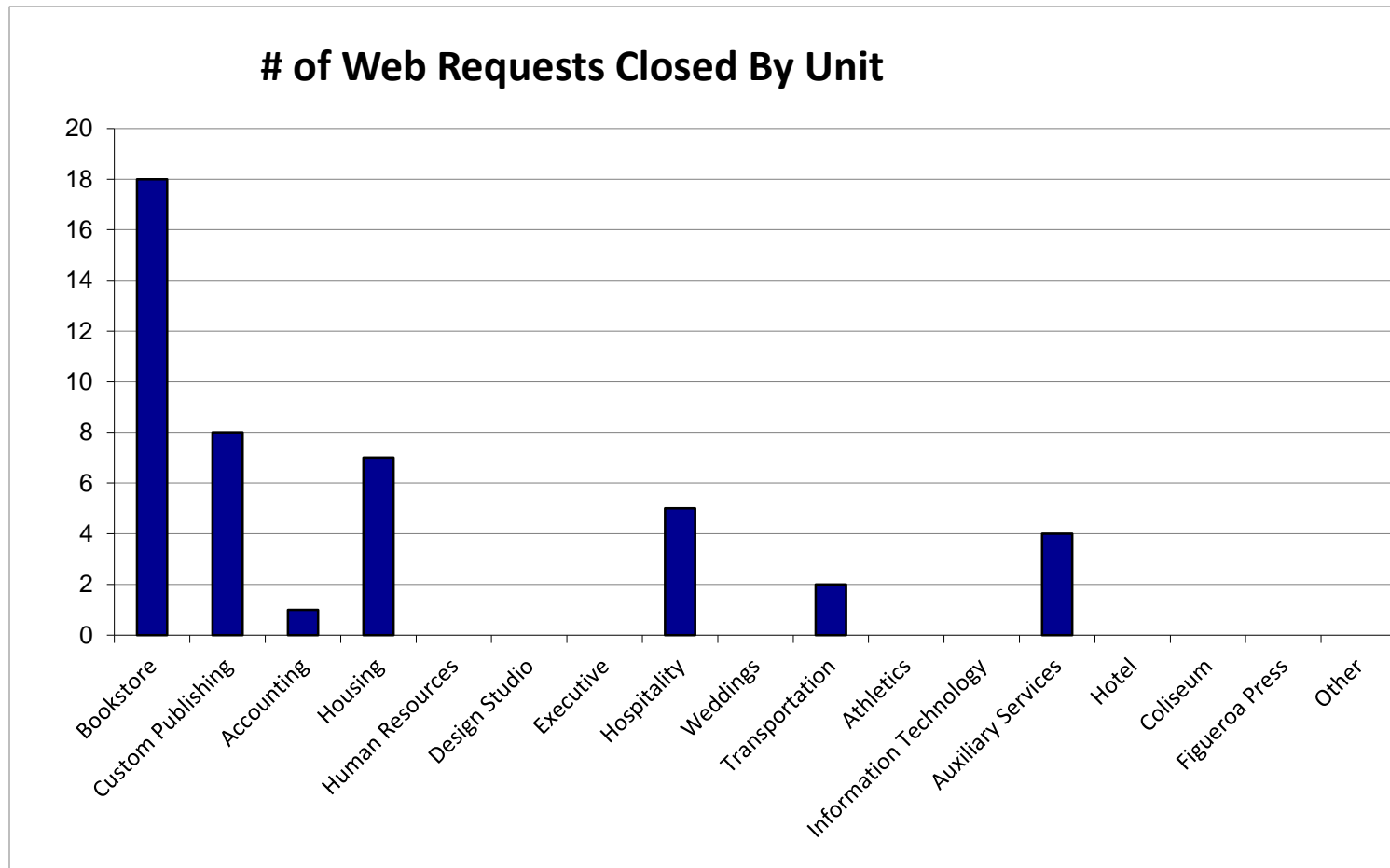
Service Desk Reports January 2019

of Web Requests Opened By Unit



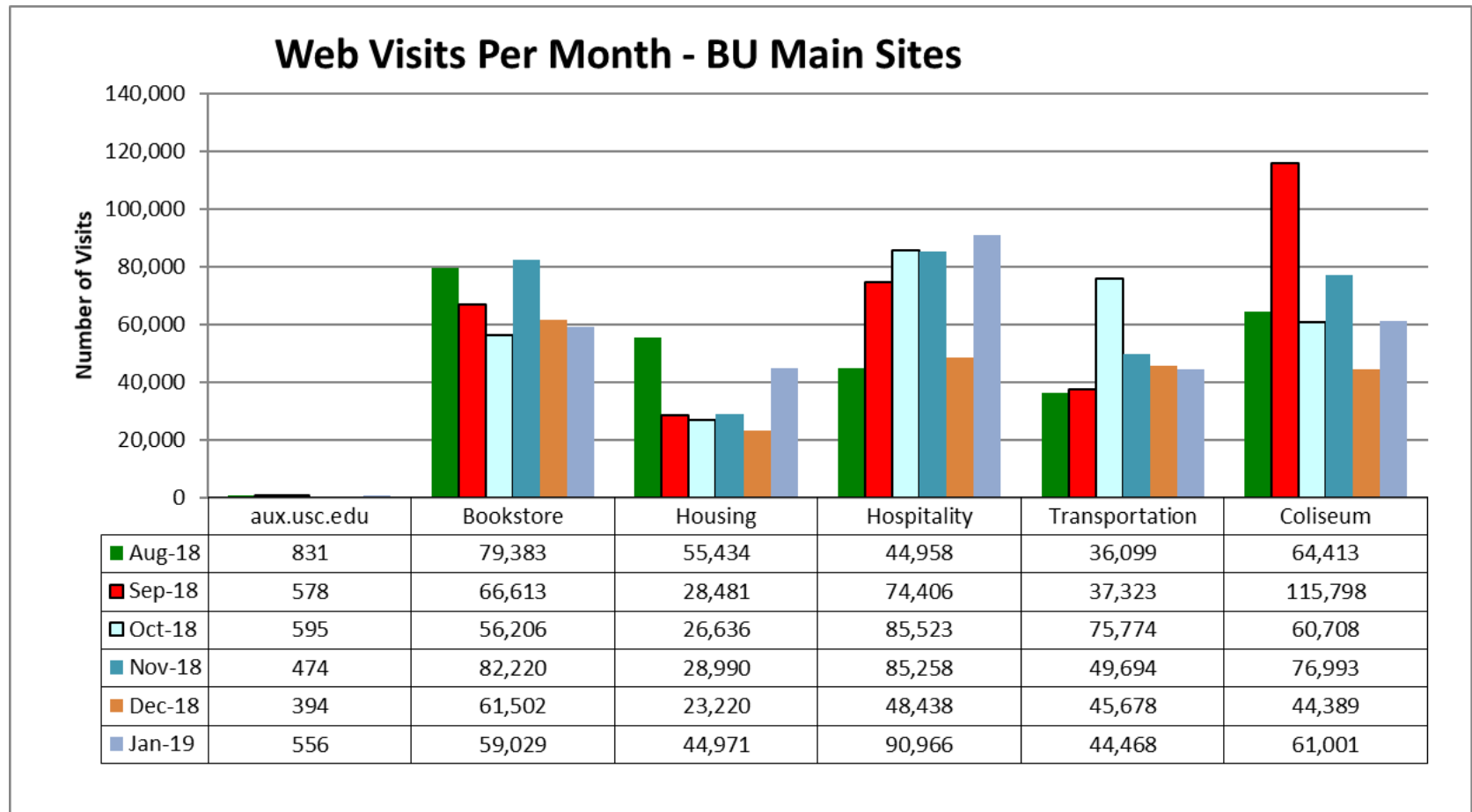


Service Desk Reports January 2019



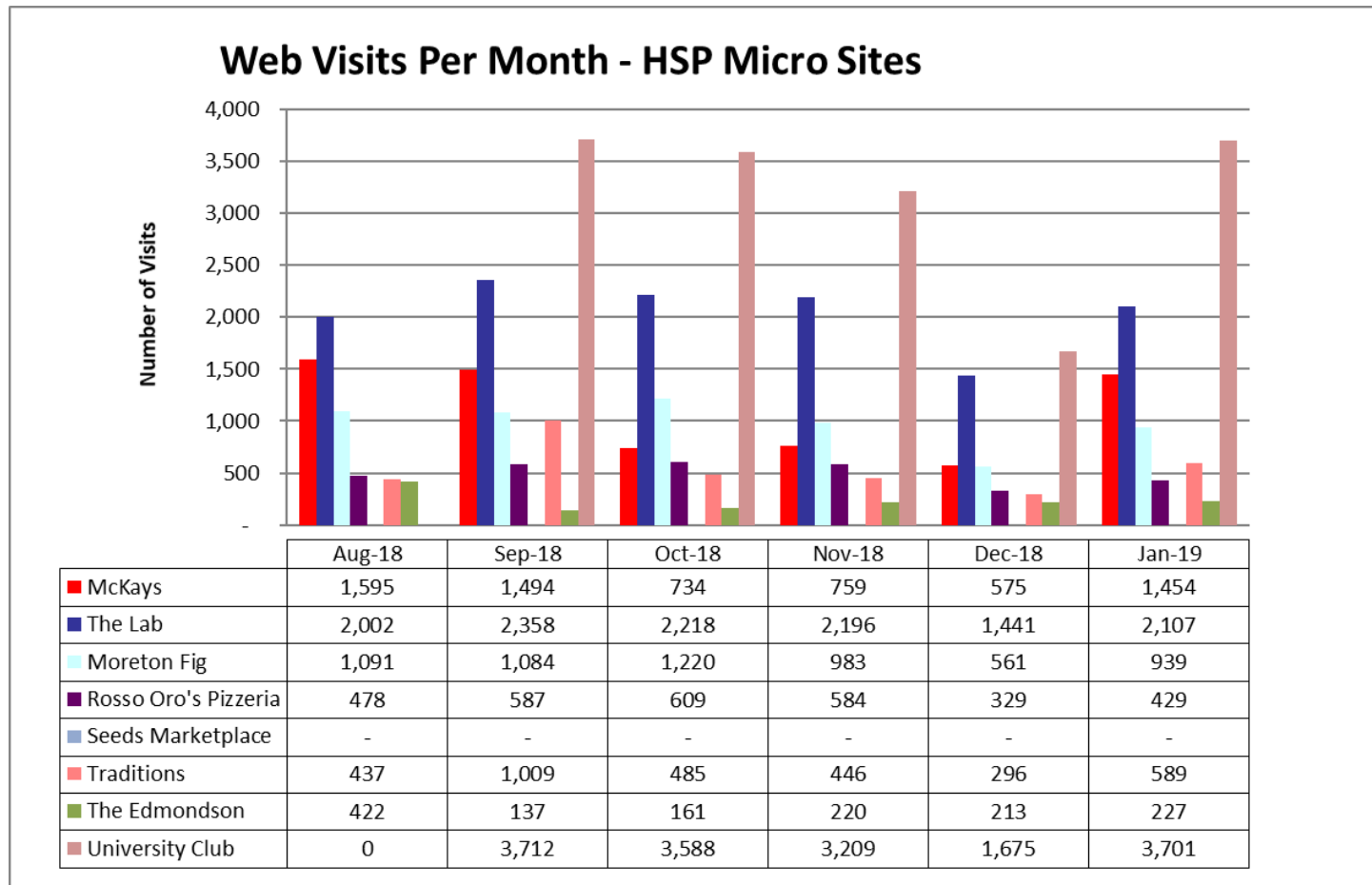


Website Reports January 2019



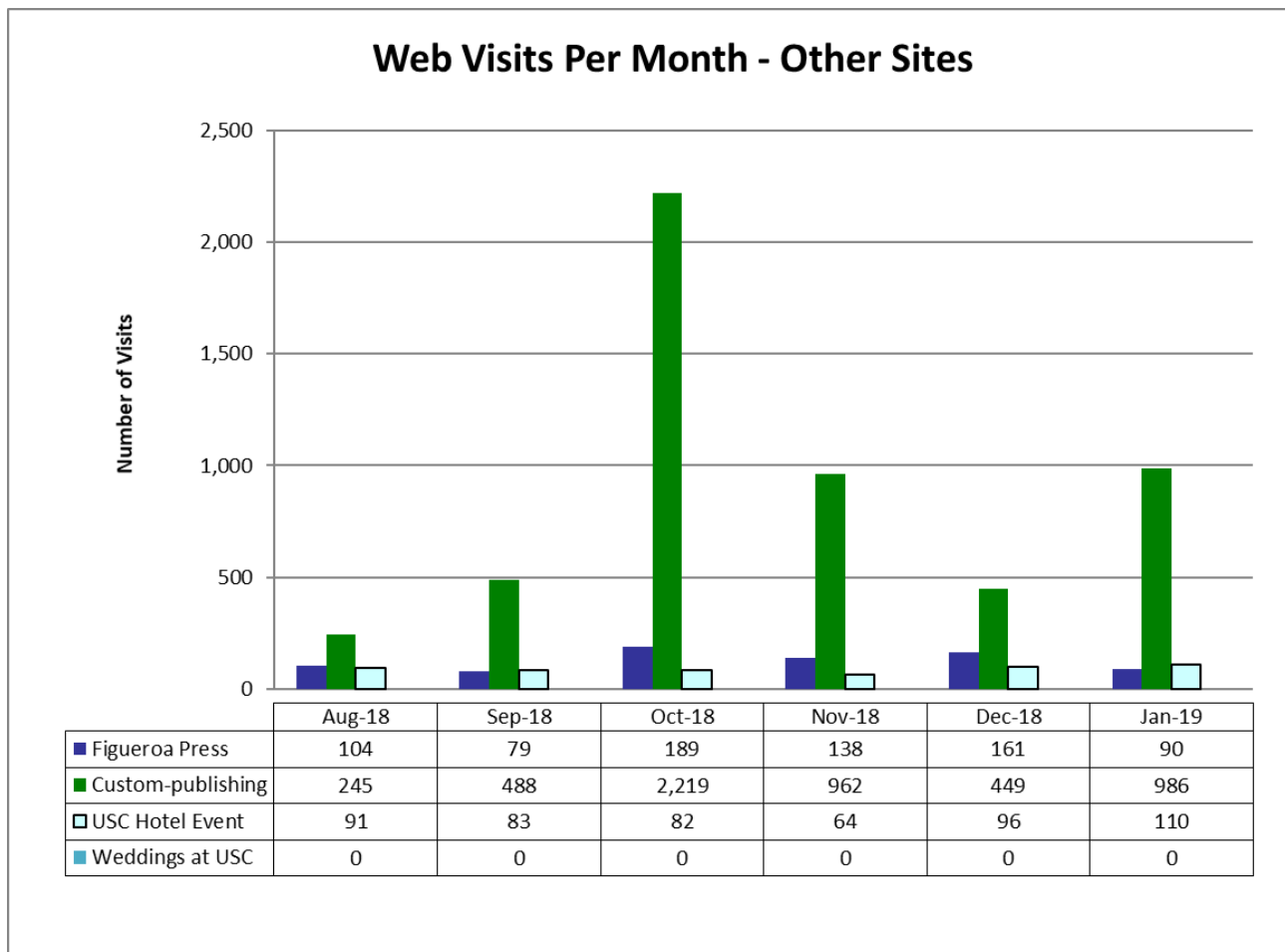


Website Reports January 2019





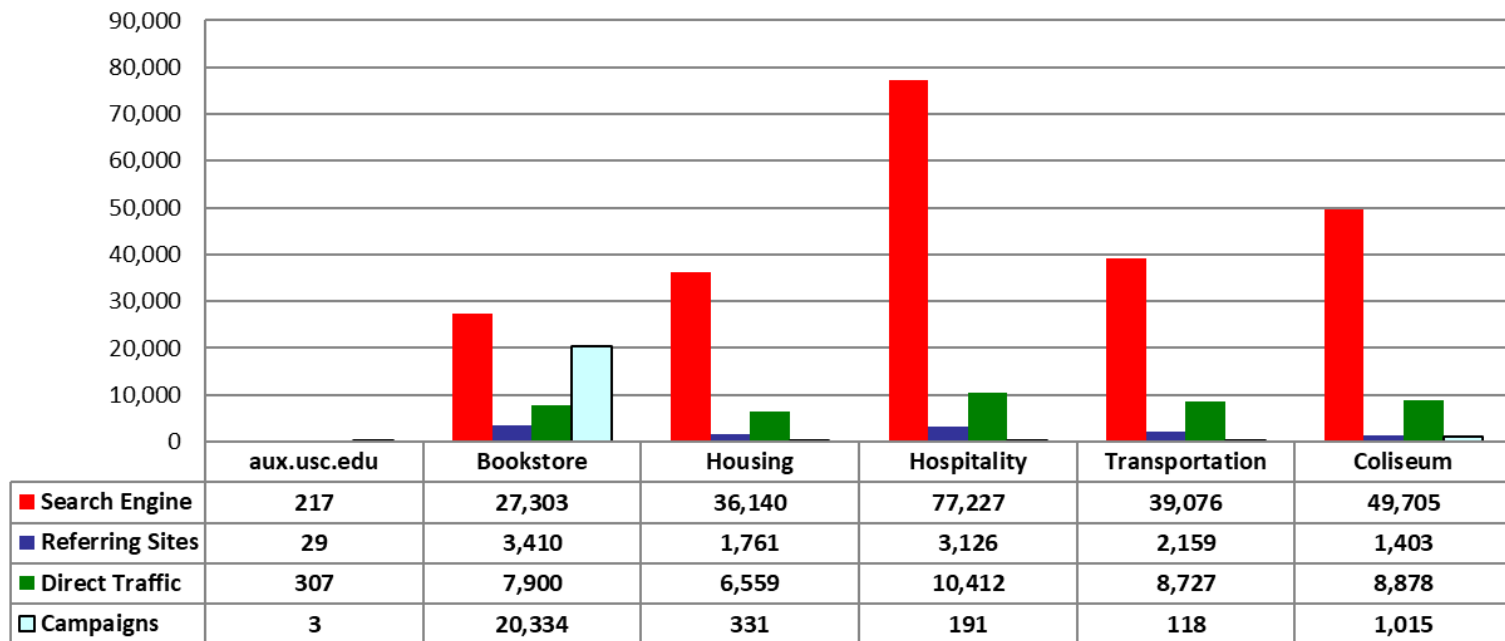
Website Reports January 2019





Website Reports January 2019

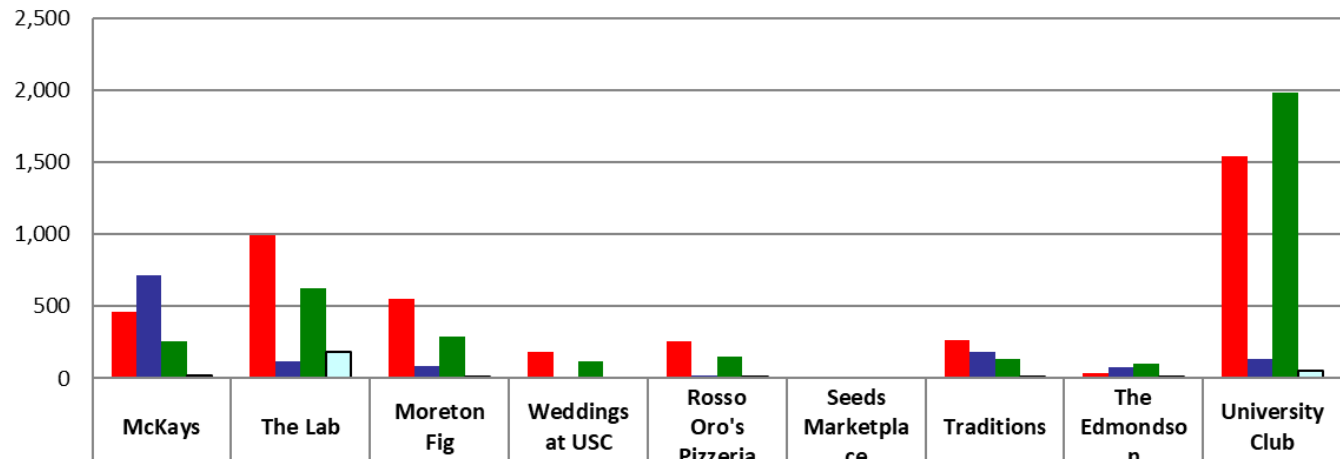
January 2019 Traffic Sources - BU Main Sites





Website Reports January 2019

January 2019 Traffic Sources - HSP Micro Sites

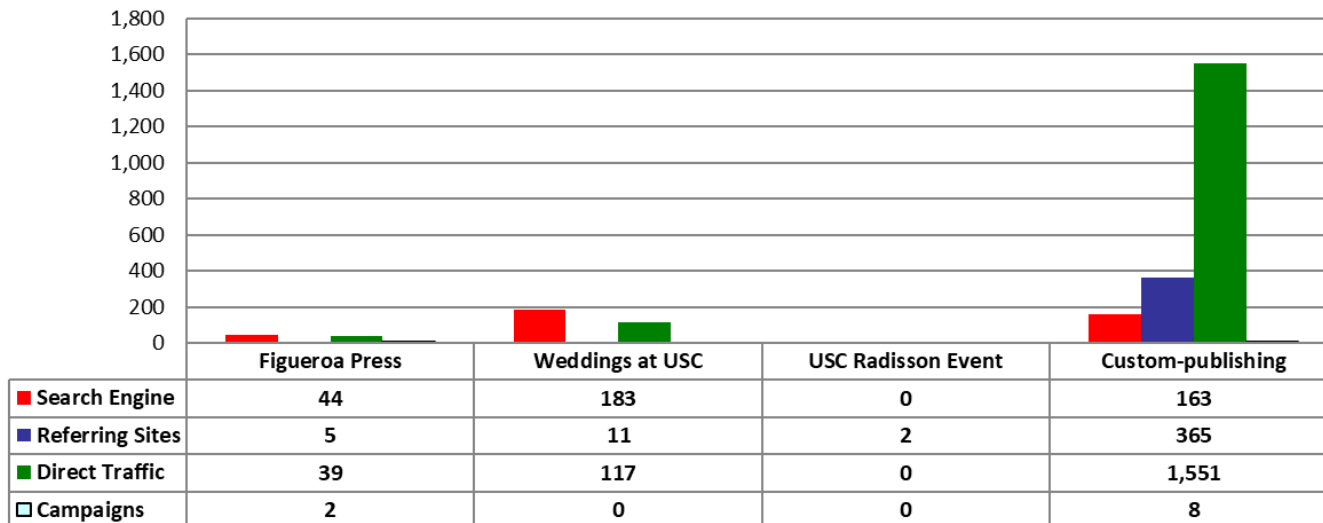


■ Search Engine	459	991	548	183	254	0	262	39	1,538
■ Referring Sites	717	121	85	11	16	0	187	78	132
■ Direct Traffic	260	623	292	117	153	0	131	102	1,979
□ Campaigns	18	181	14	0	6	0	9	8	52



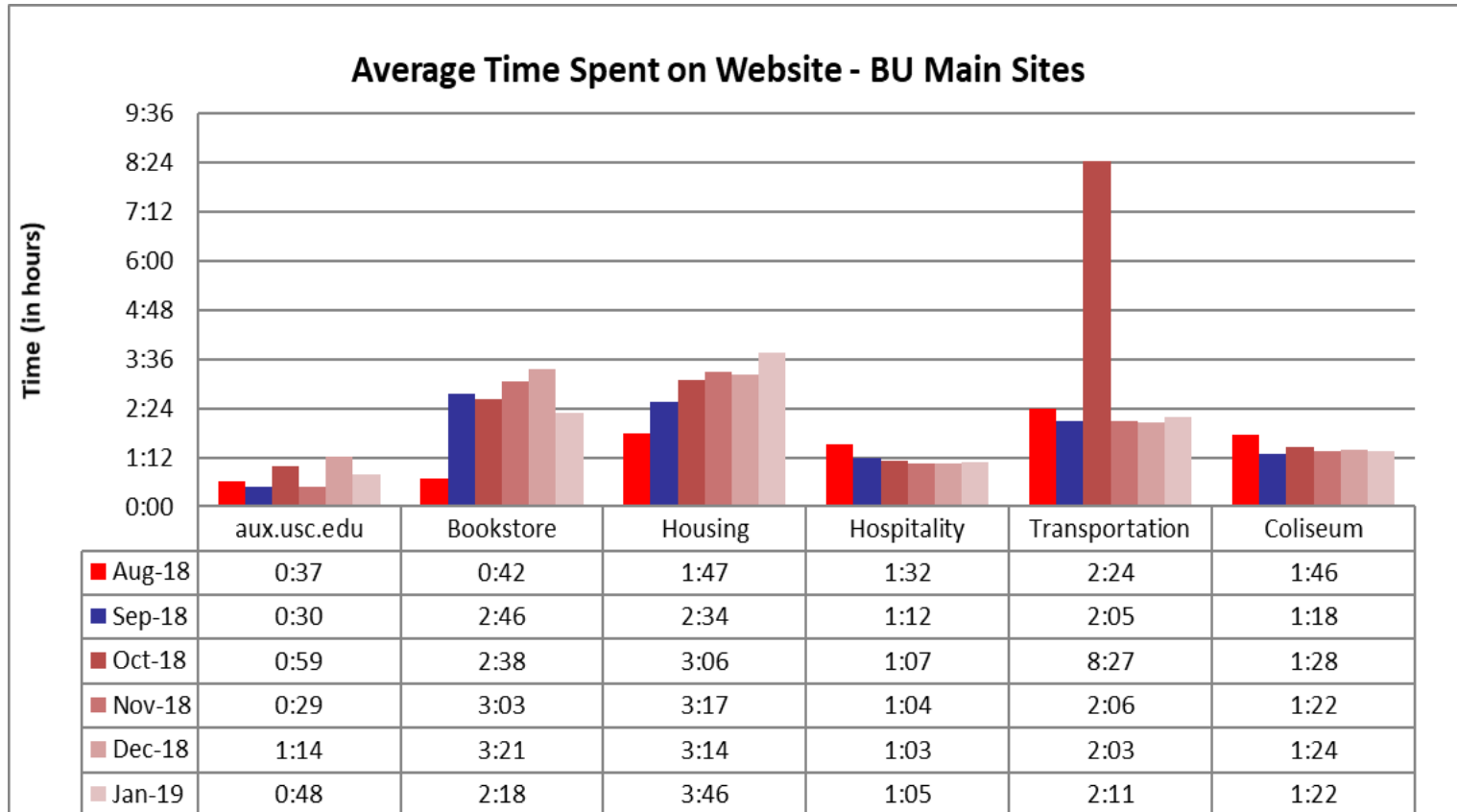
Website Reports January 2019

January 2019 Traffic Sources - Other Sites



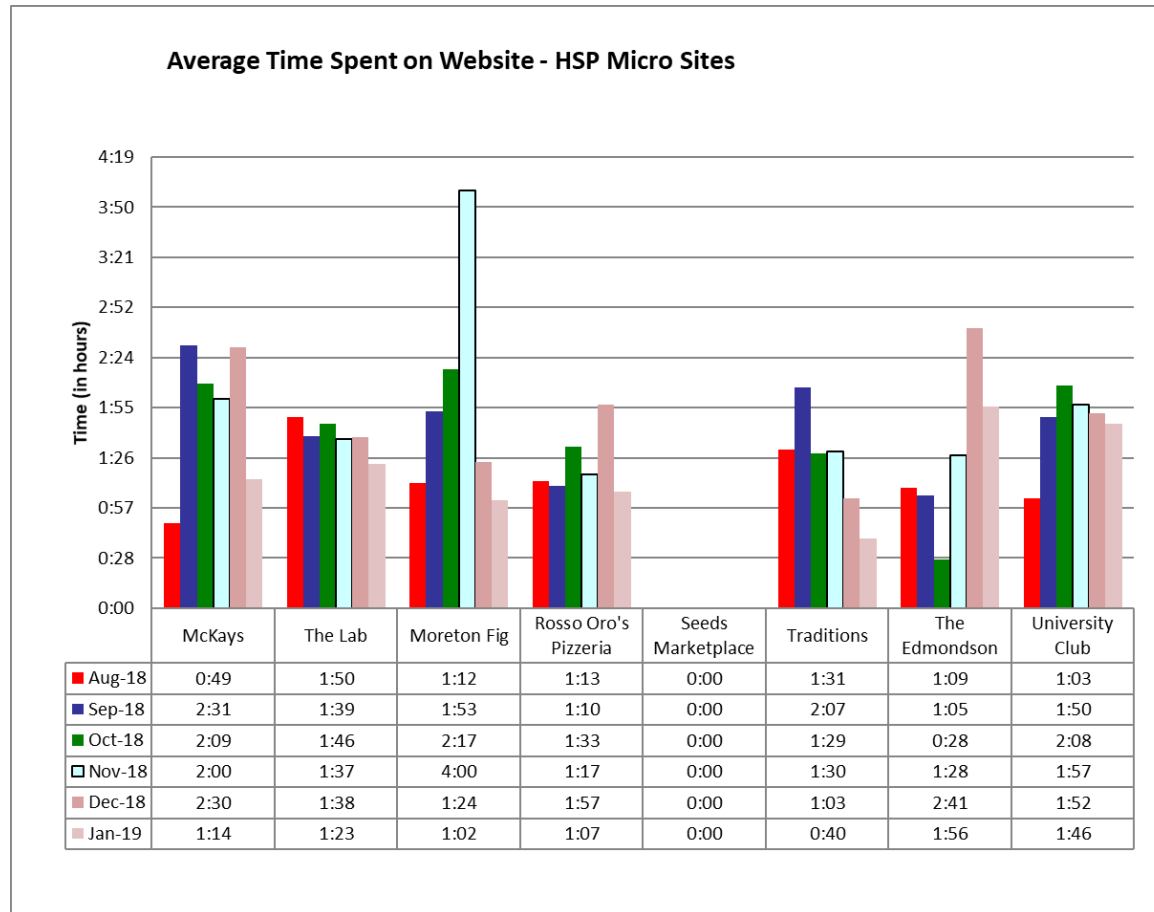


Website Reports January 2019



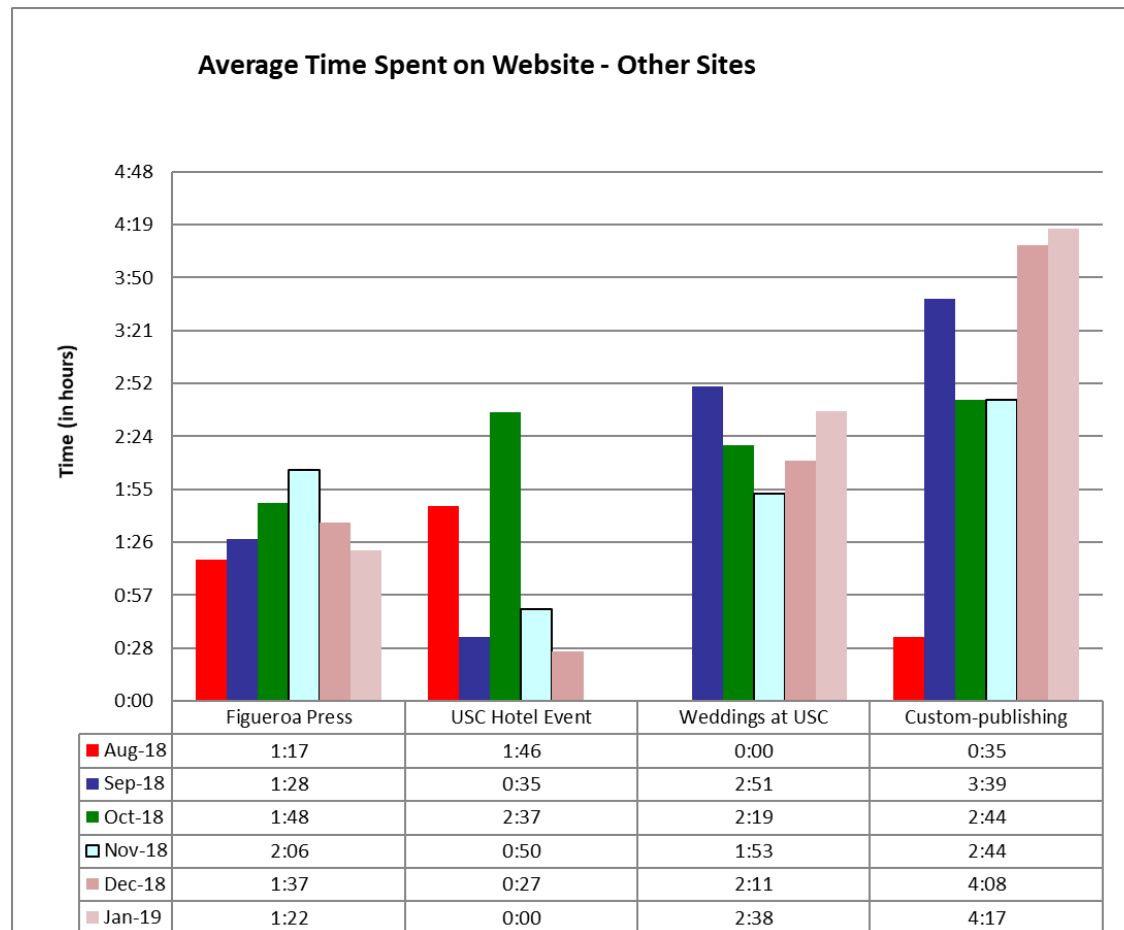


Website Reports January 2019



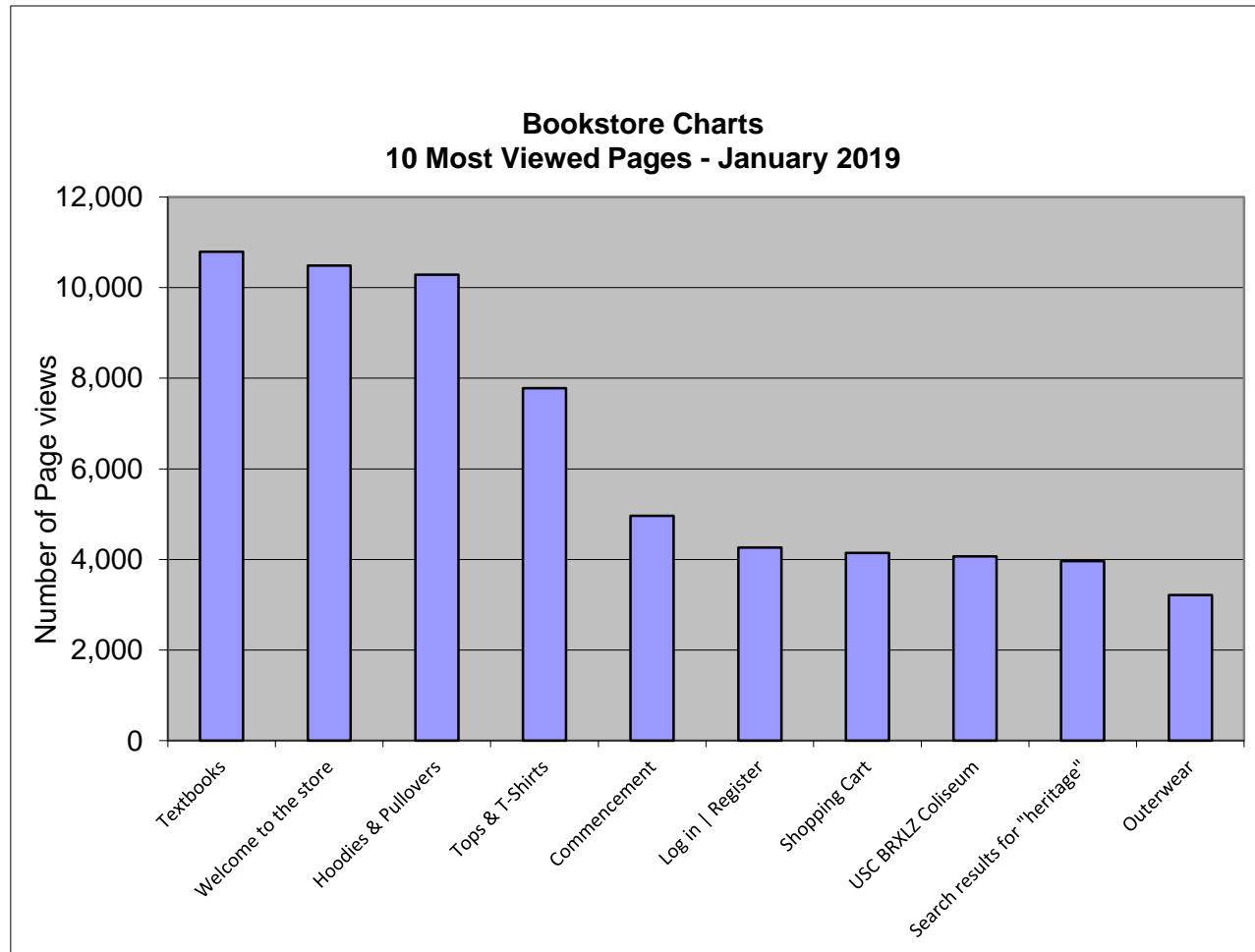


Website Reports January 2019



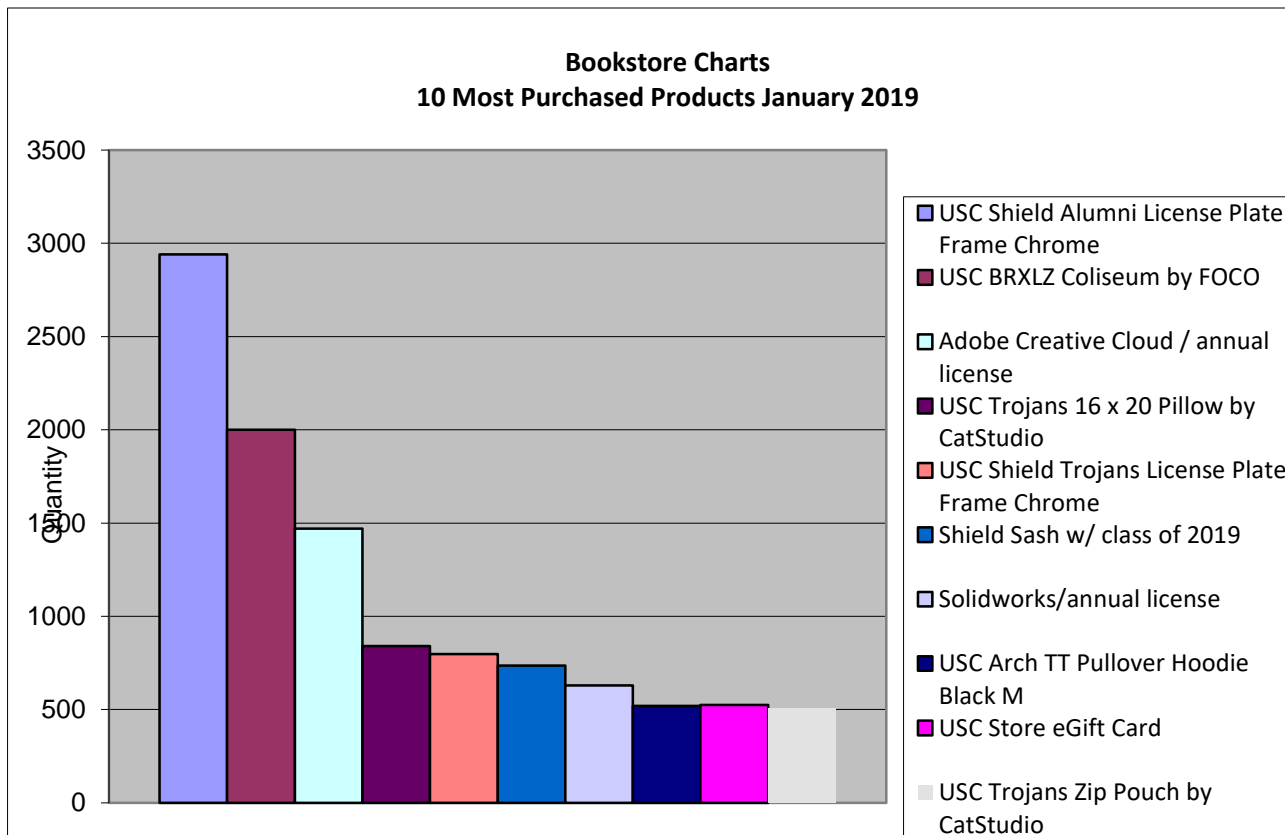


Website Reports January 2019



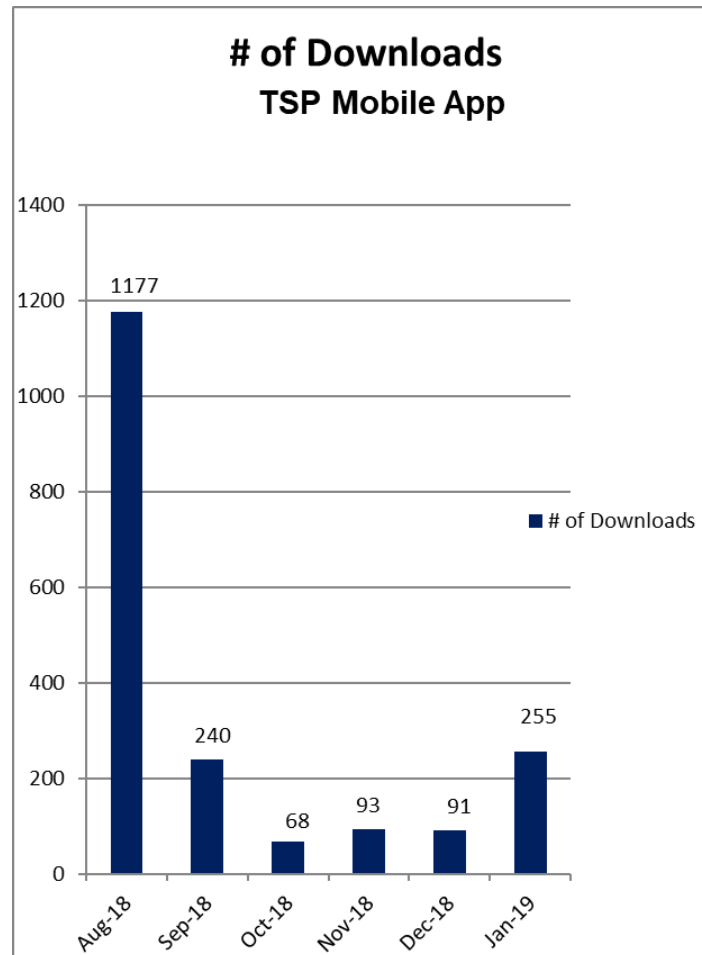


Website Reports January 2019



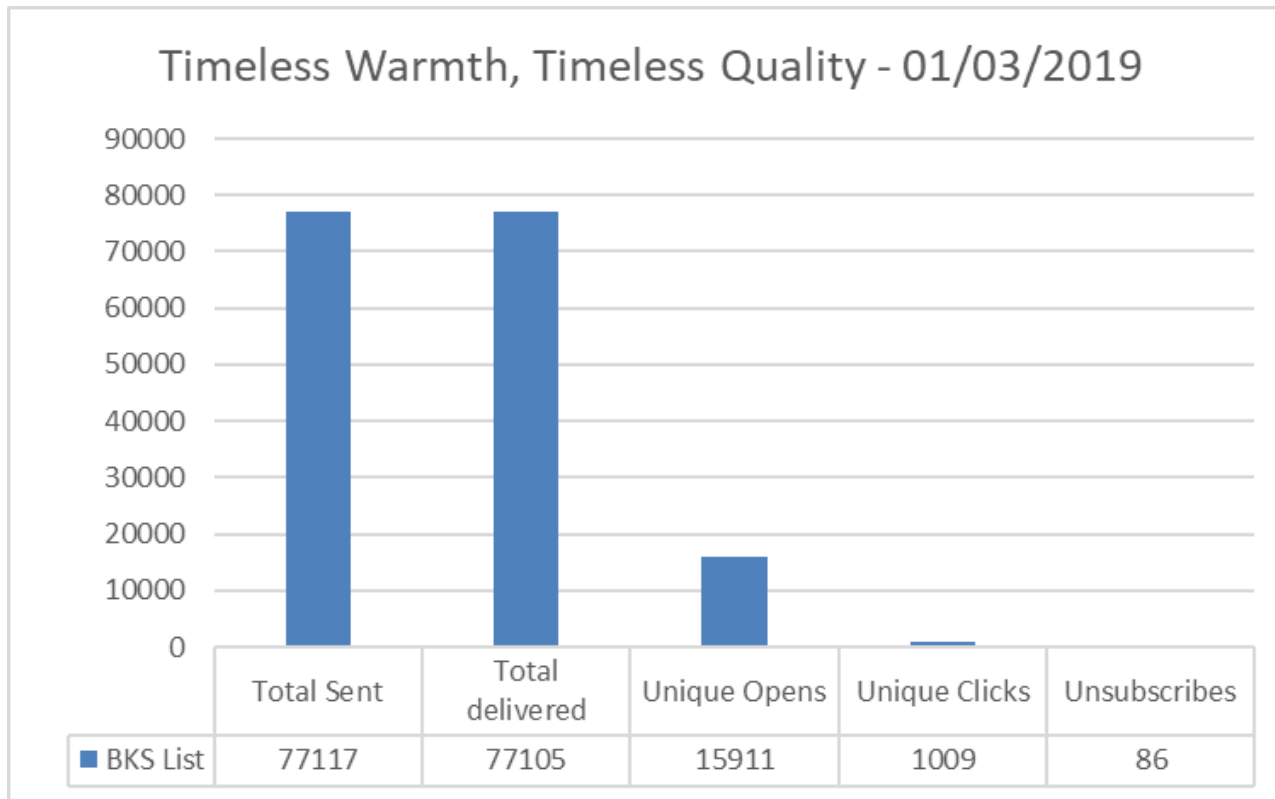


Website Reports January 2019



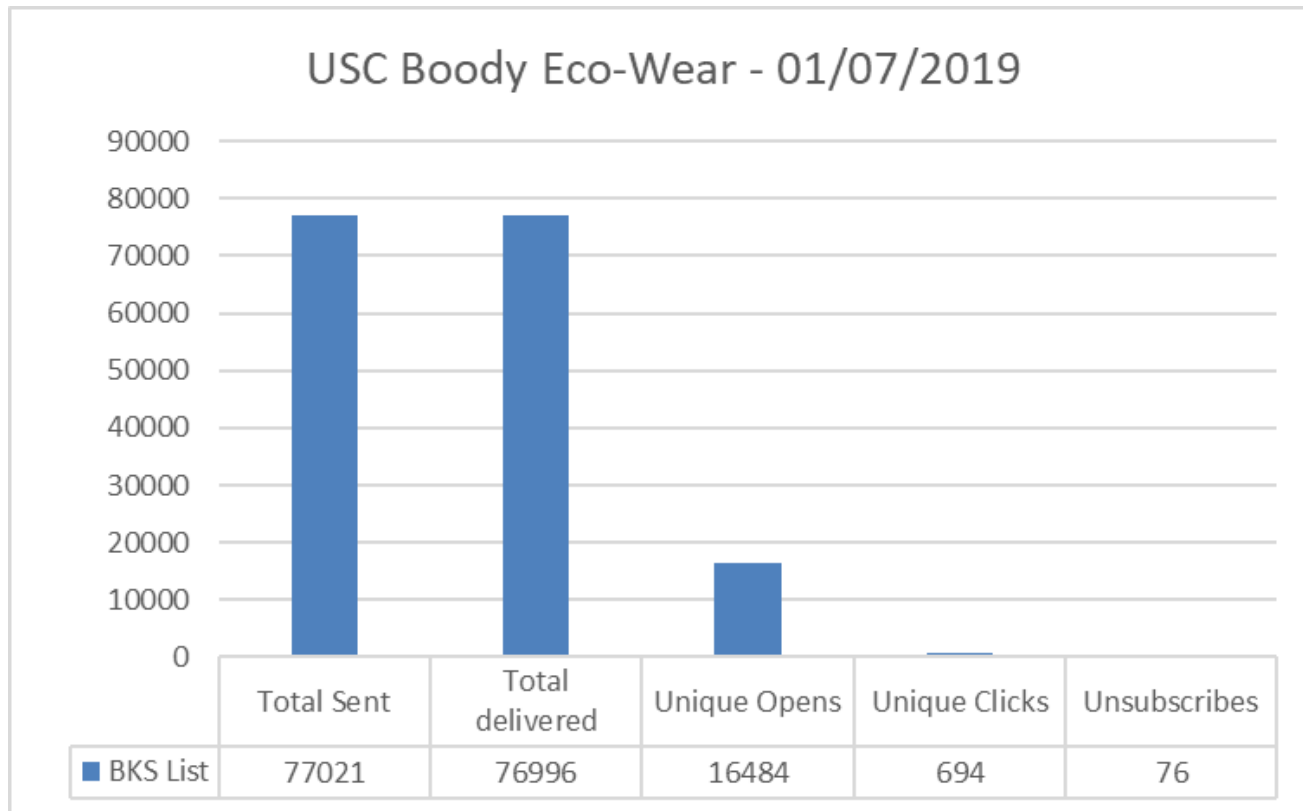


Email Campaign Reports January 2019



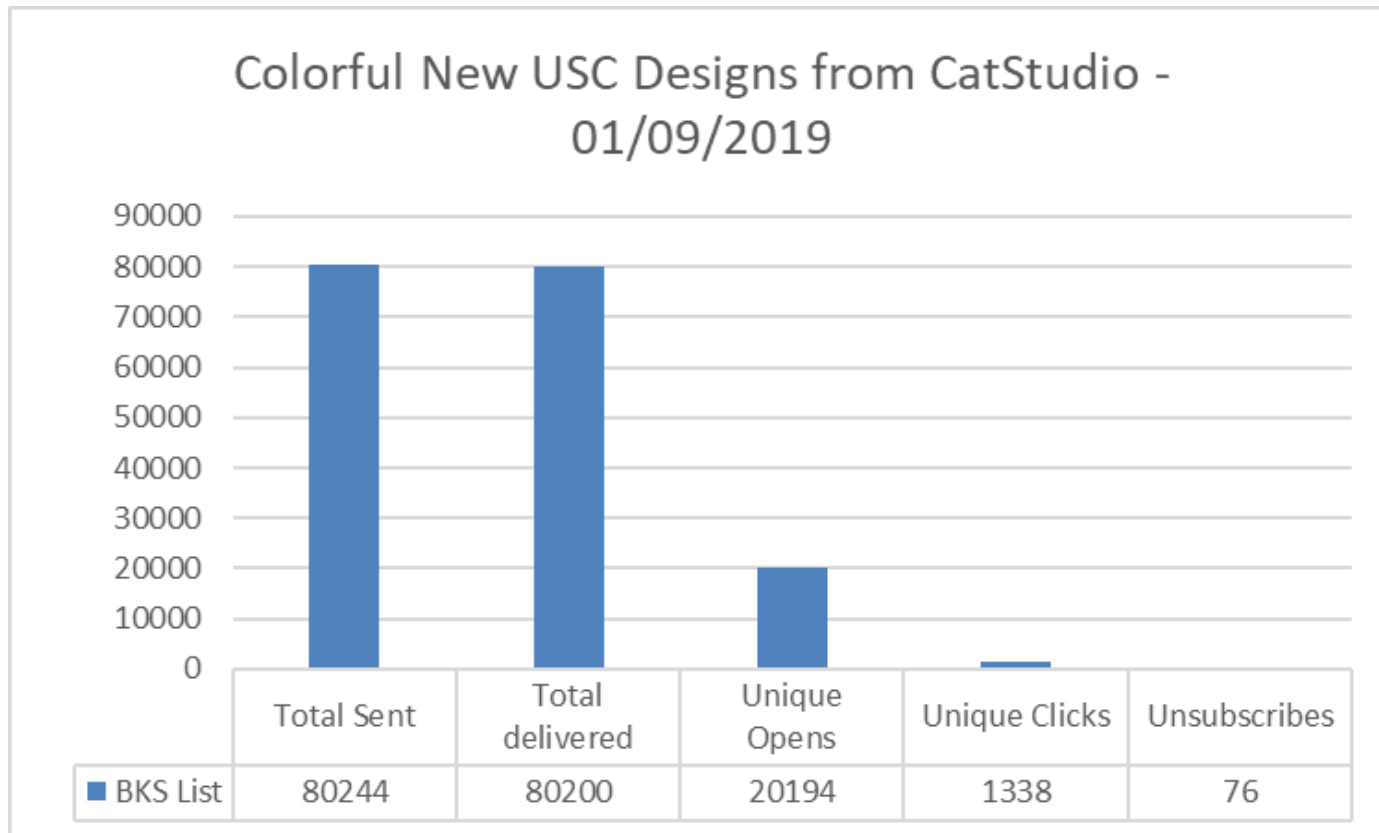


Email Campaign Reports January 2019



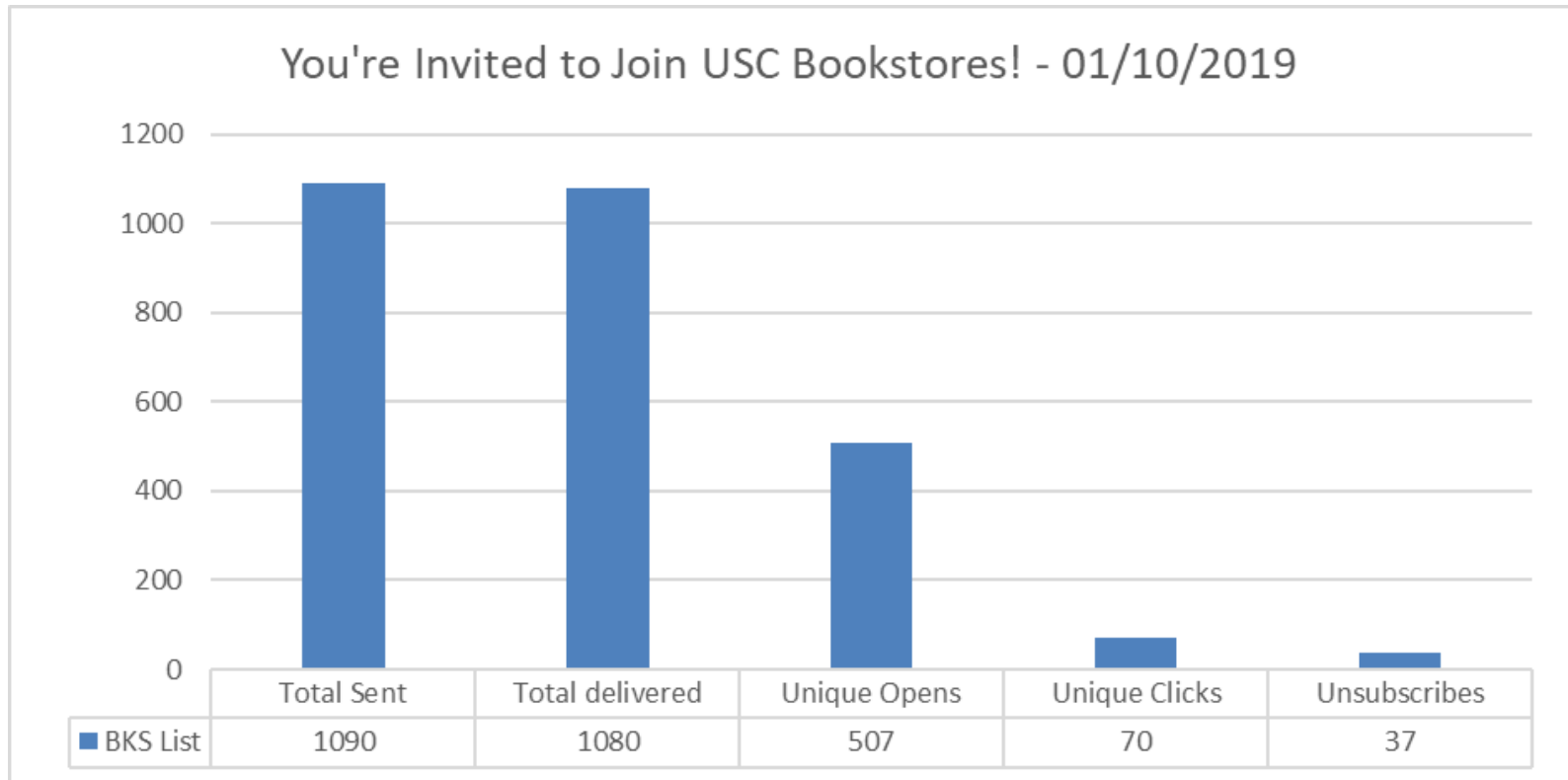


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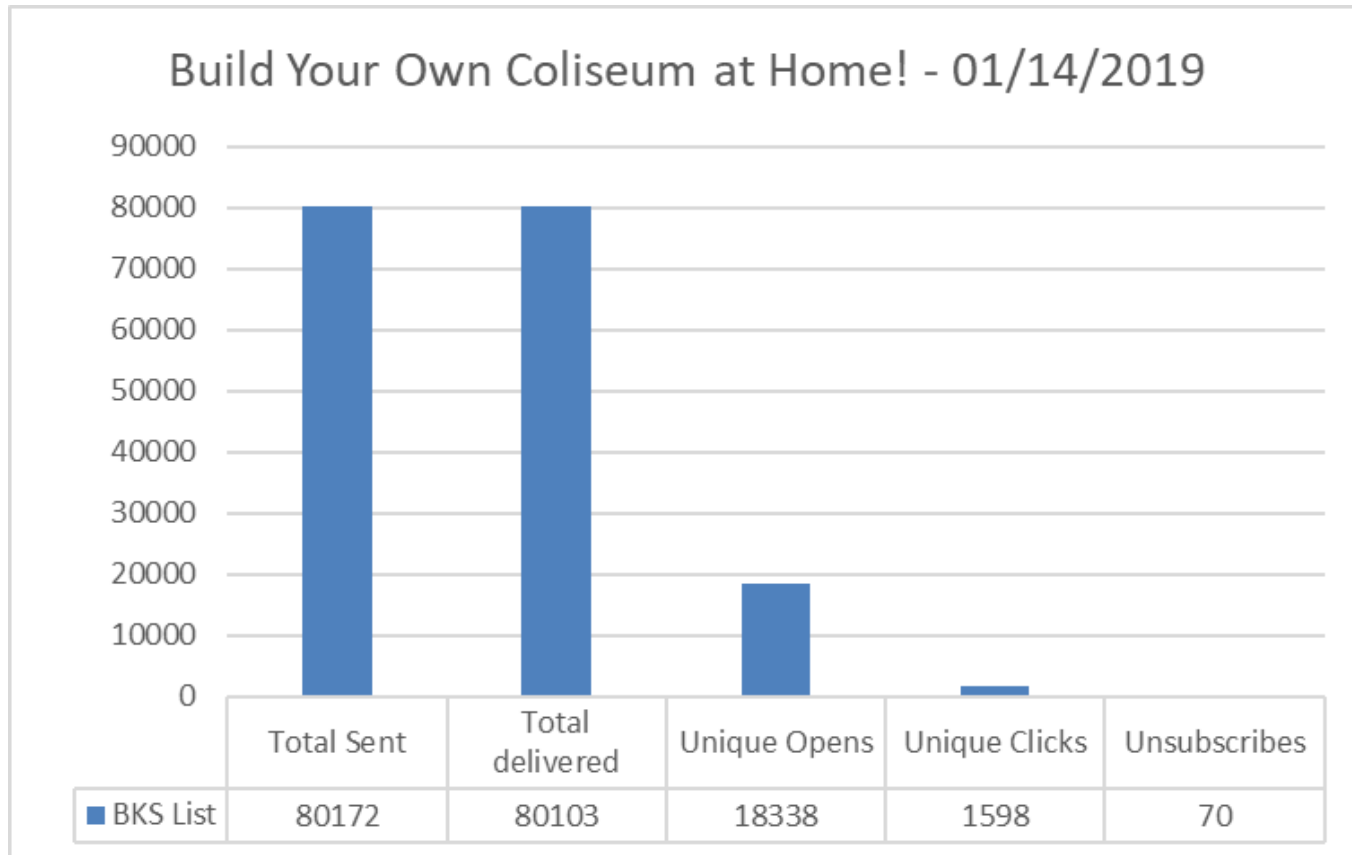


Email Campaign Reports January 2019



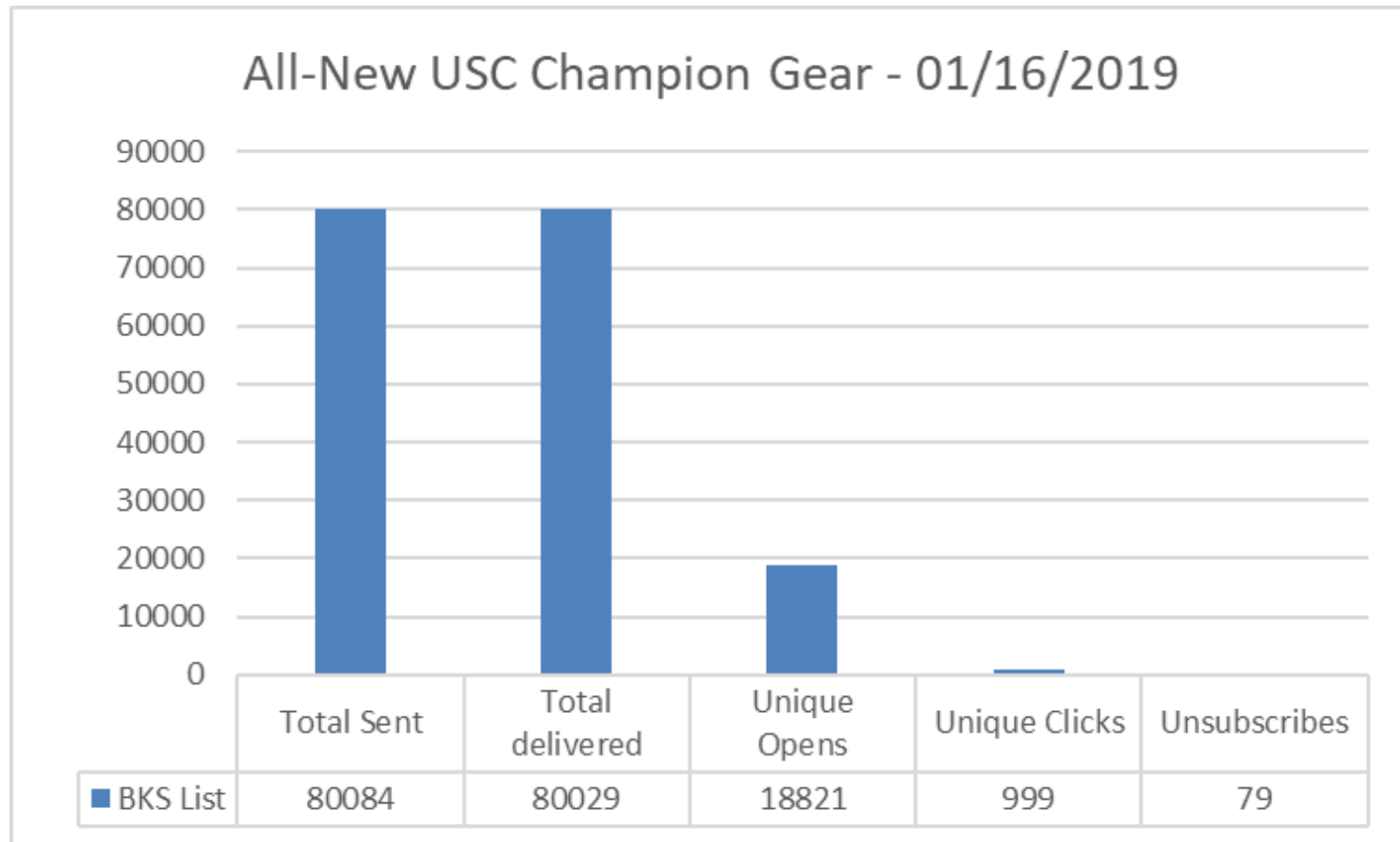


Email Campaign Reports January 2019



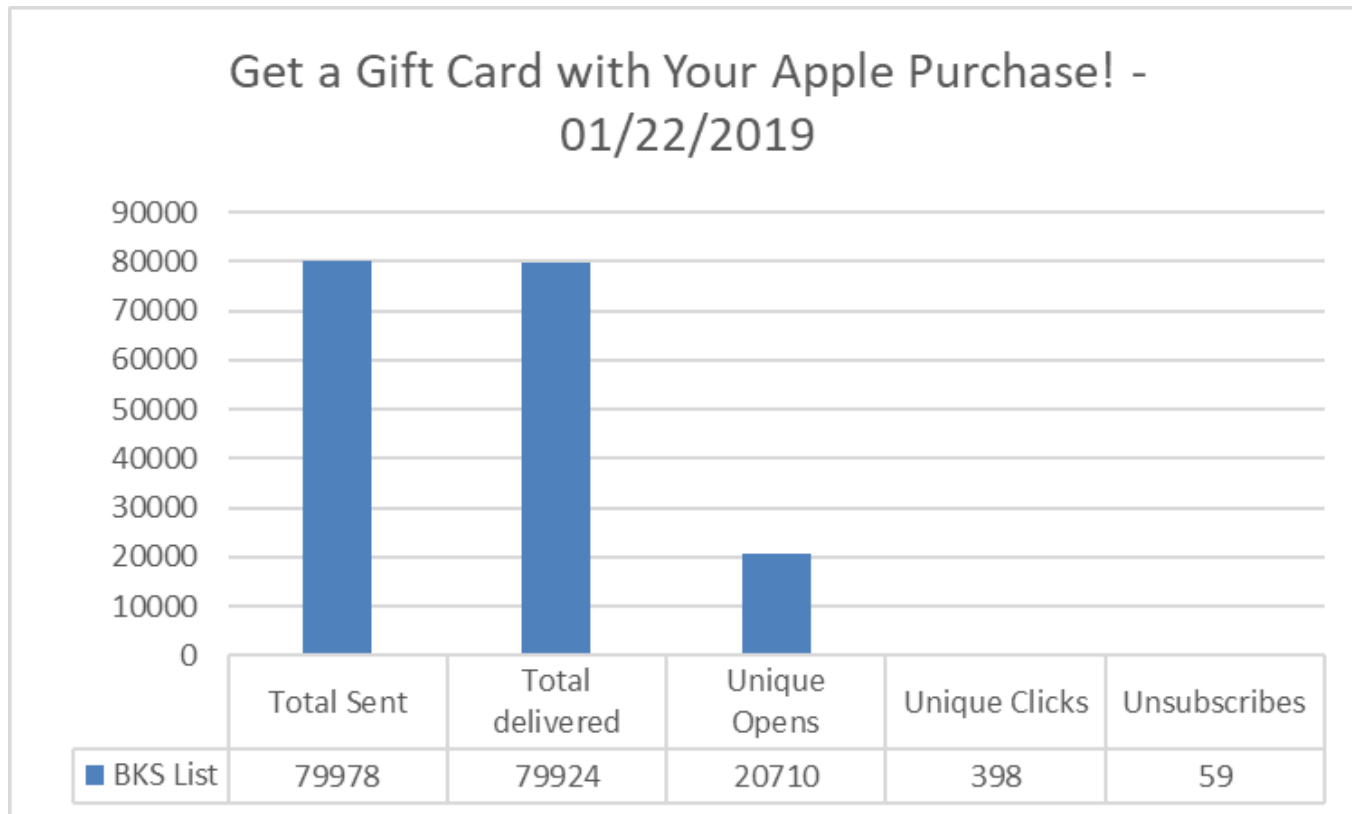


Email Campaign Reports January 2019



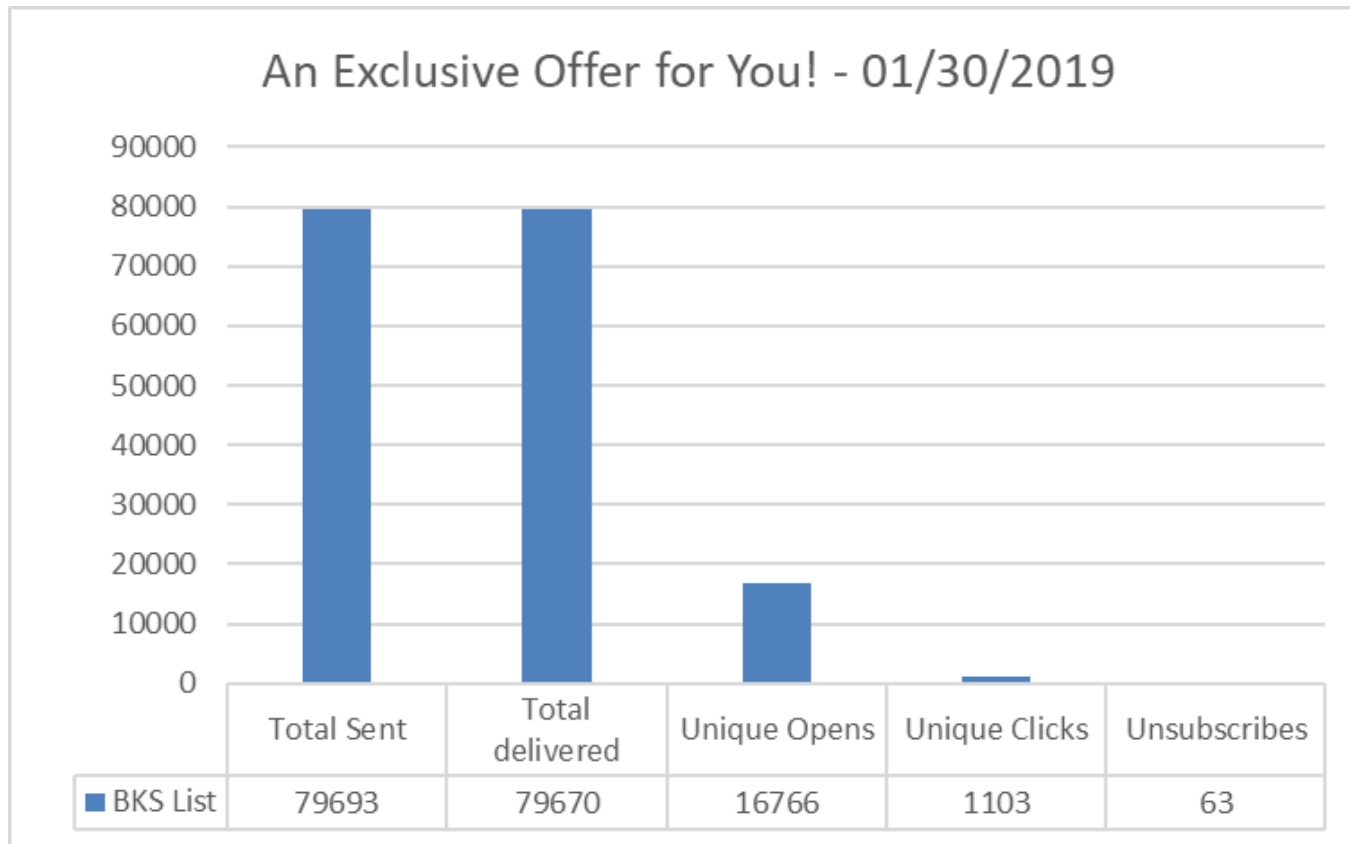


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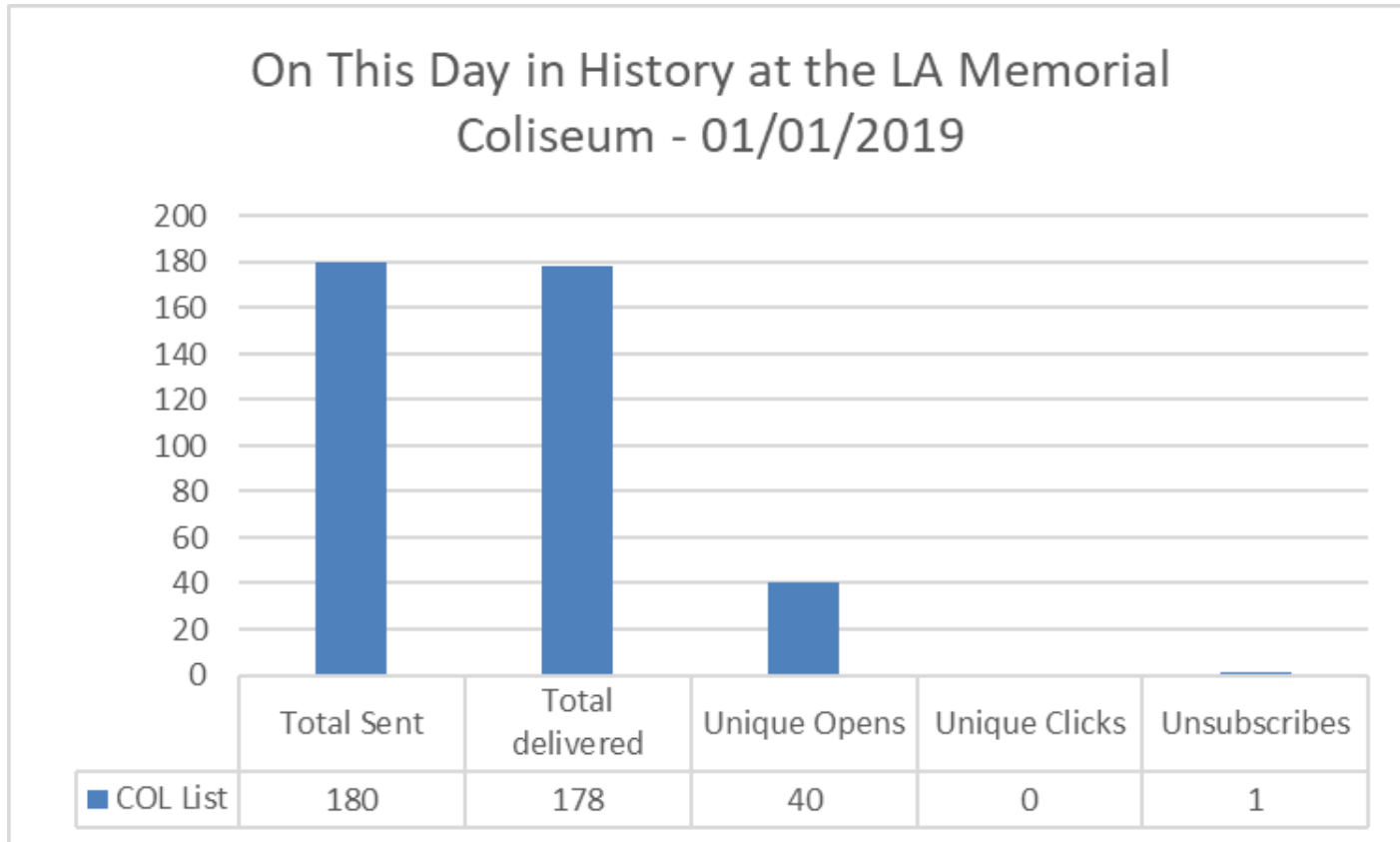


Email Campaign Reports January 2019



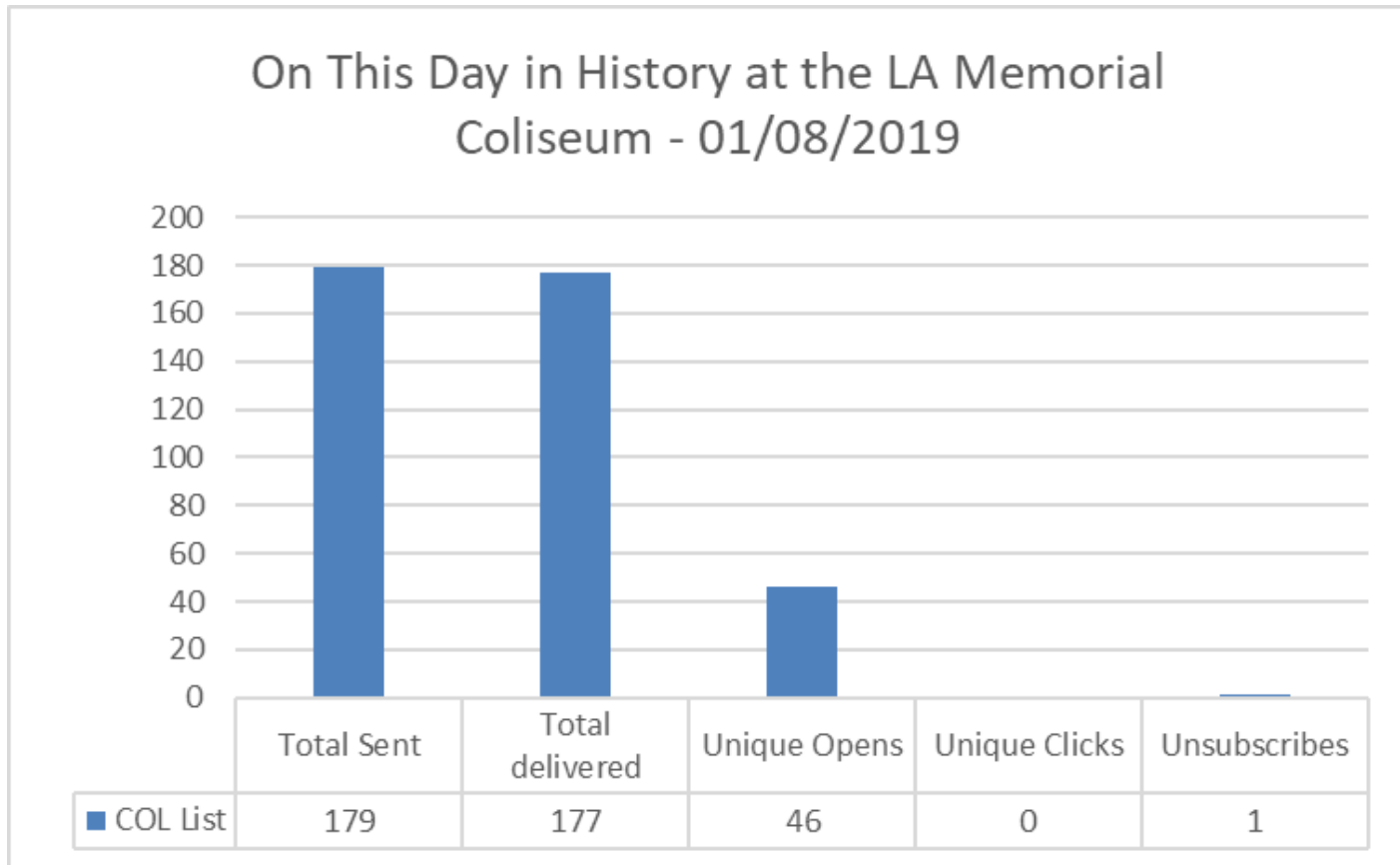


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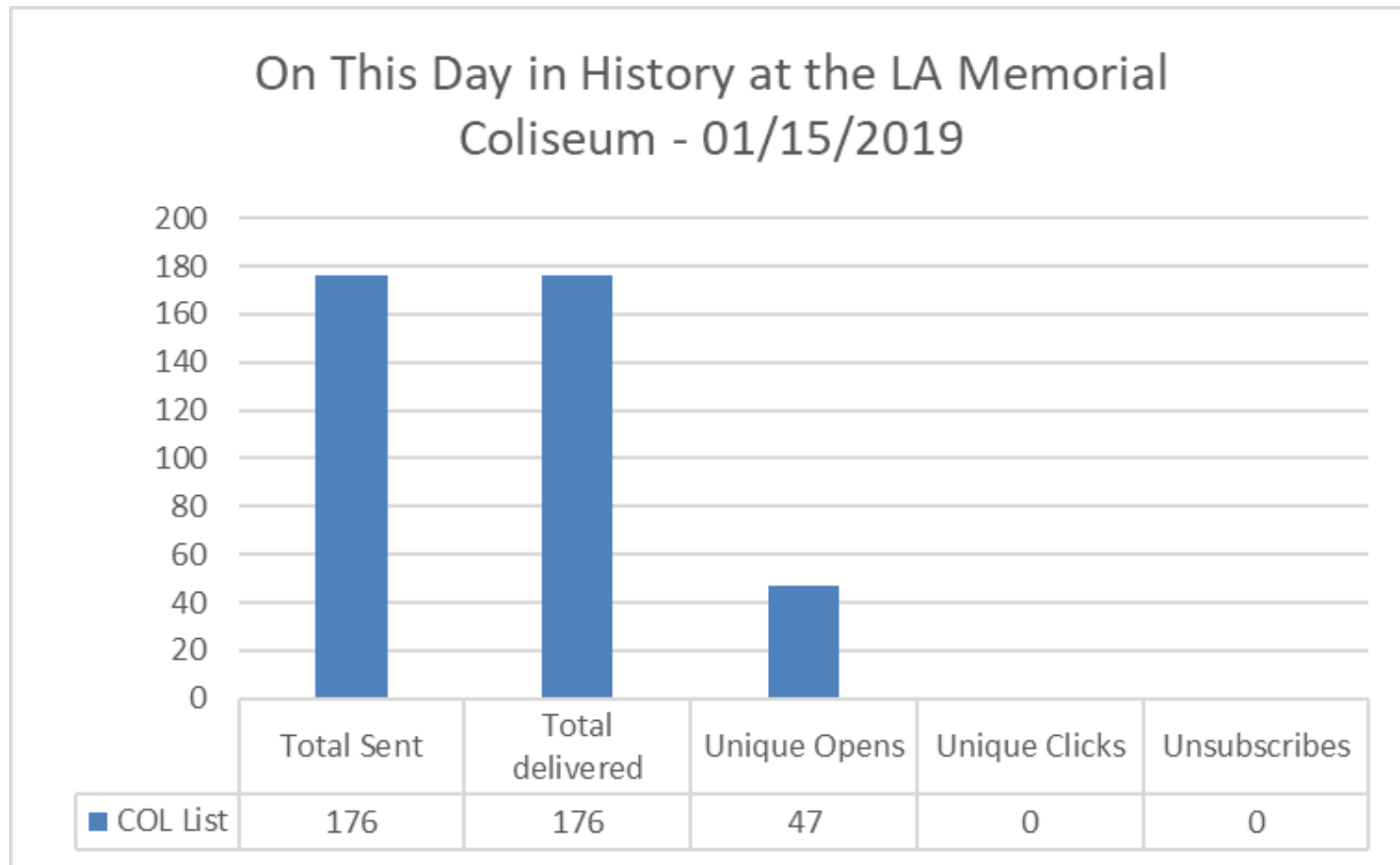


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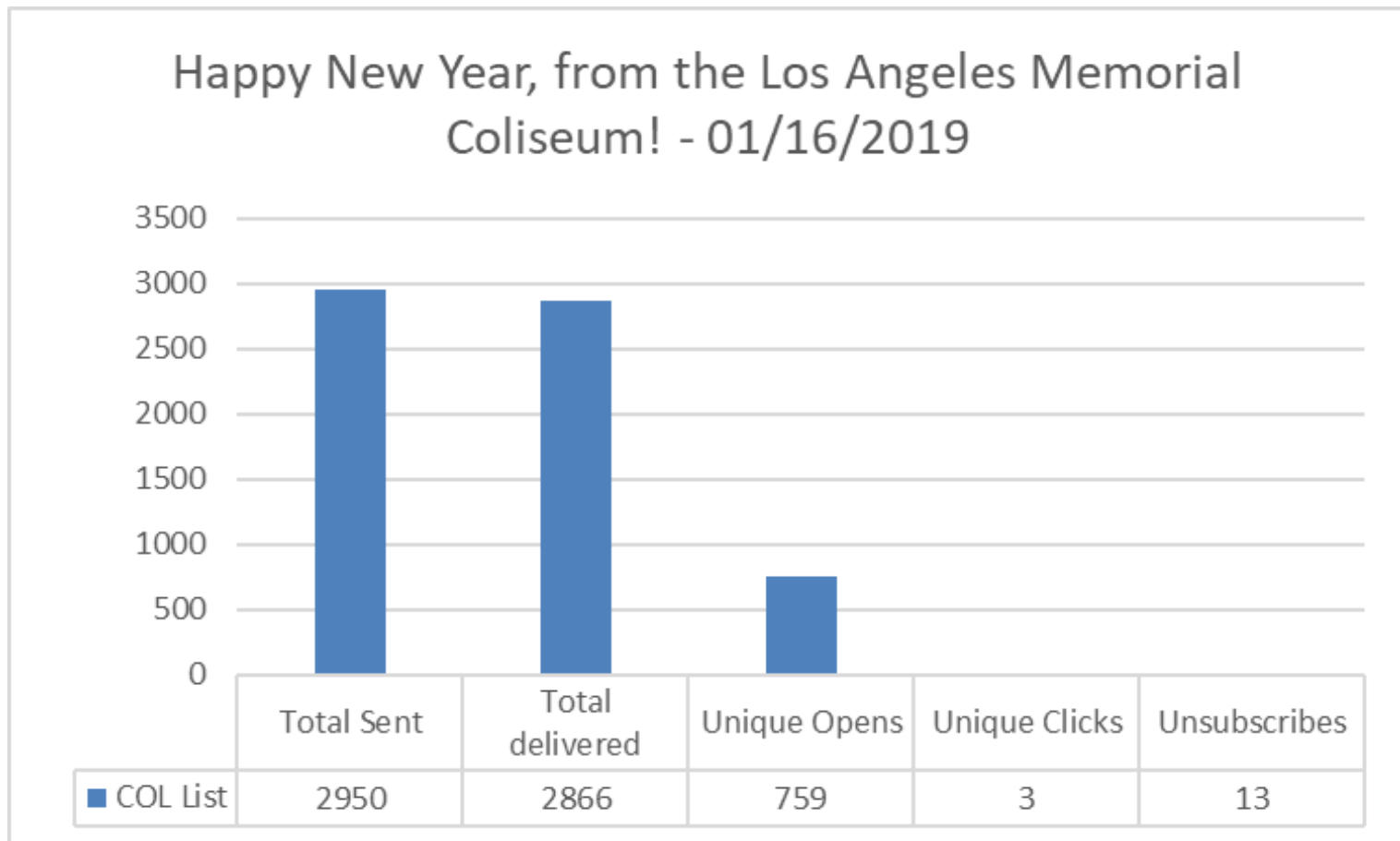


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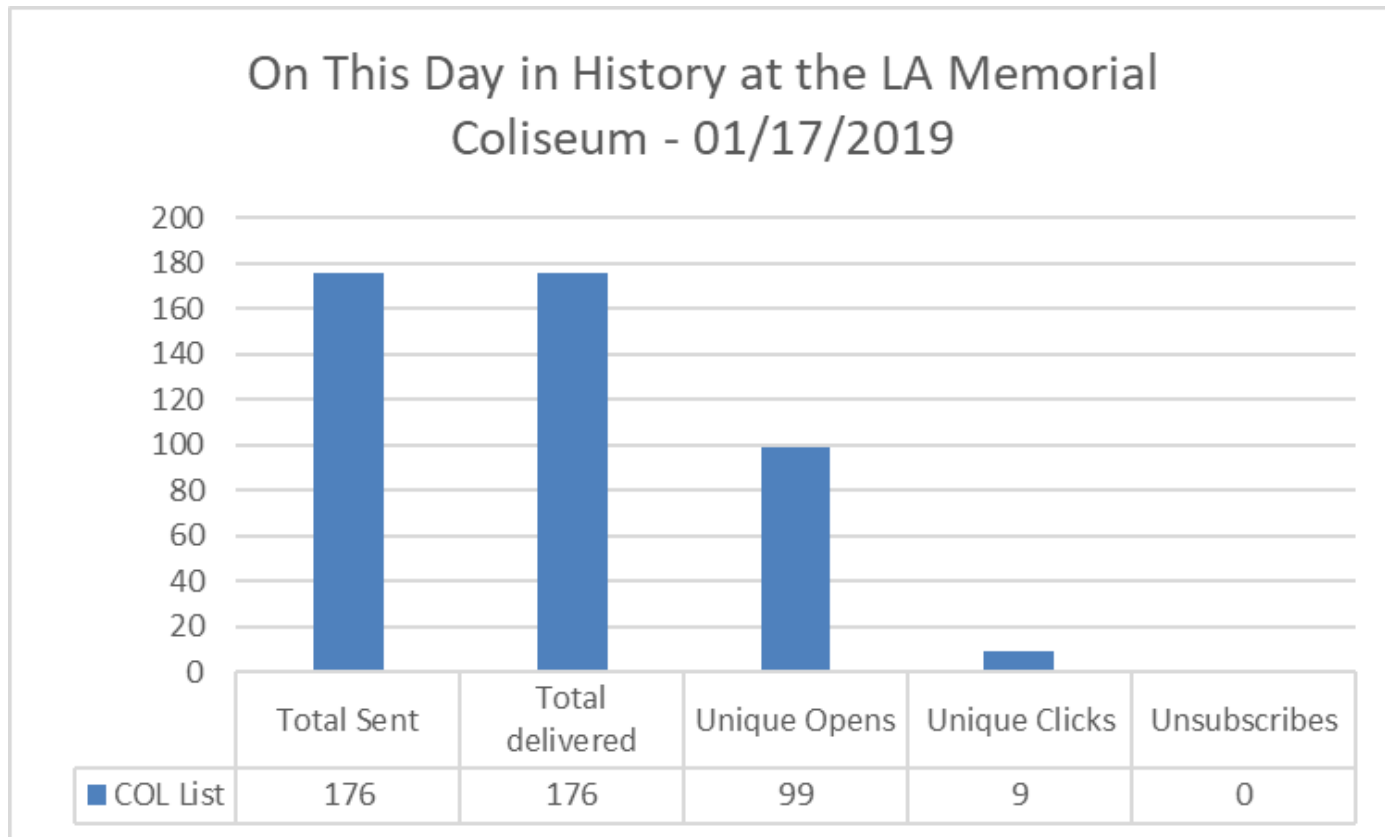


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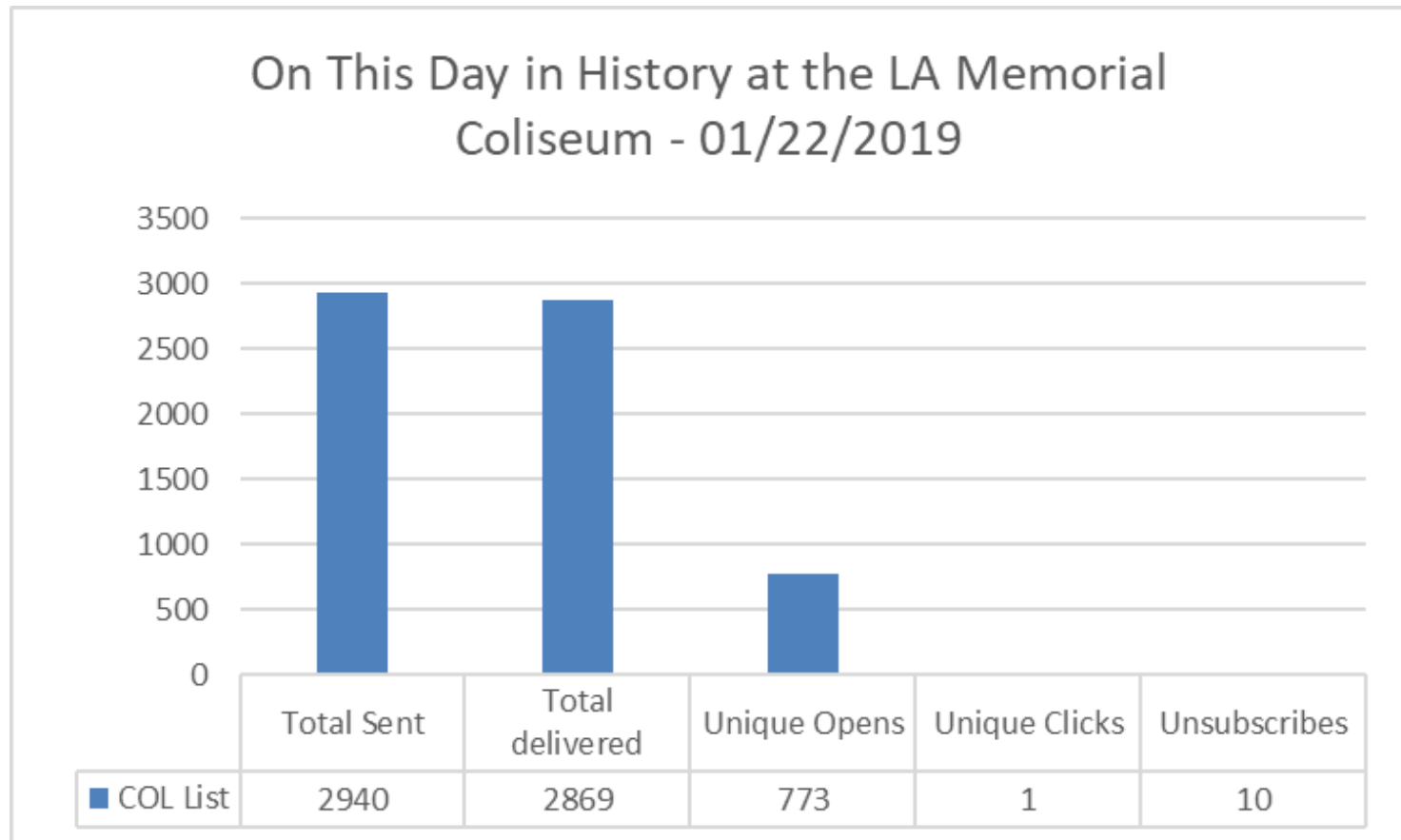


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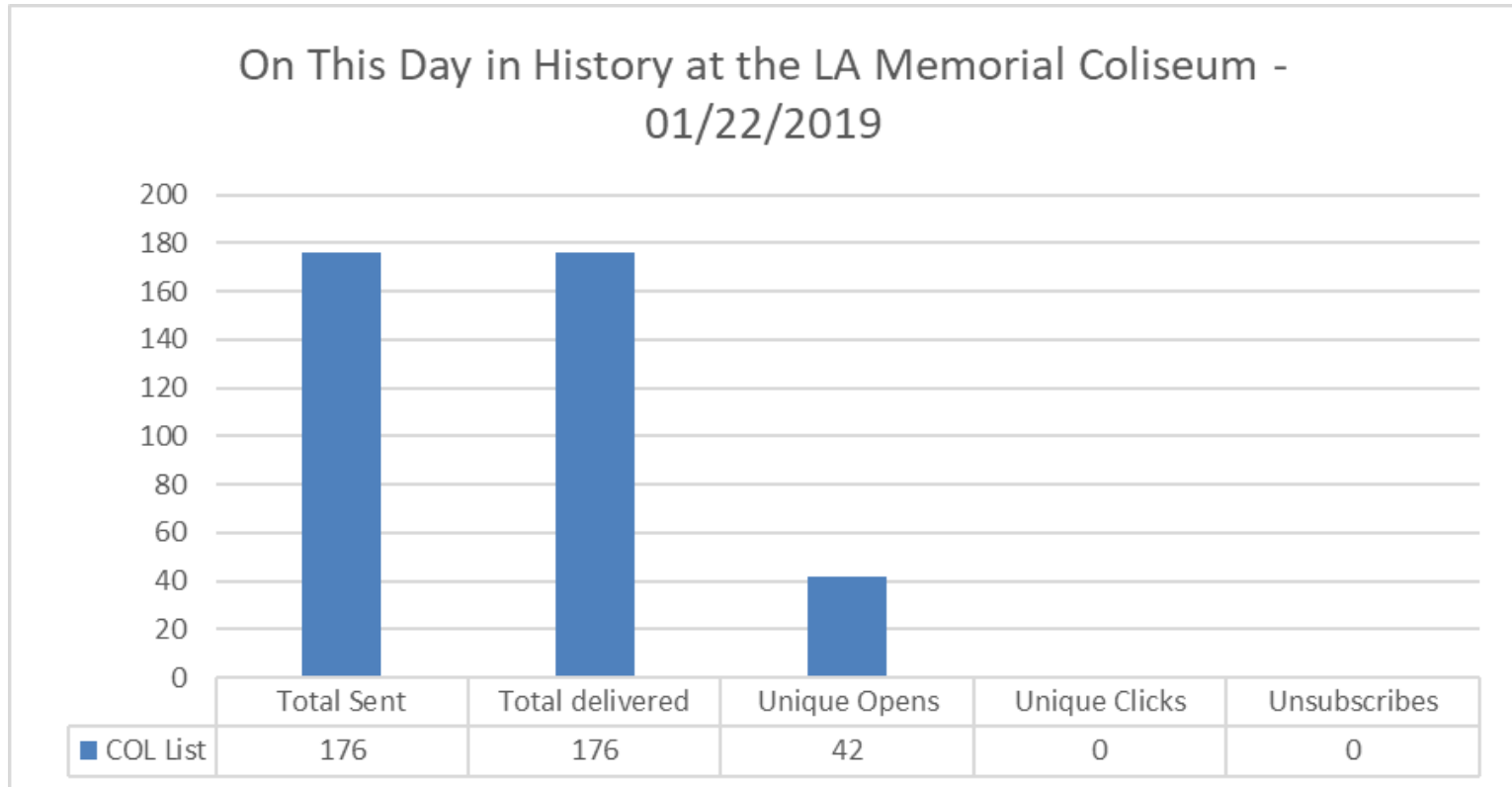


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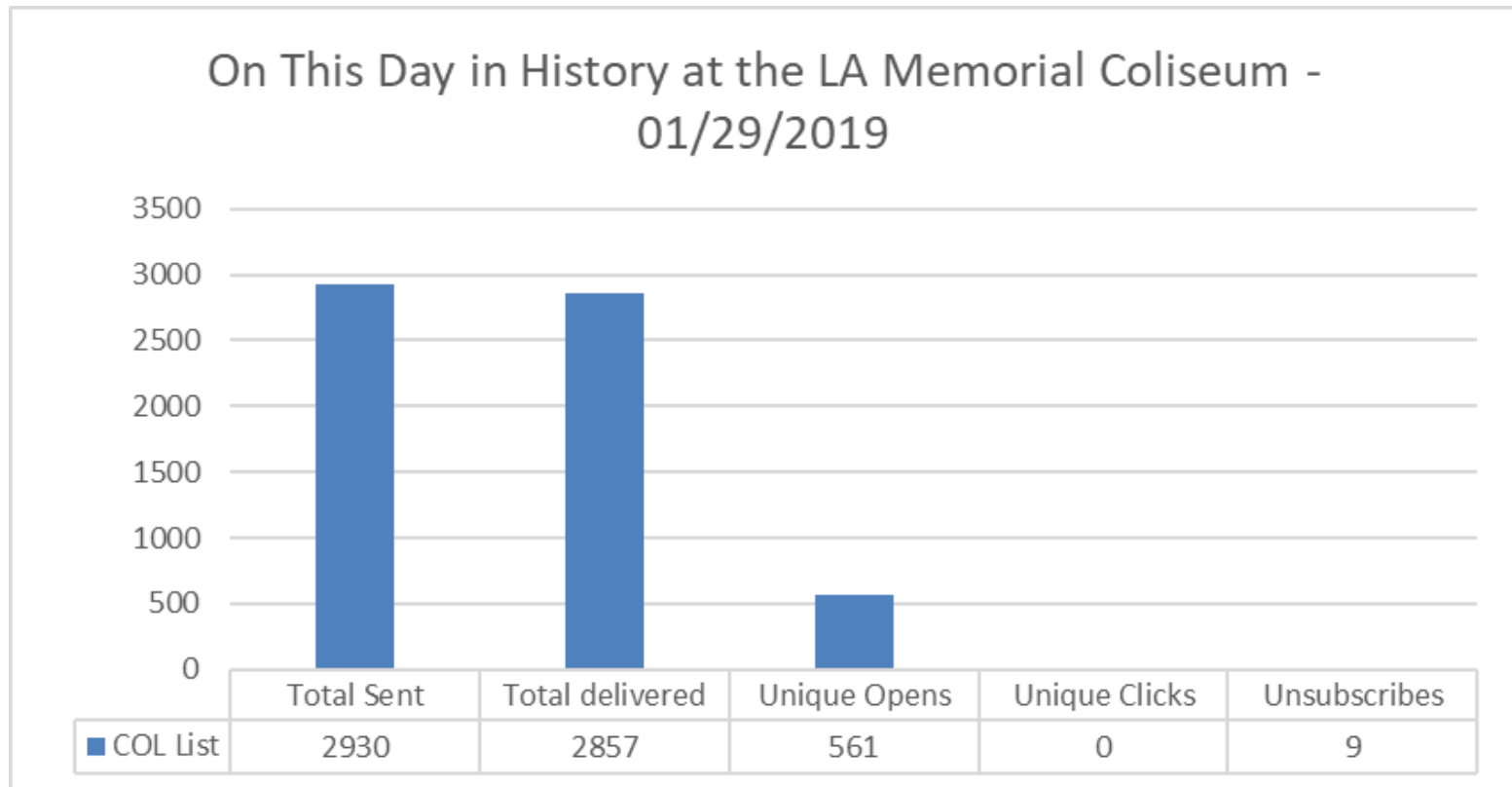


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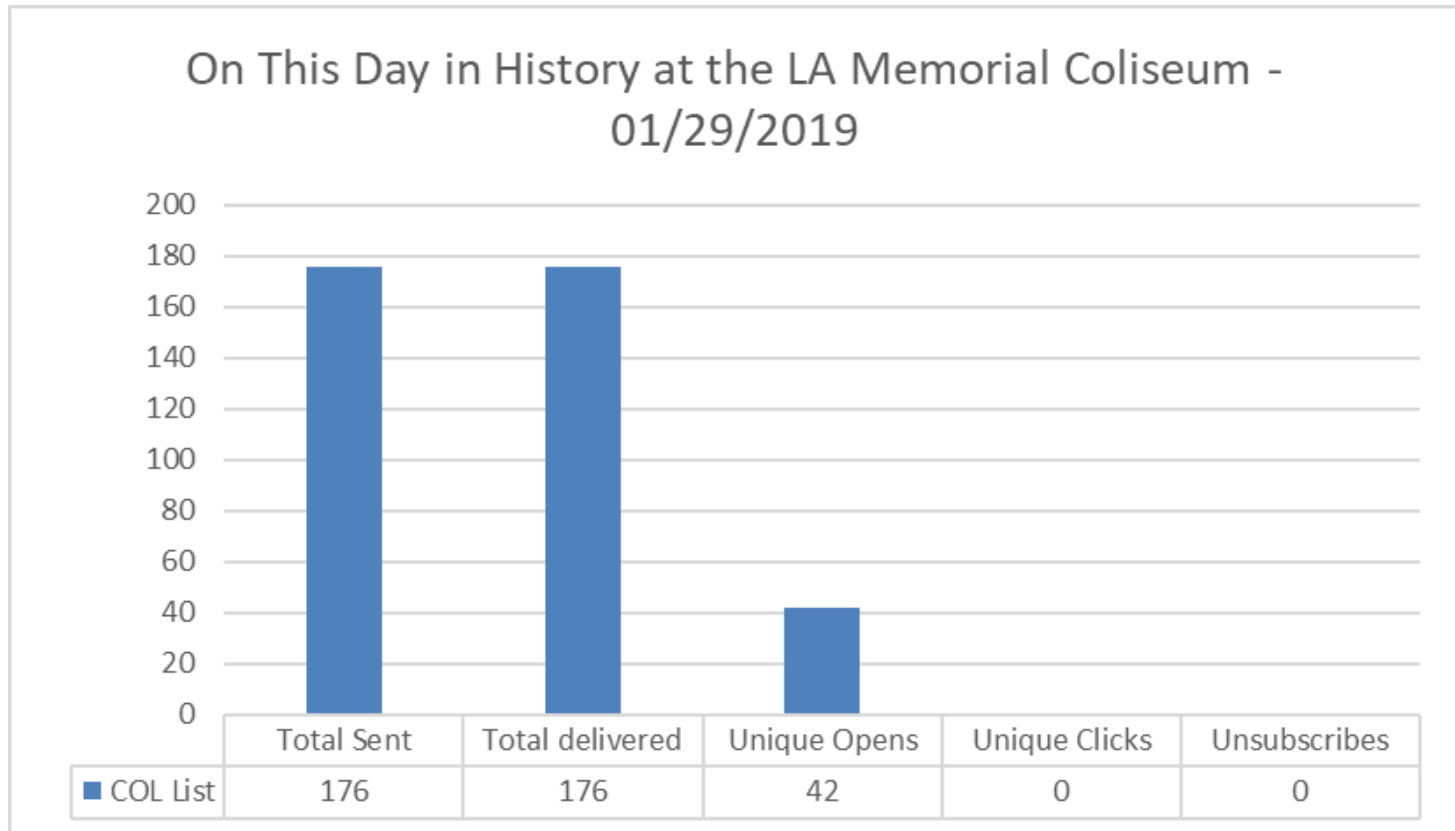


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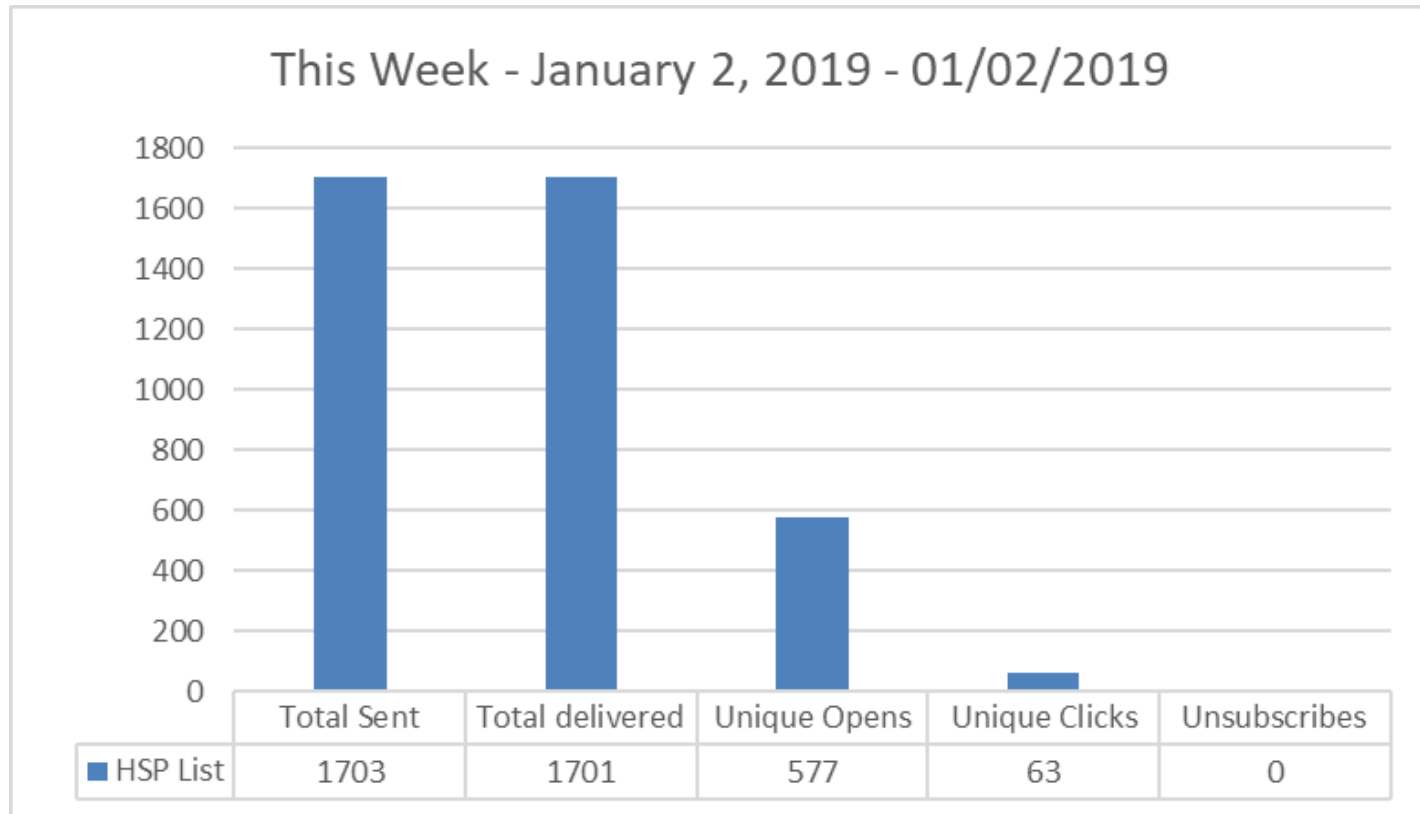


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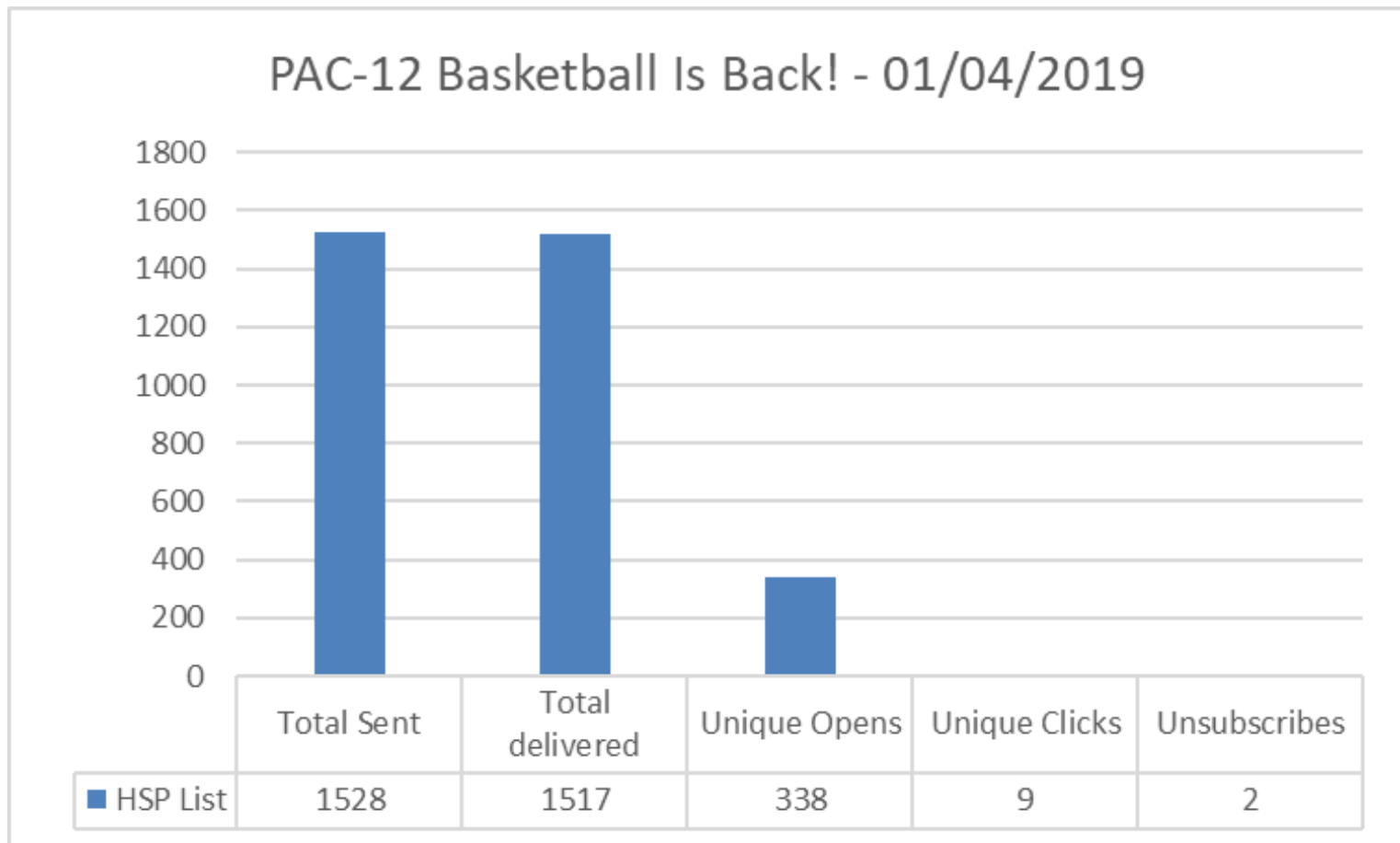


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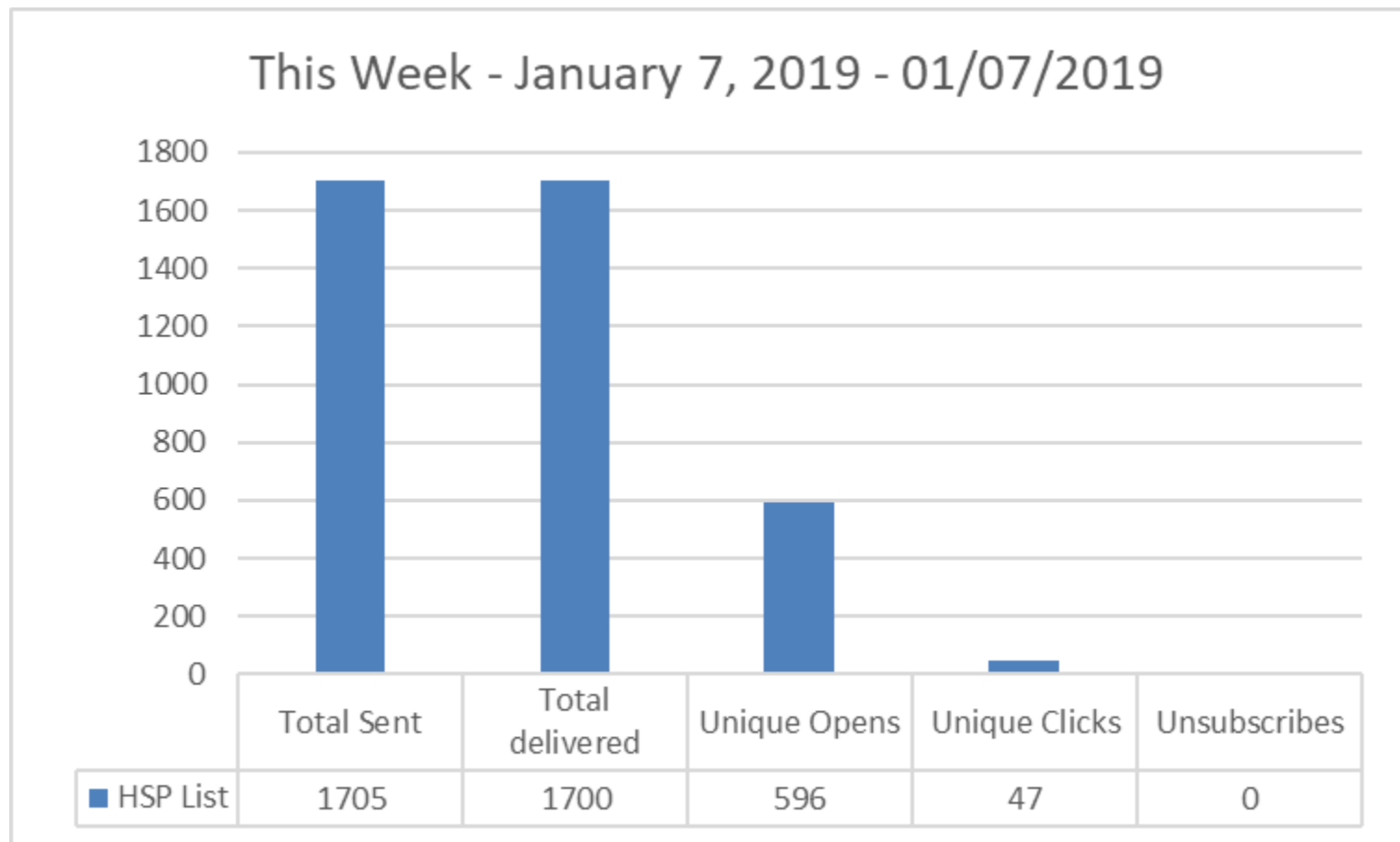


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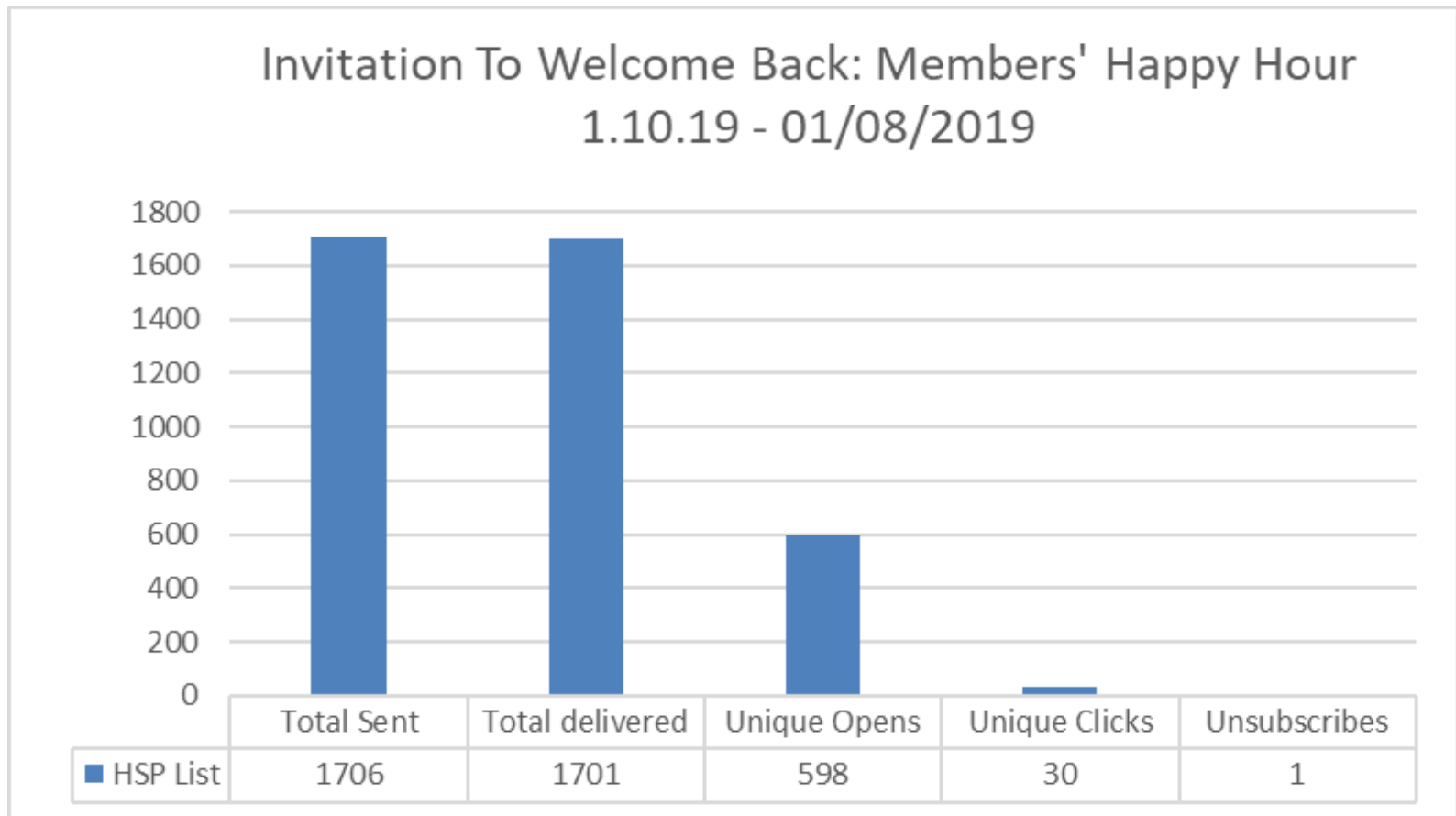


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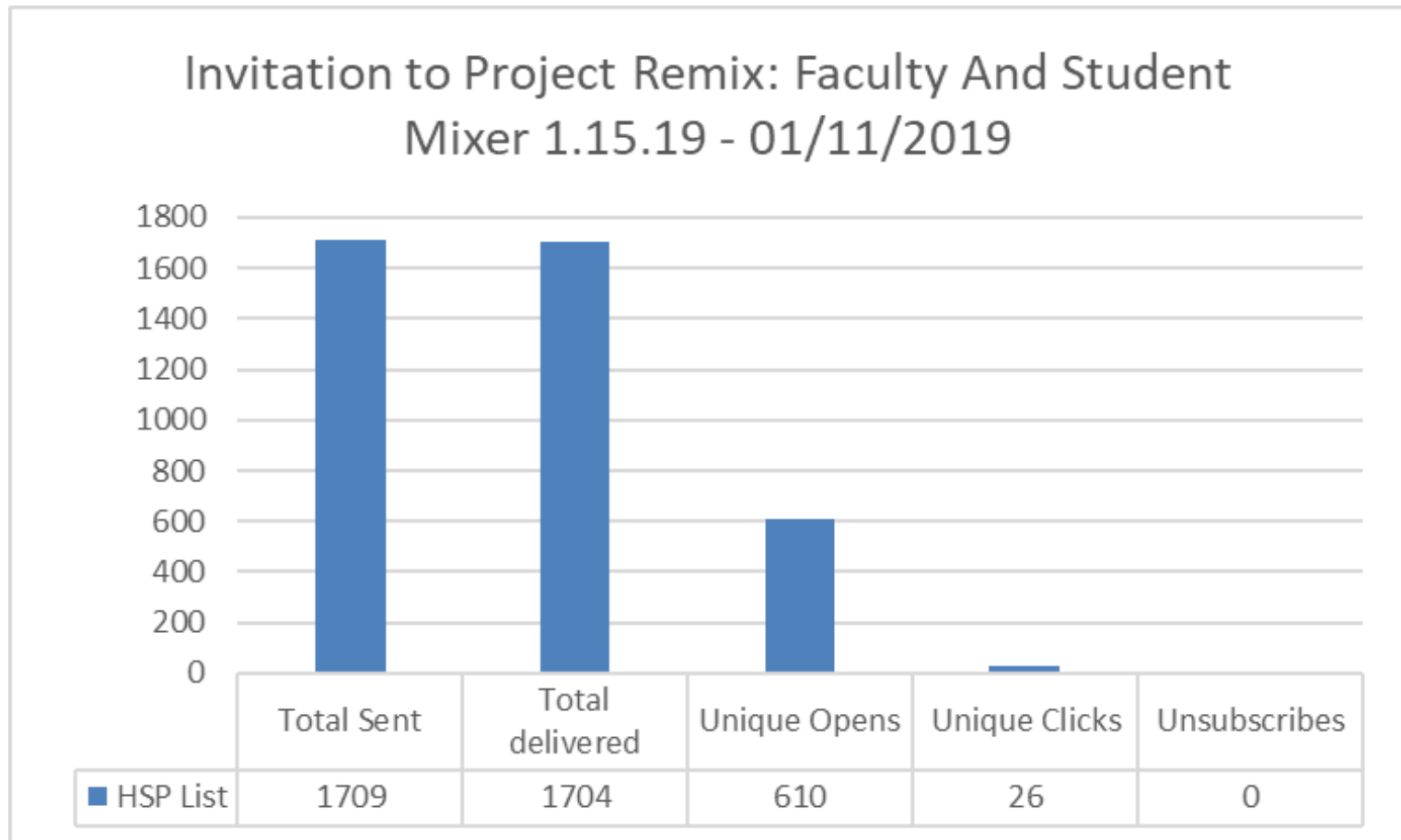


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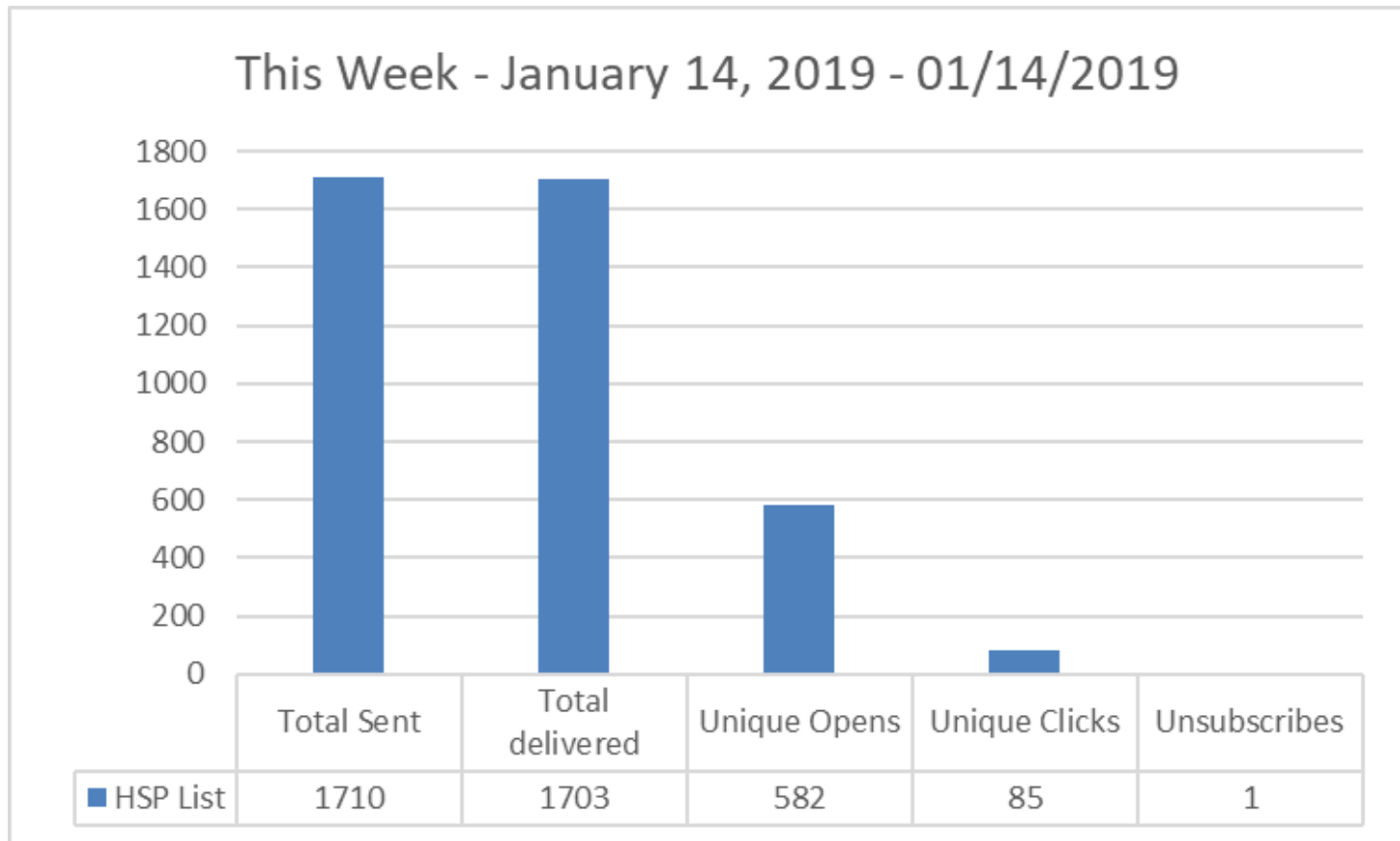


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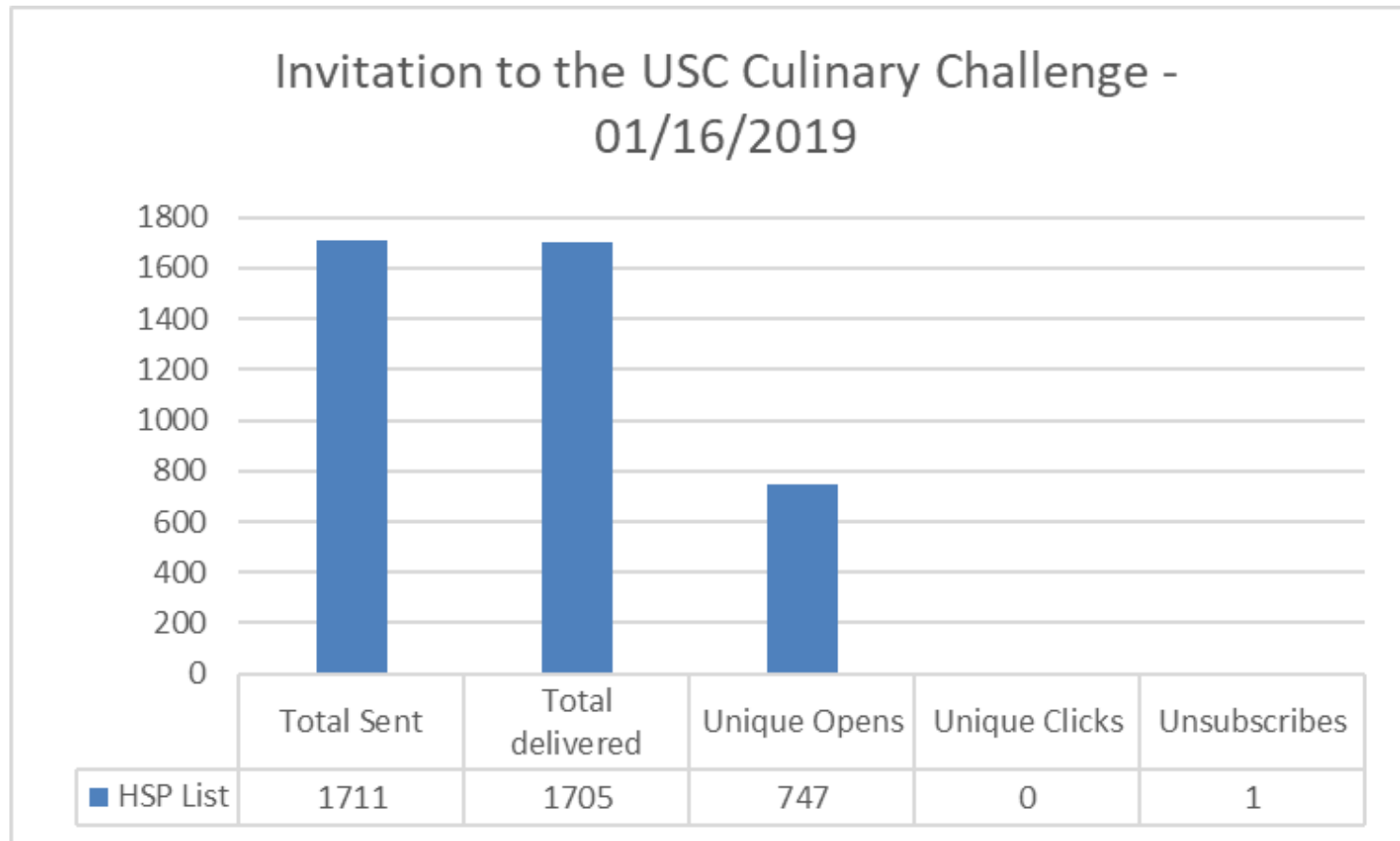


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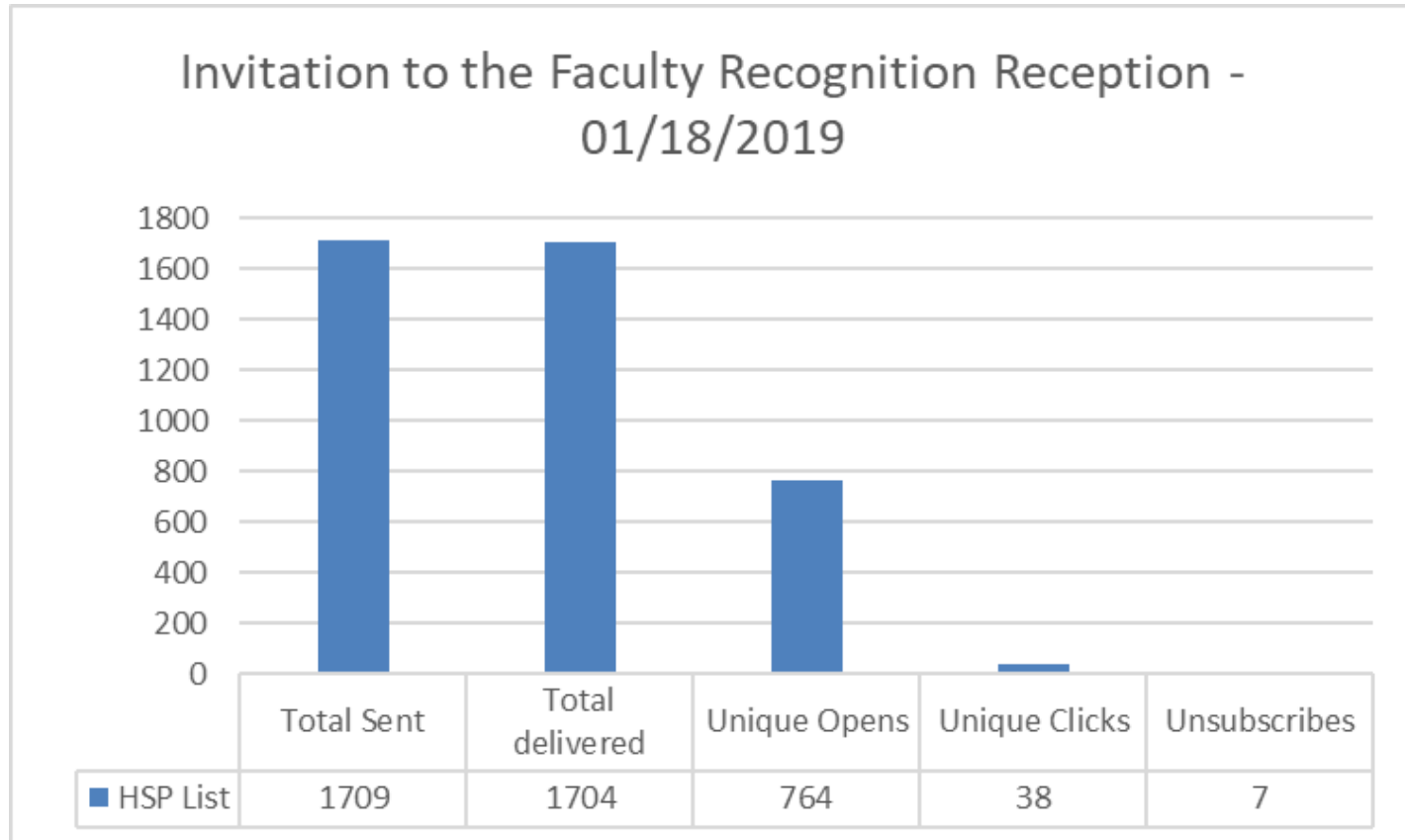


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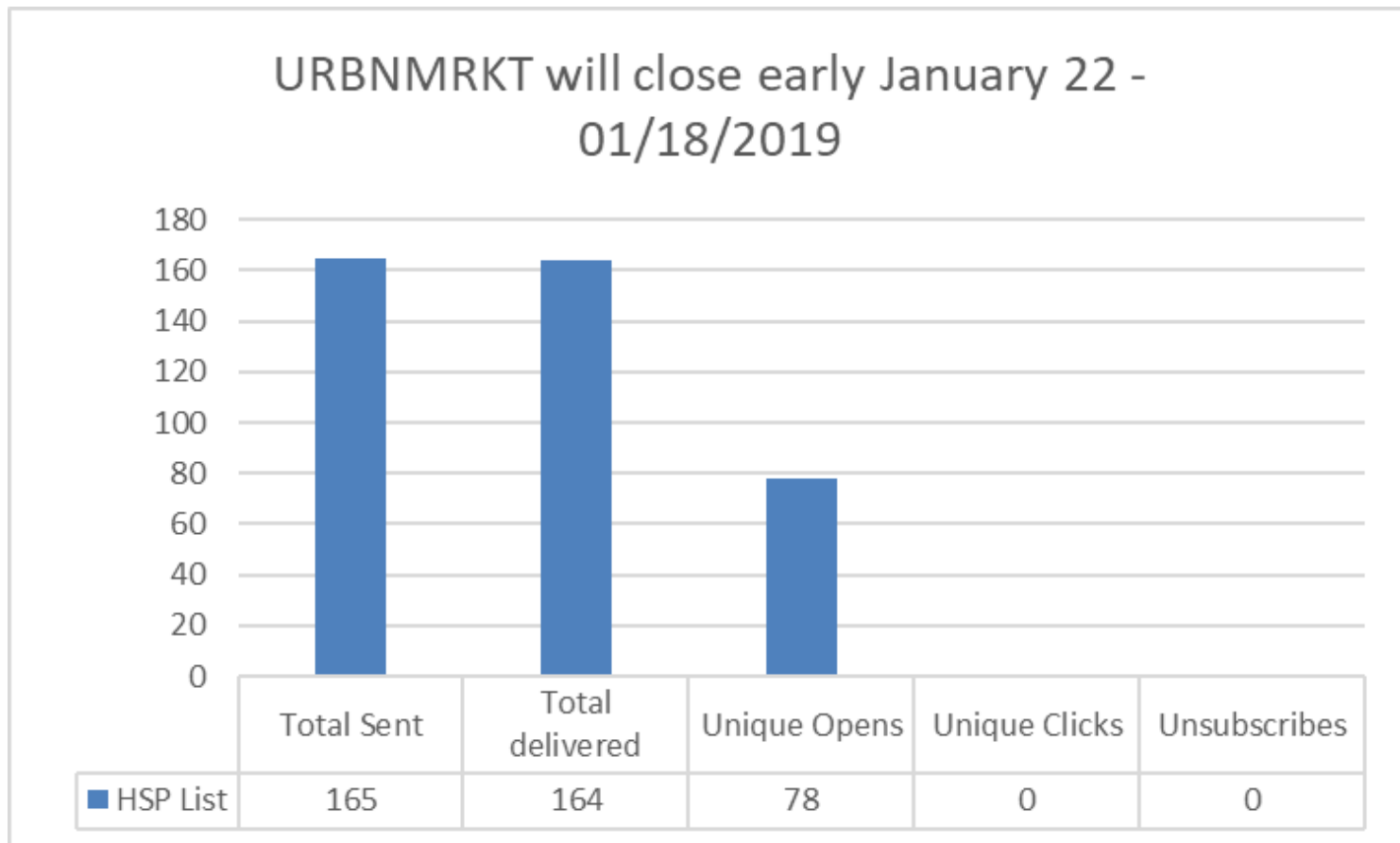


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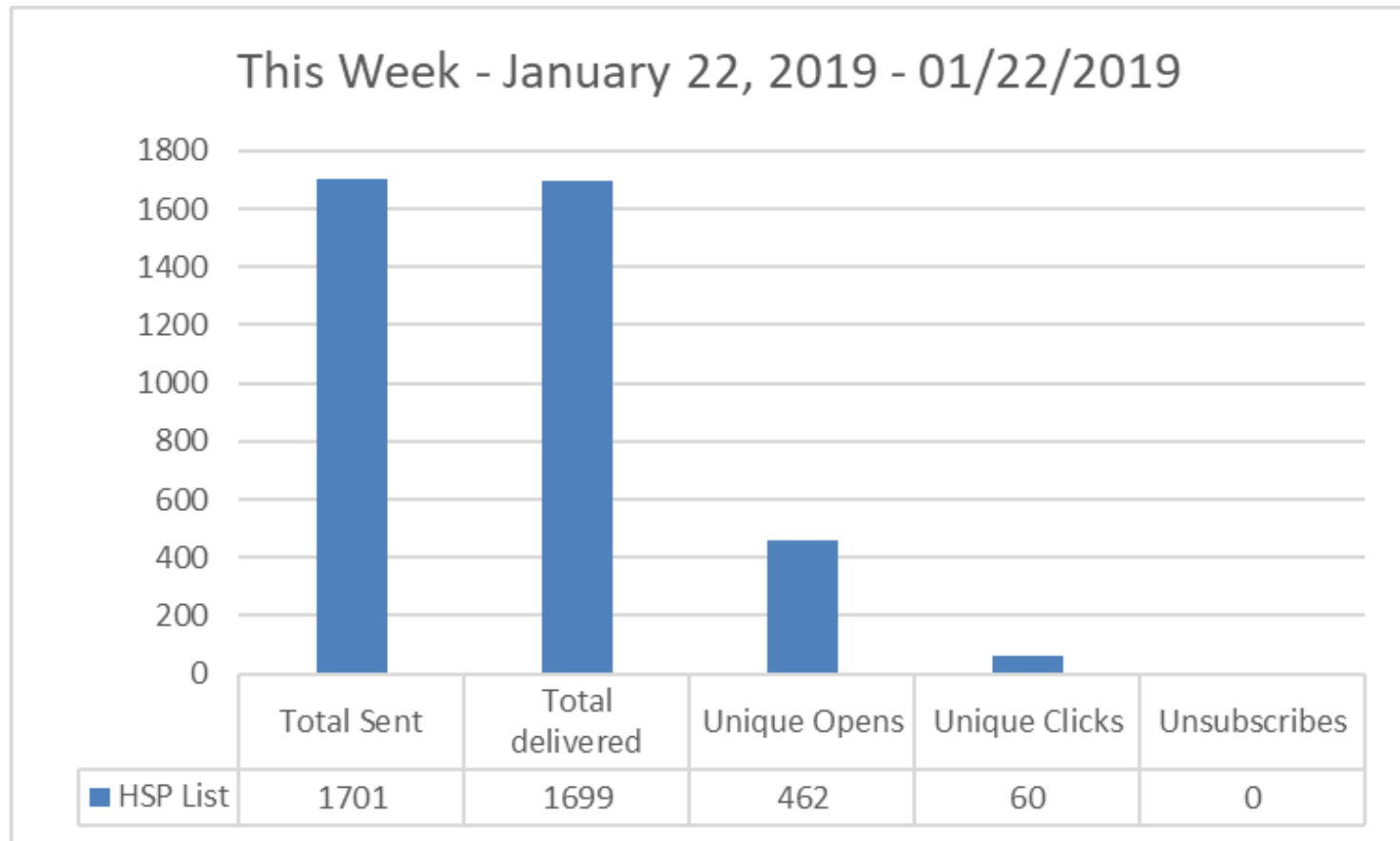


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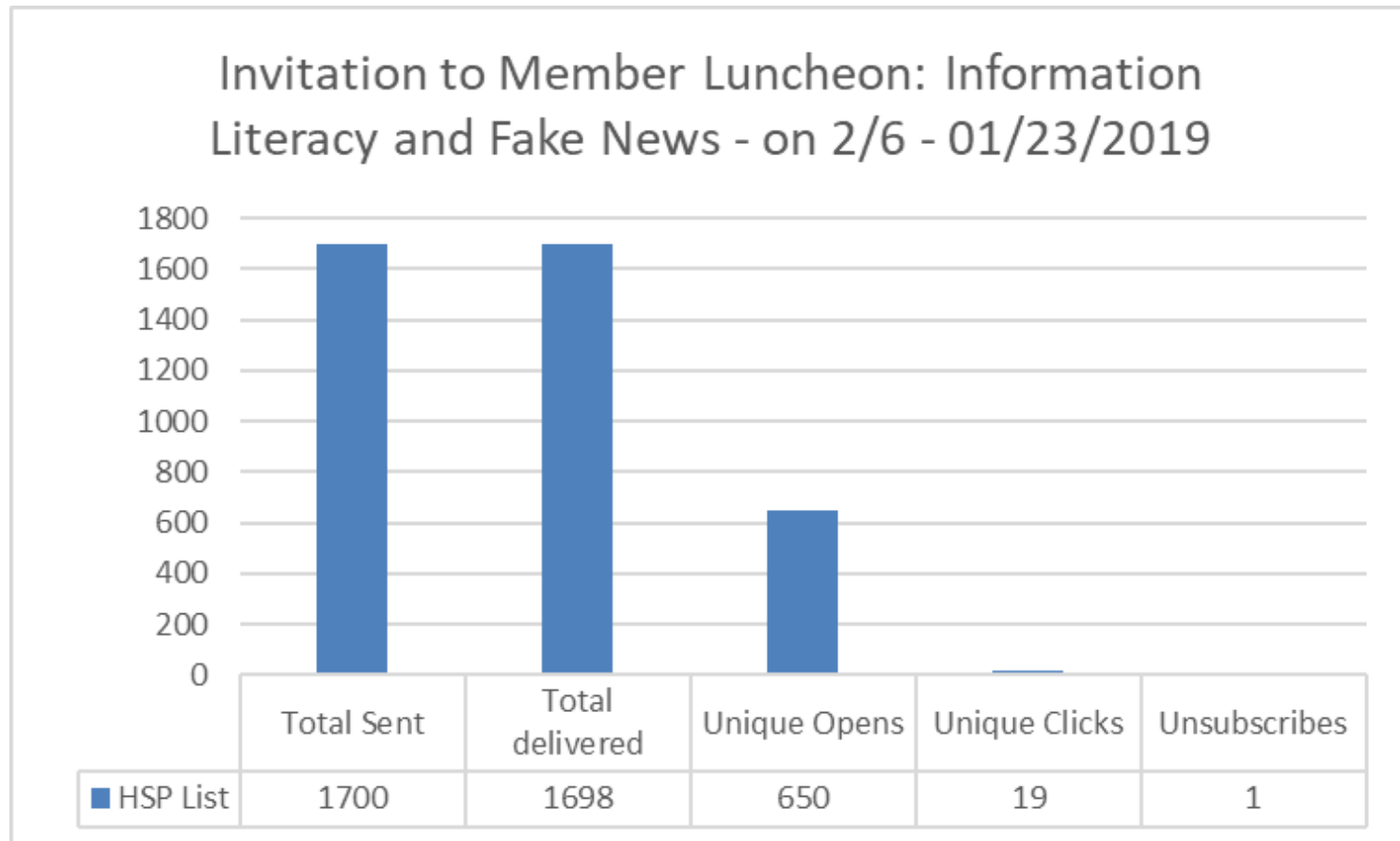


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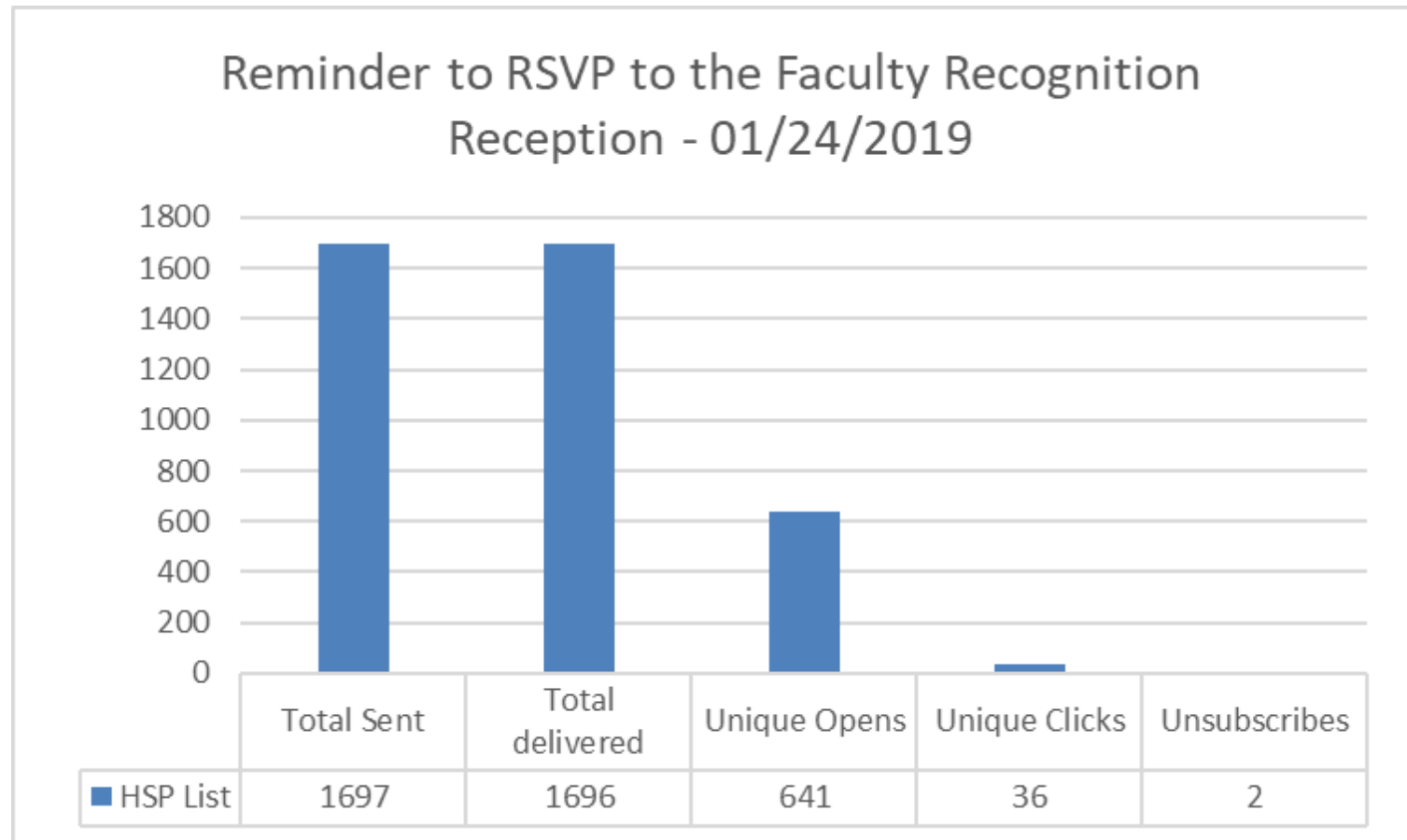


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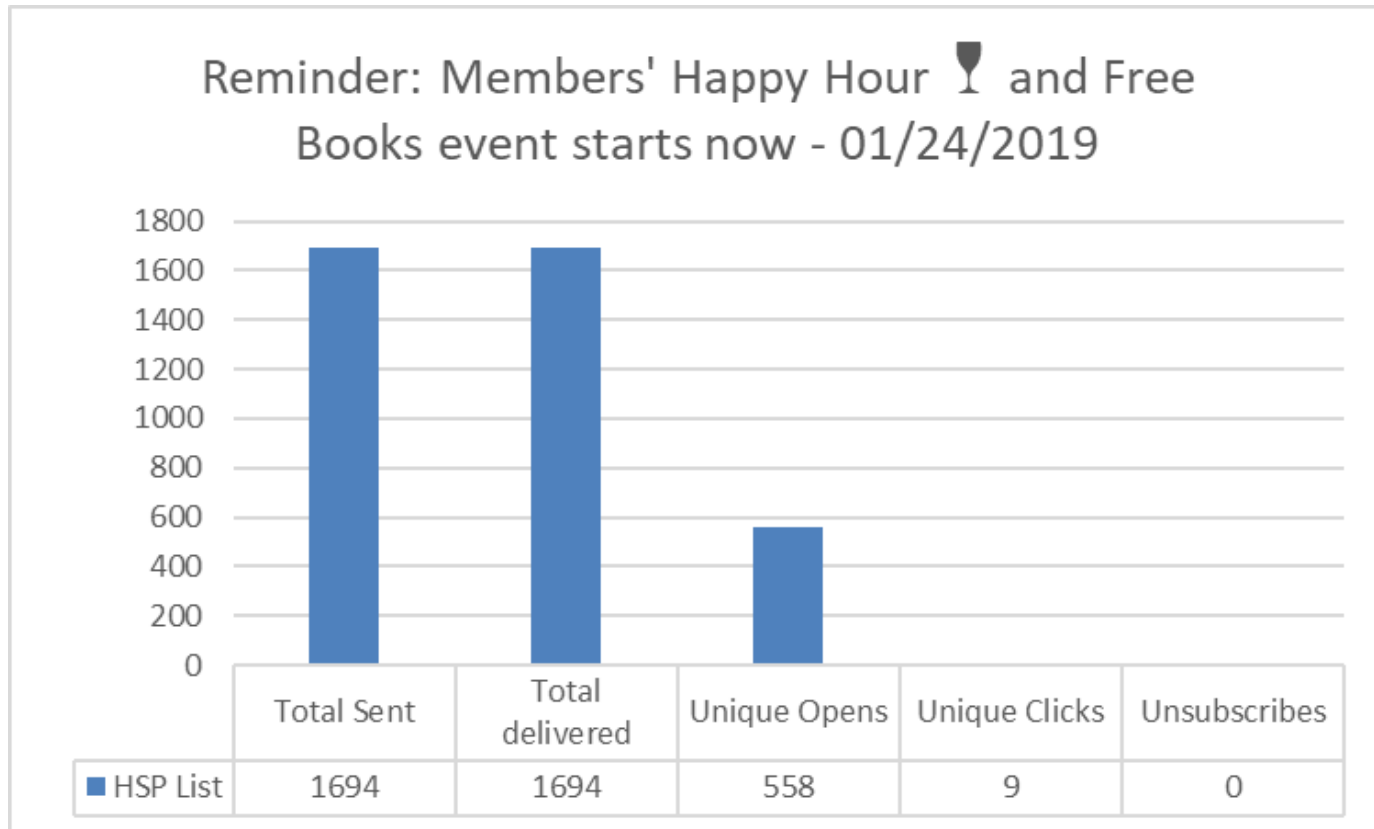


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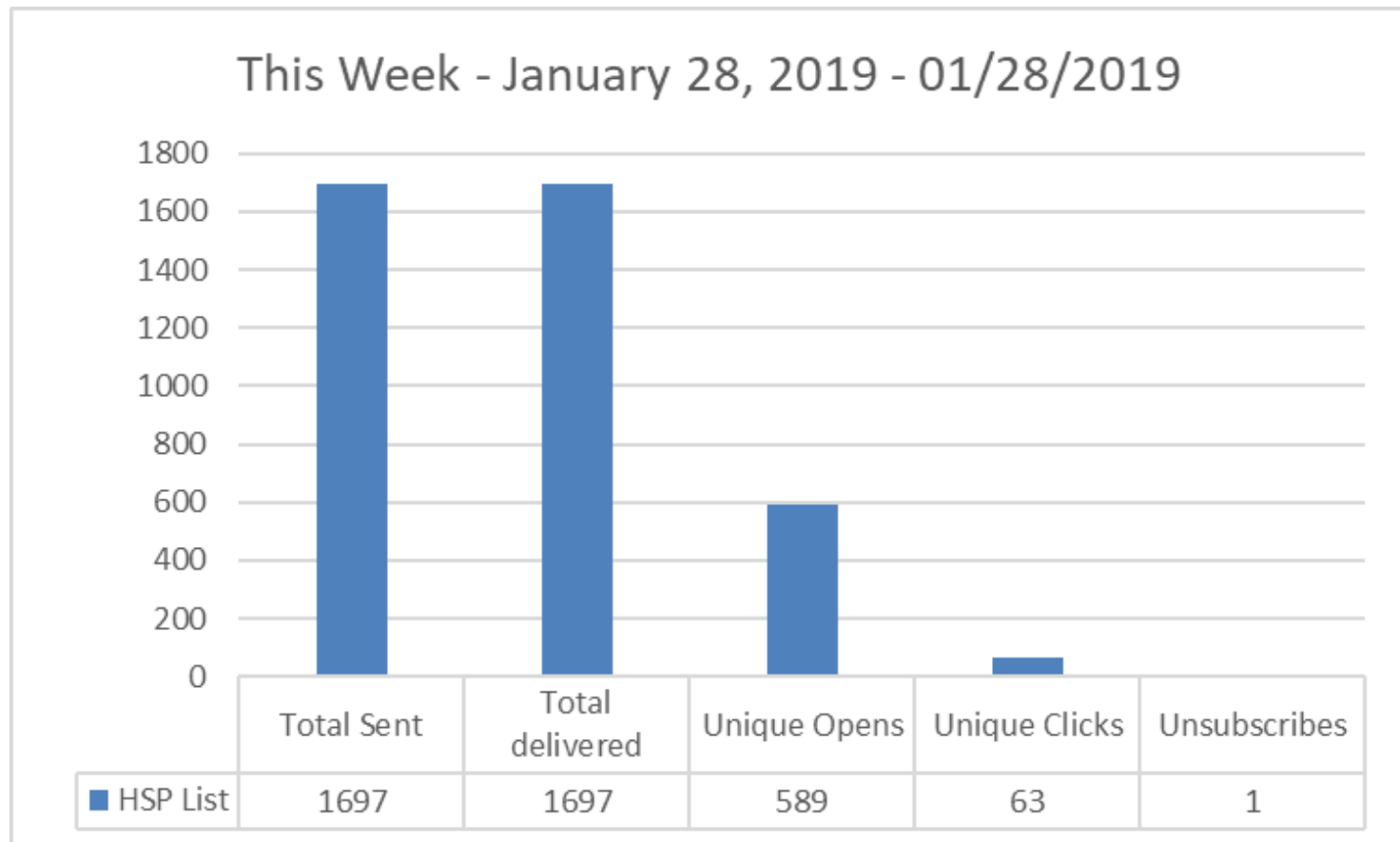


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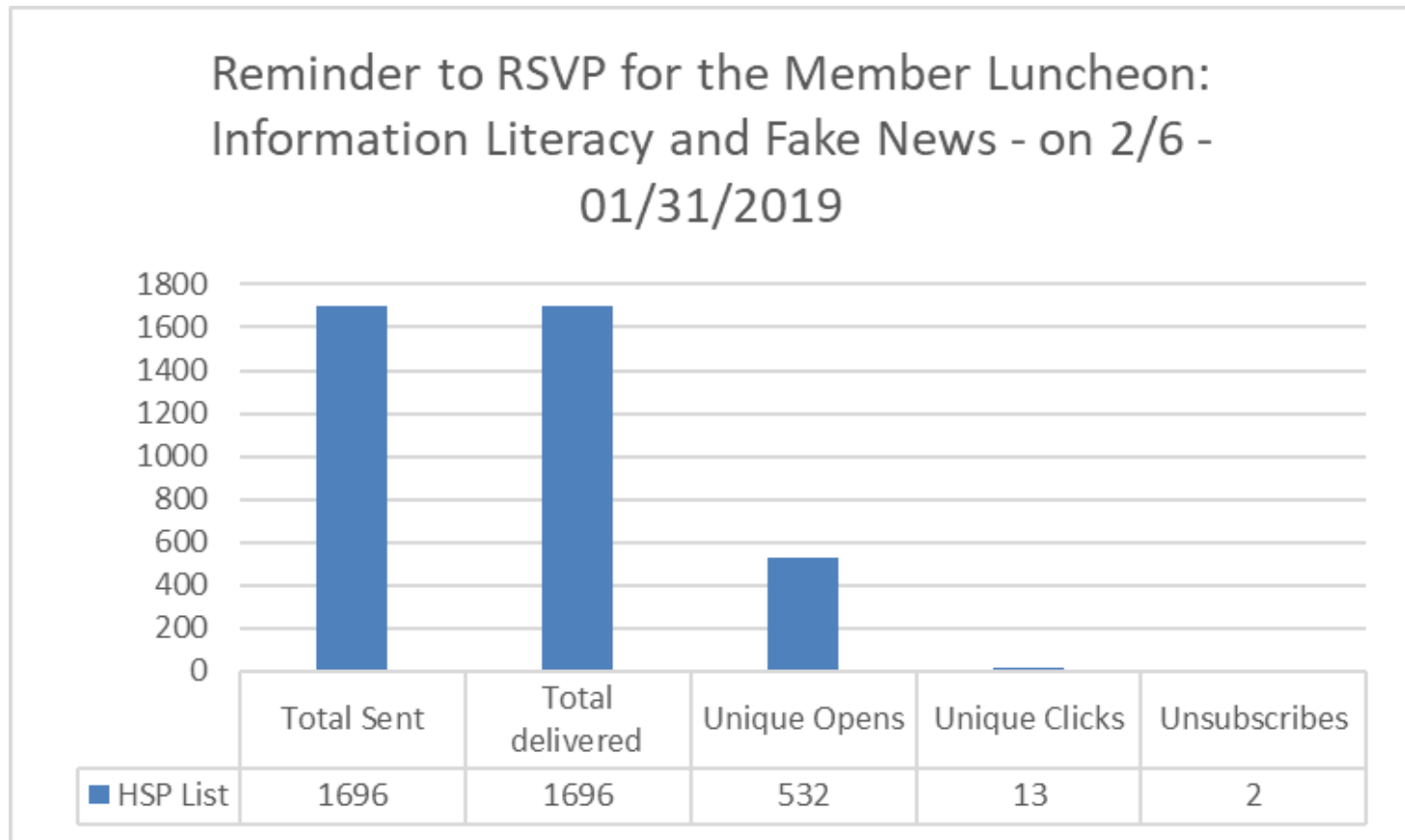


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Thank You !!