



AS IT MONTHLY REPORTS

For January 2020

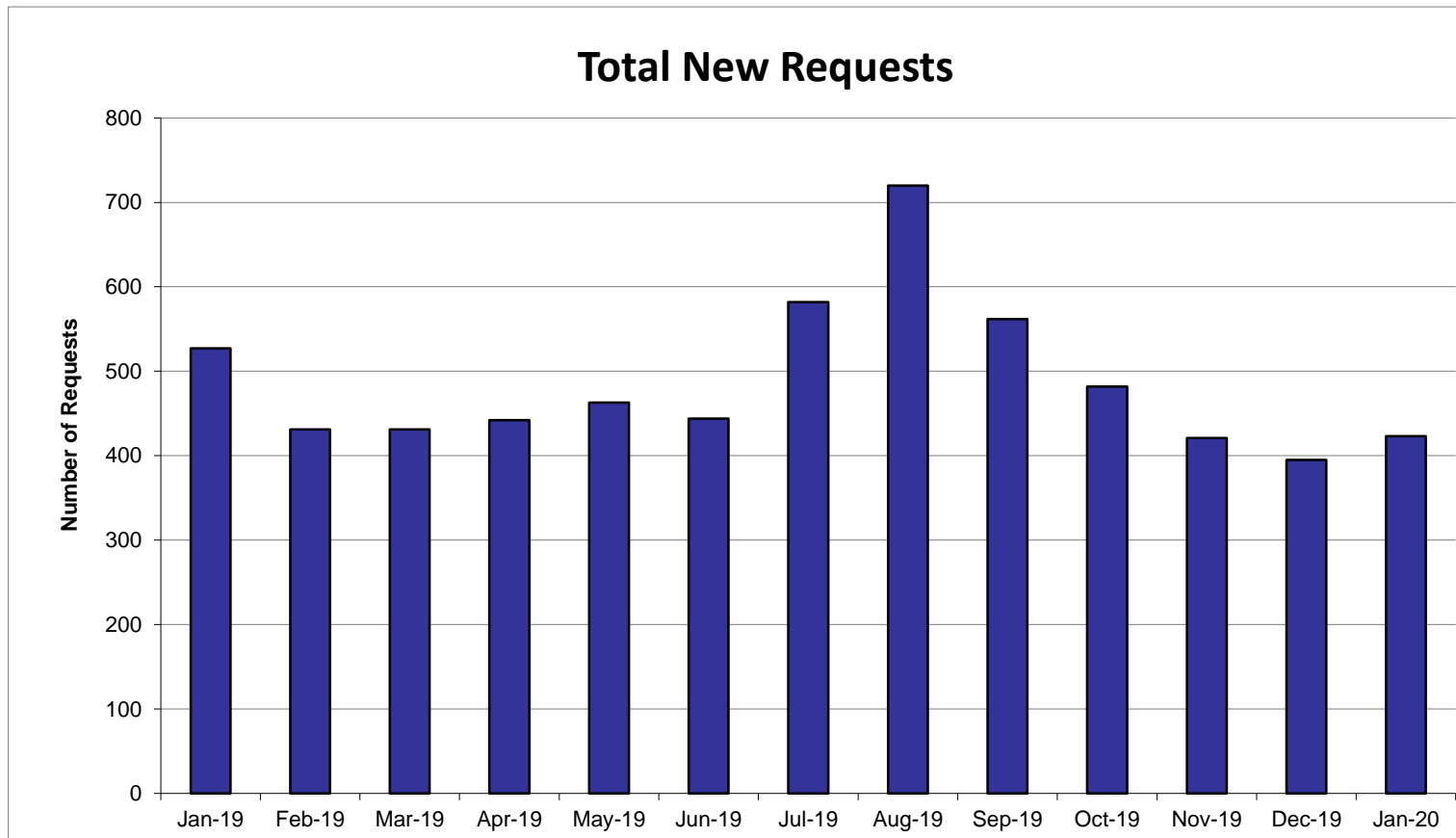


Agenda

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

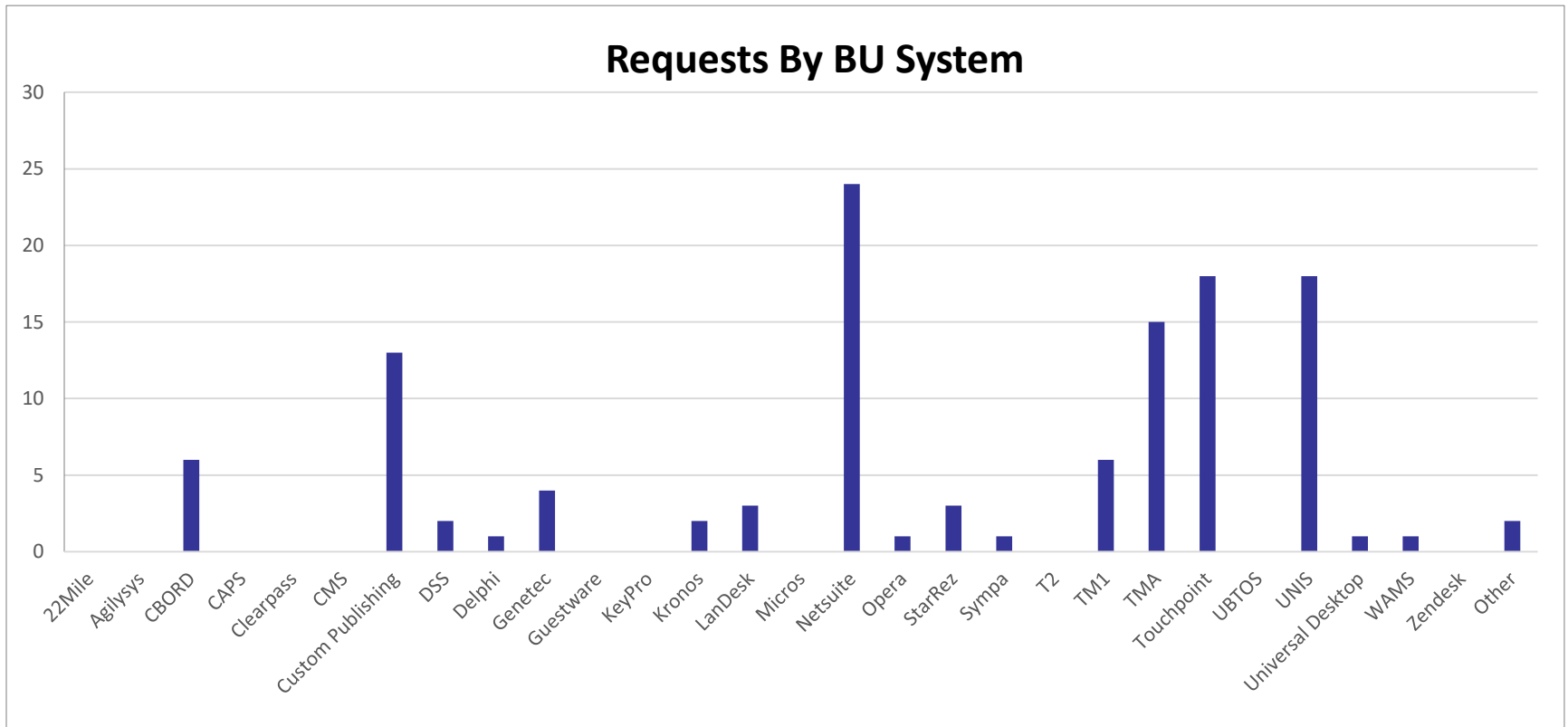


Service Desk Reports January 2020



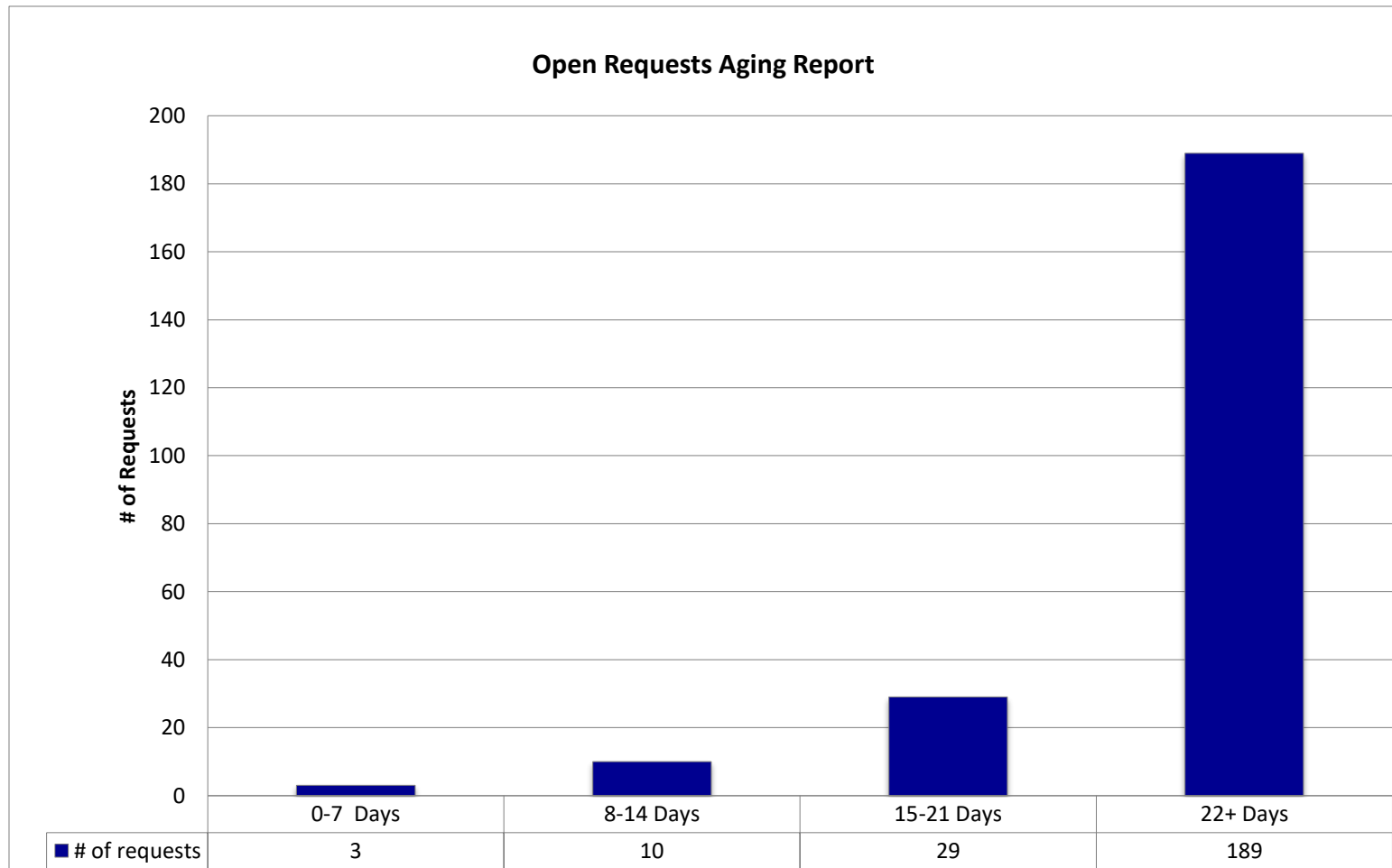


Service Desk Reports January 2020



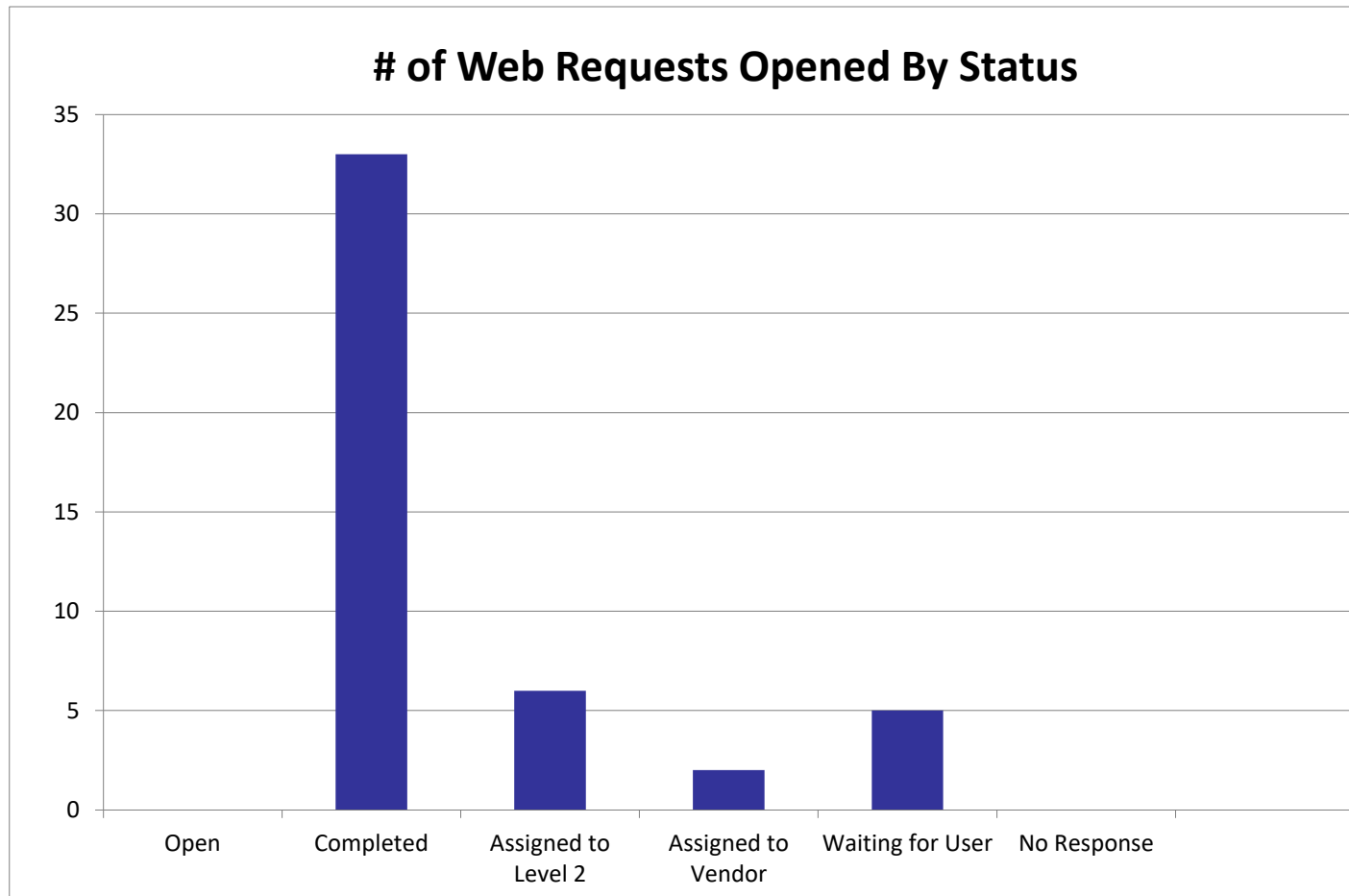


Service Desk Reports January 2020



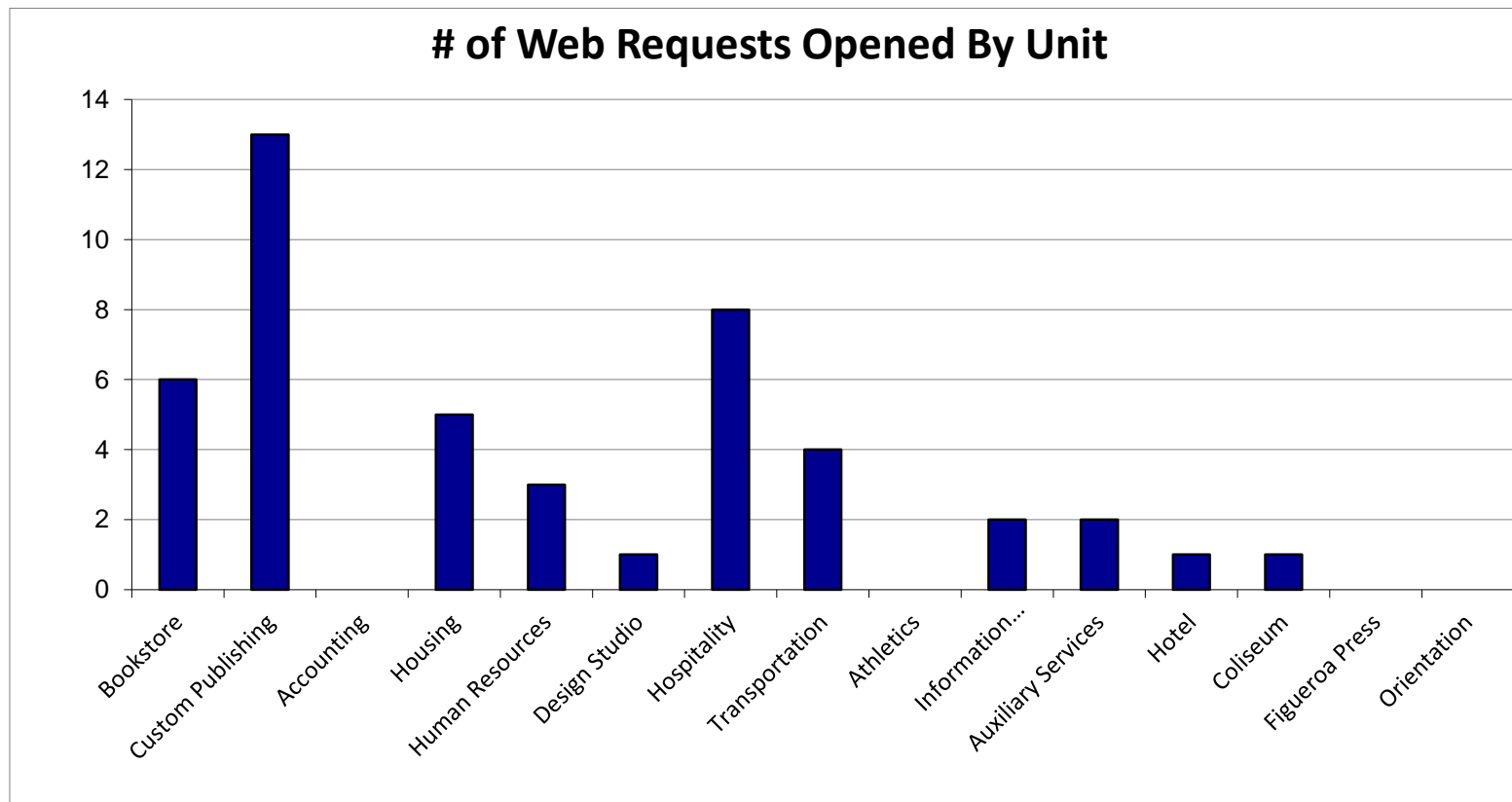


Service Desk Reports January 2020



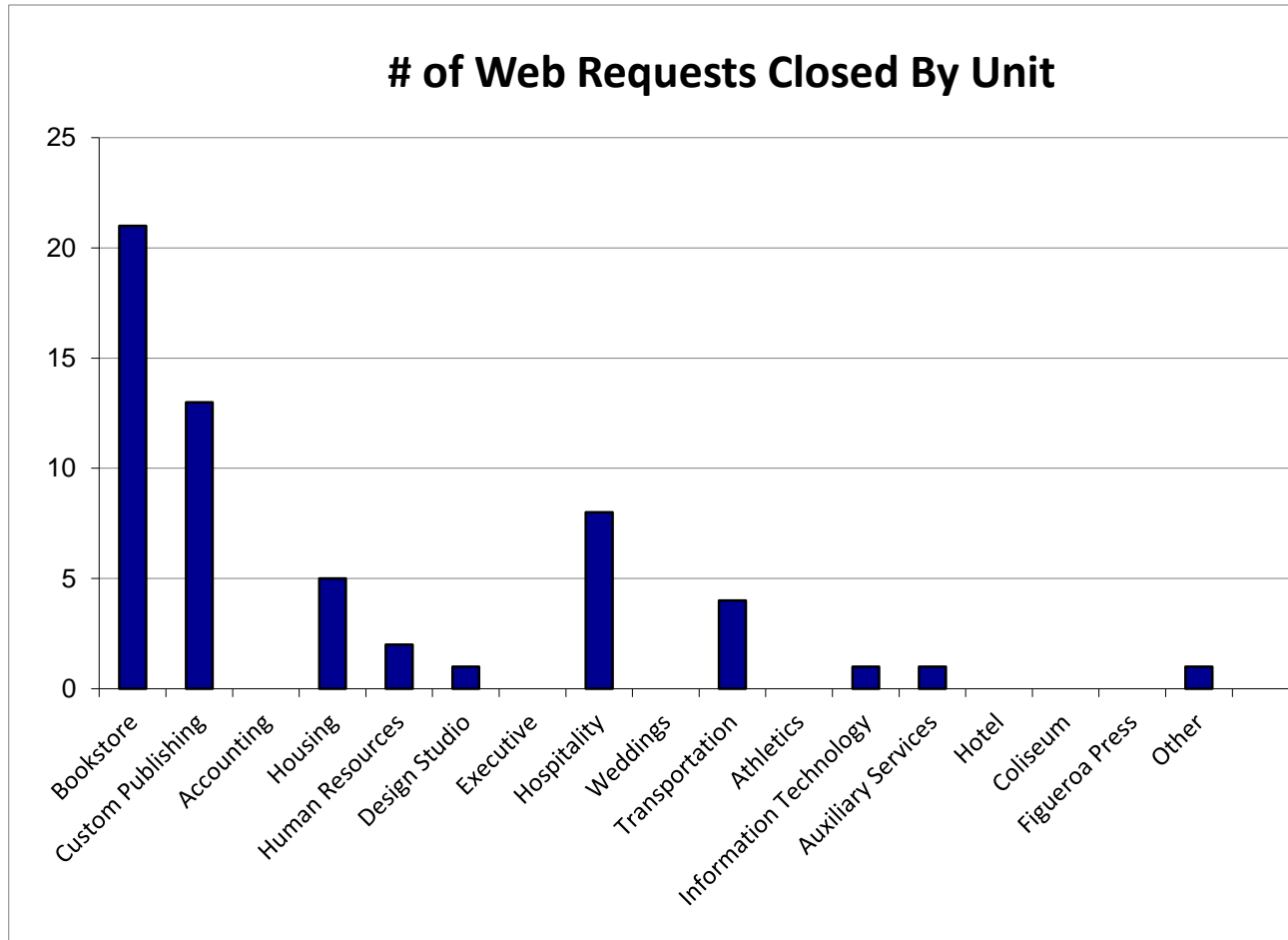


Service Desk Reports January 2020





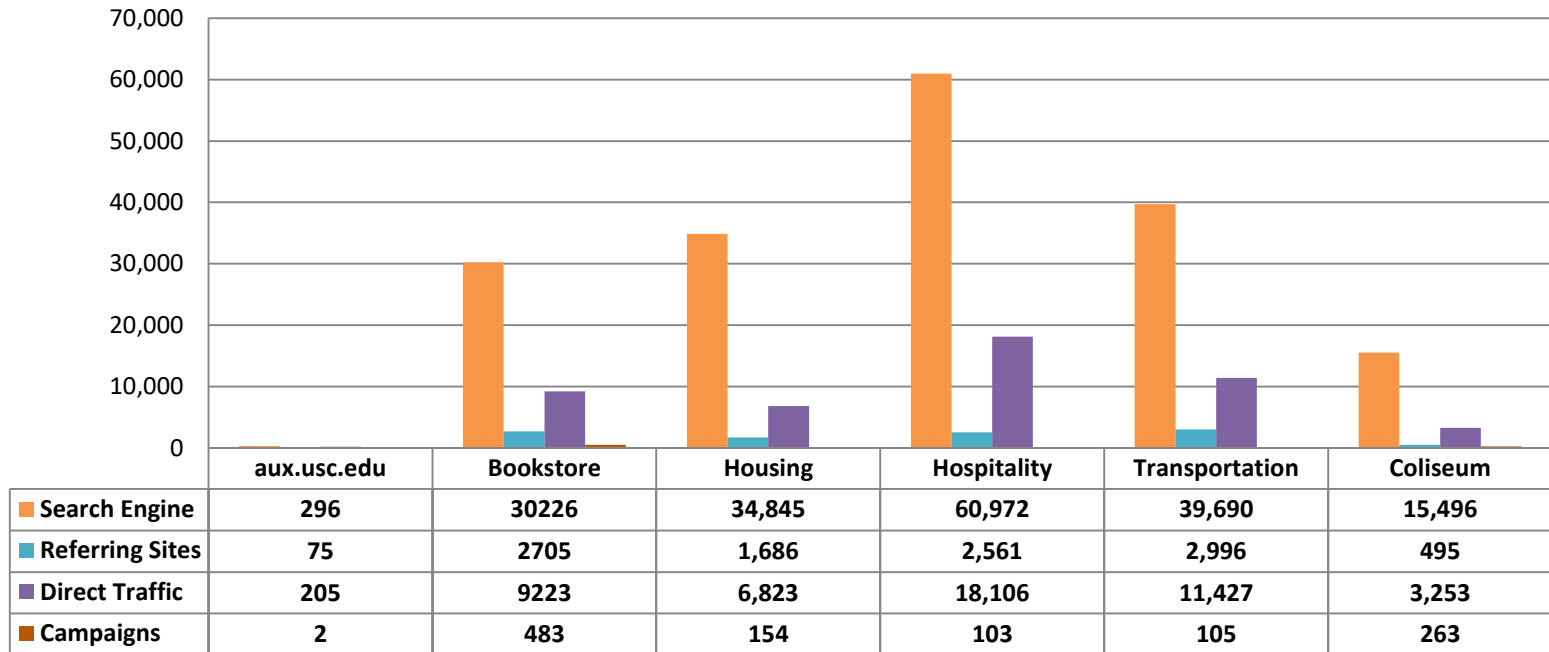
Service Desk Reports January 2020





Website Reports January 2020

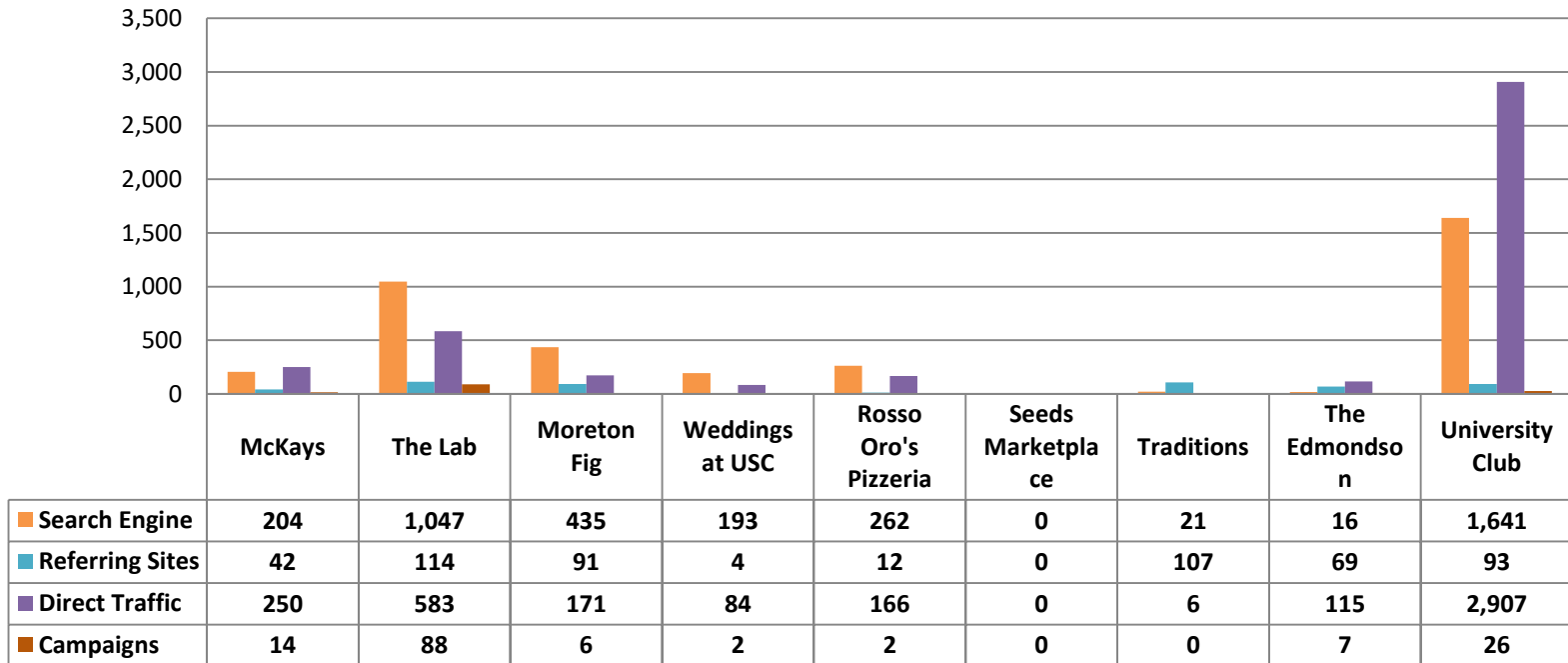
January 2020 Traffic Sources - BU Main Sites





Website Reports January 2020

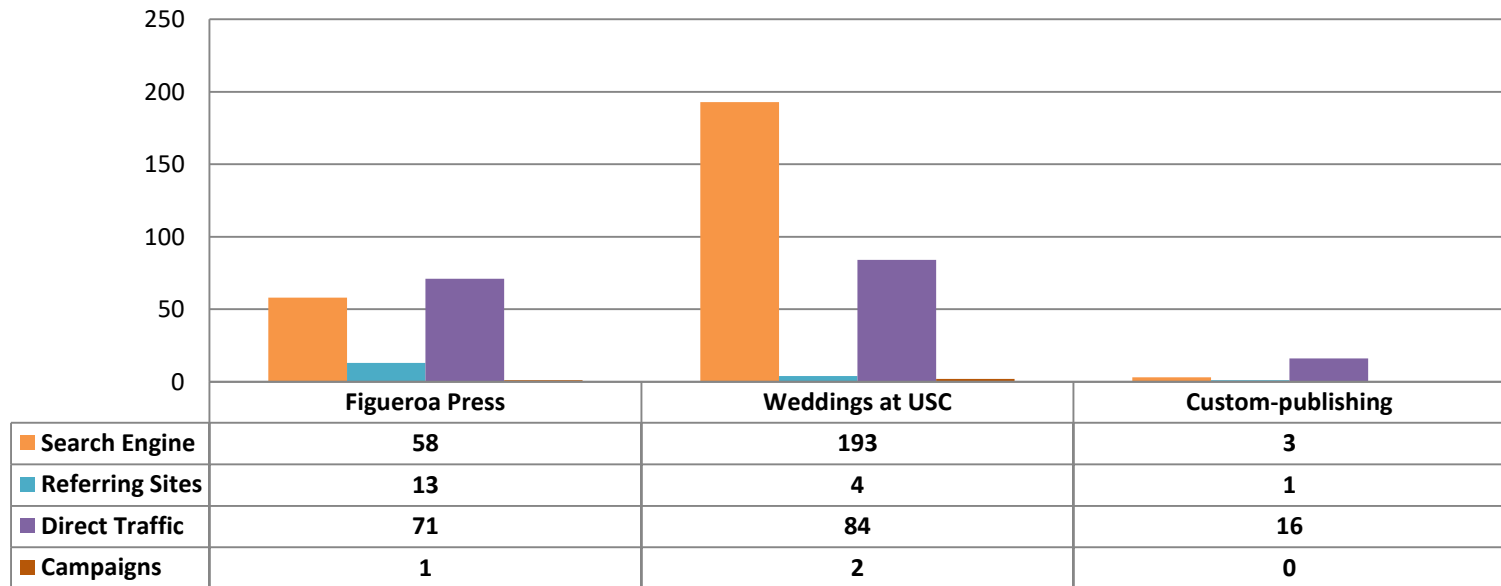
January 2020 Traffic Sources - HSP Micro Sites





Website Reports January 2020

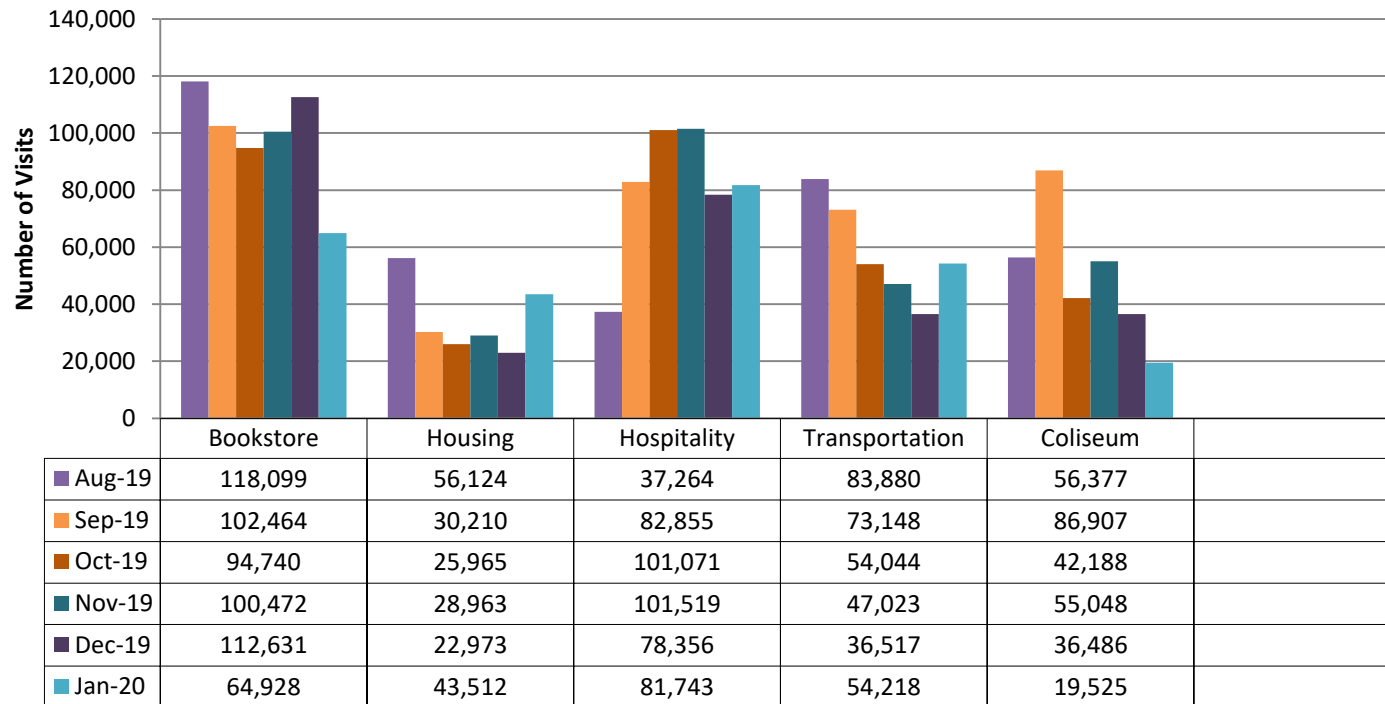
January 2020 Traffic Sources - Other Sites





Website Reports January 2020

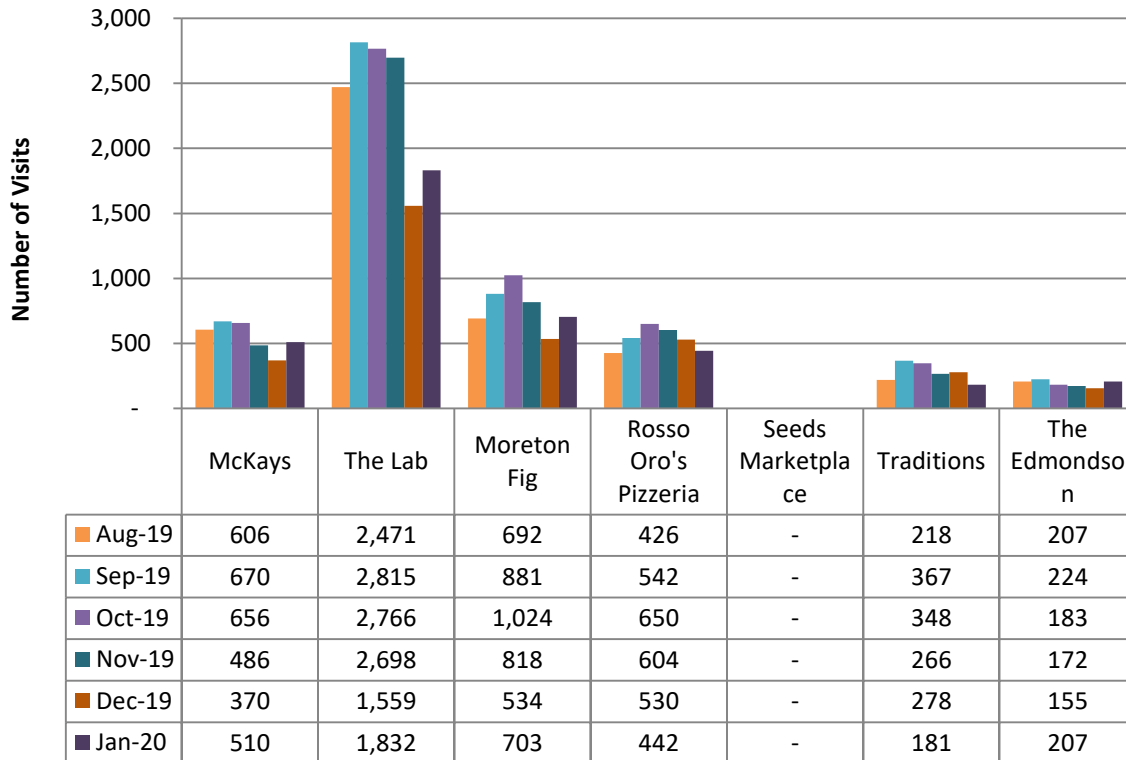
Web Visits Per Month - BU Main Sites





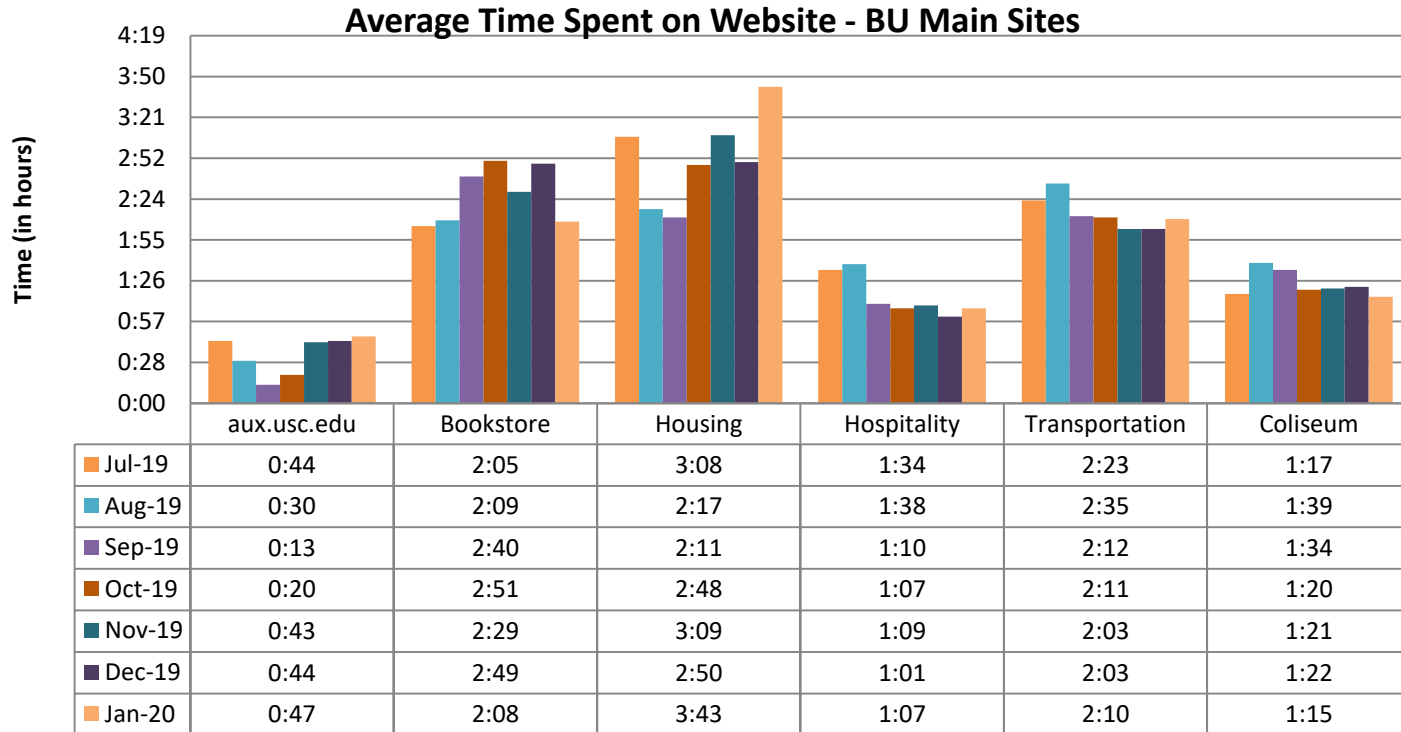
Website Reports January 2020

Web Visits Per Month - HSP Micro Sites



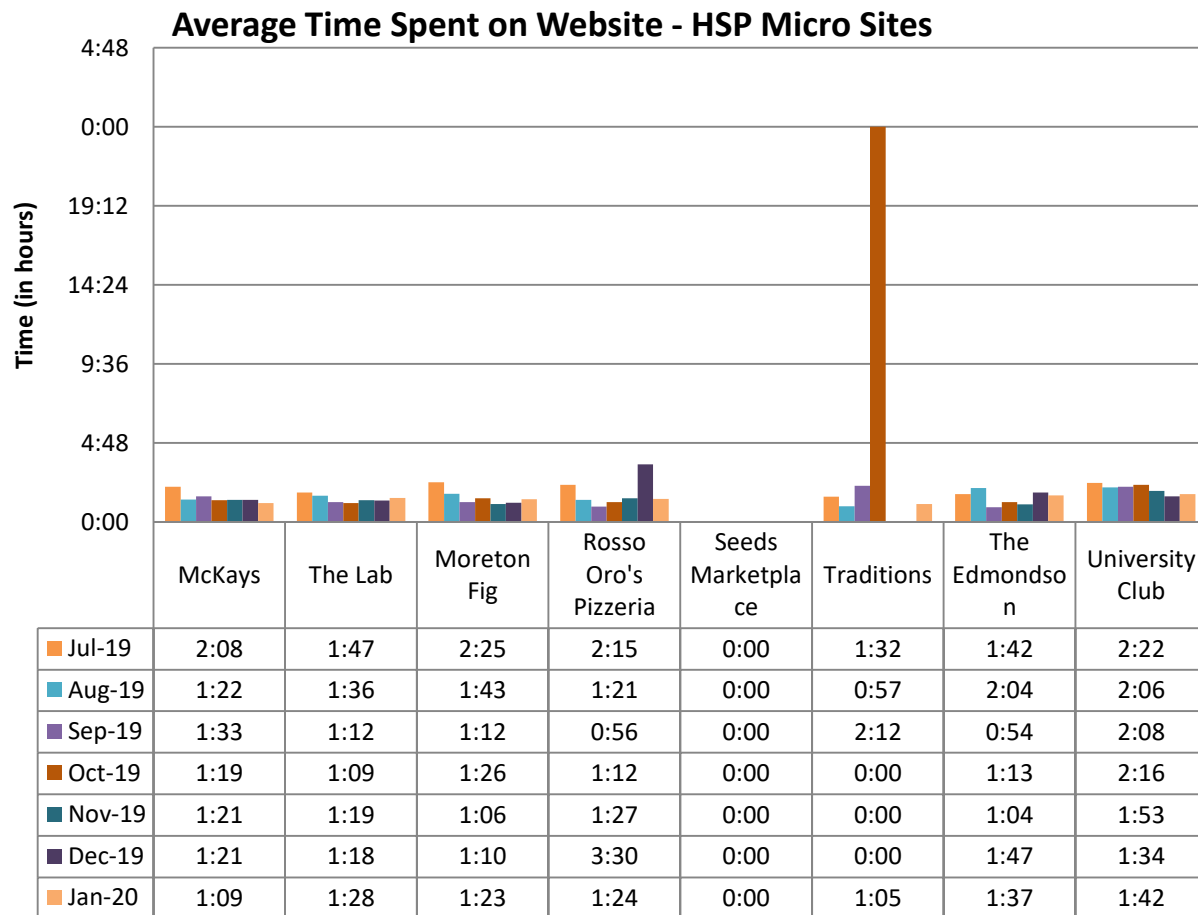


Website Reports January 2020



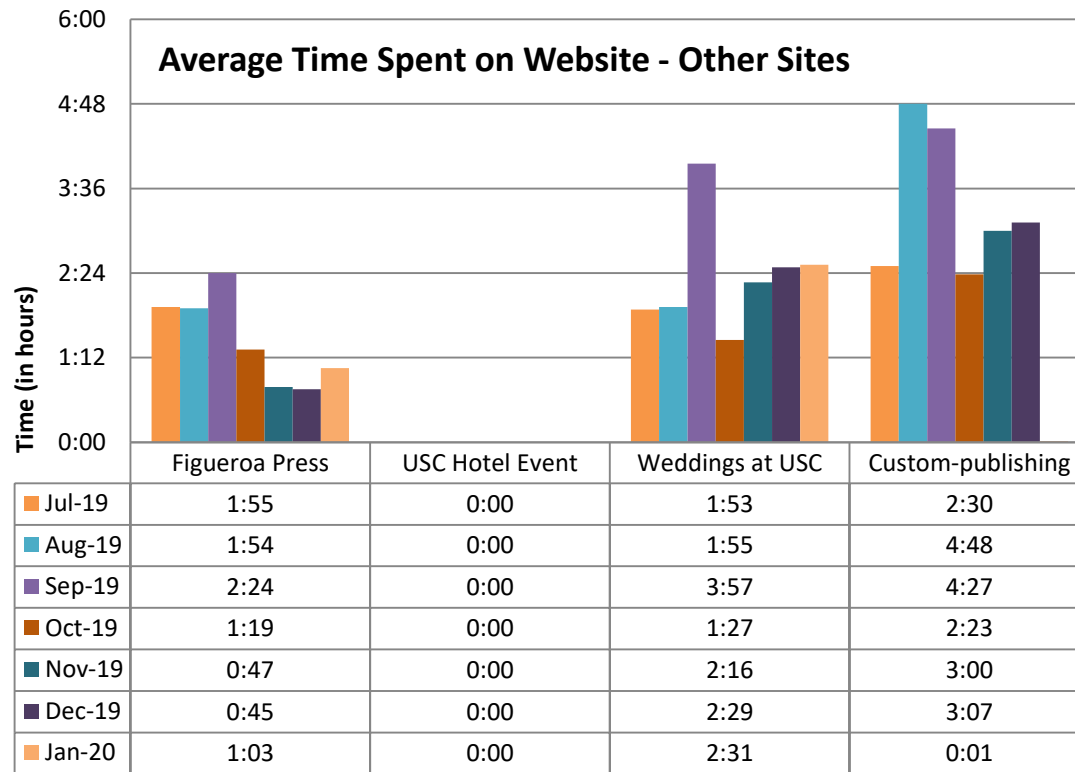


Website Reports January 2020



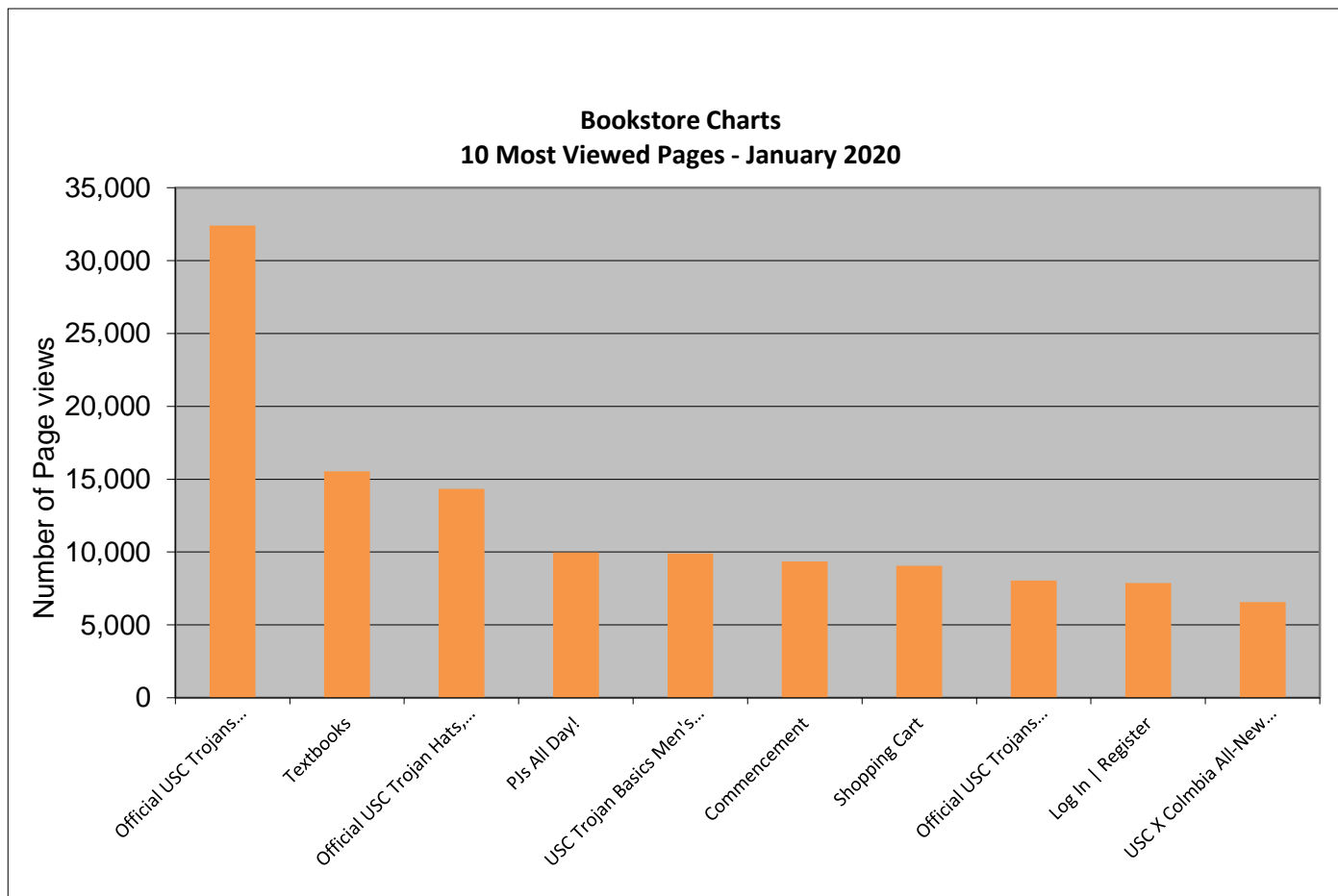


Website Reports January 2020





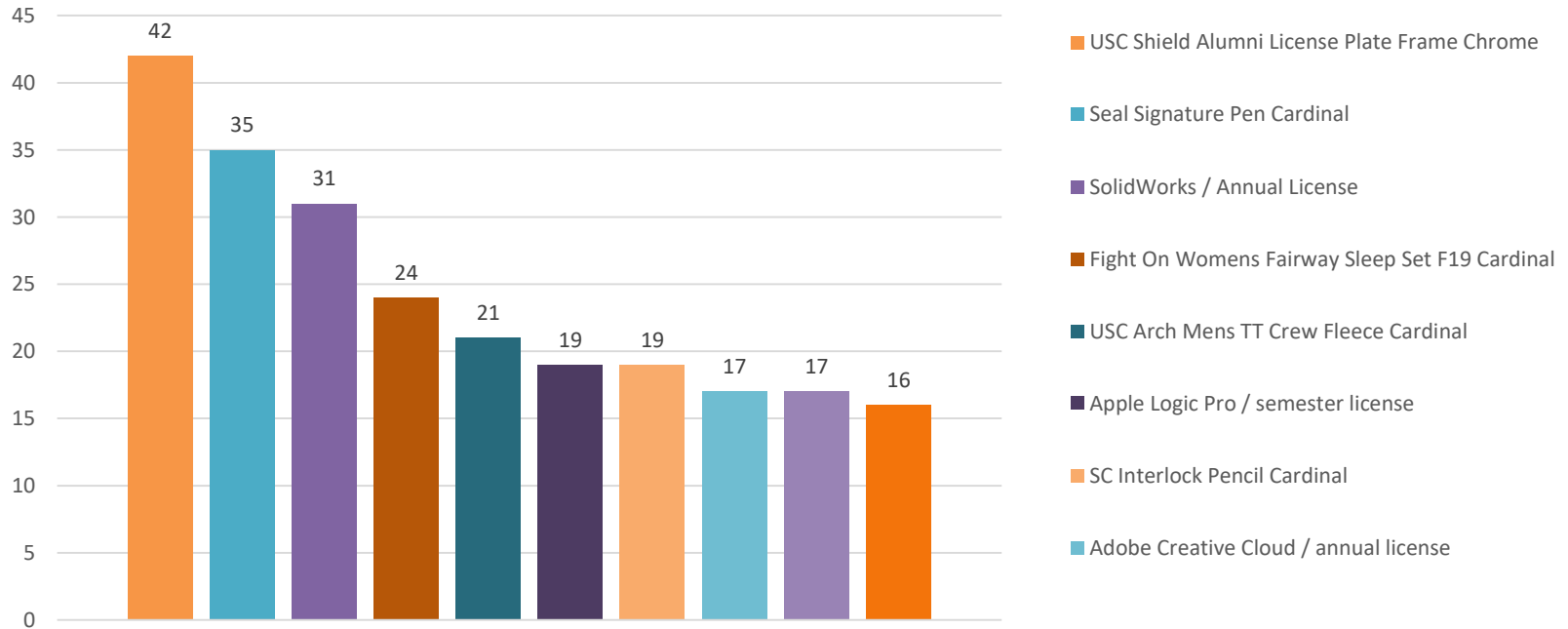
Website Reports January 2020





Website Reports January 2020

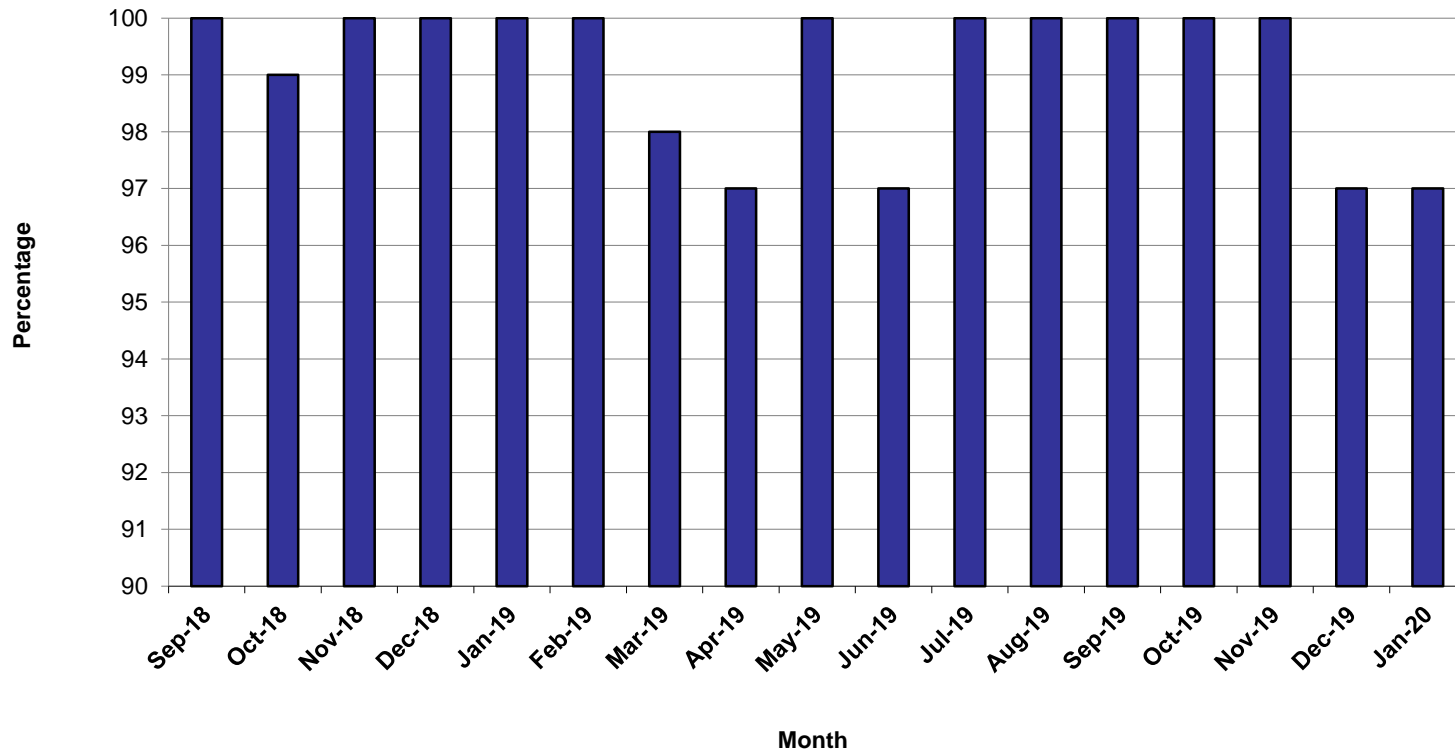
Bookstore Charts
10 Most Purchased Products -January 2020





Customer Satisfaction Report January 2020

Customer Satisfaction





Thank You !!