



AS IT MONTHLY REPORTS

For July 2019

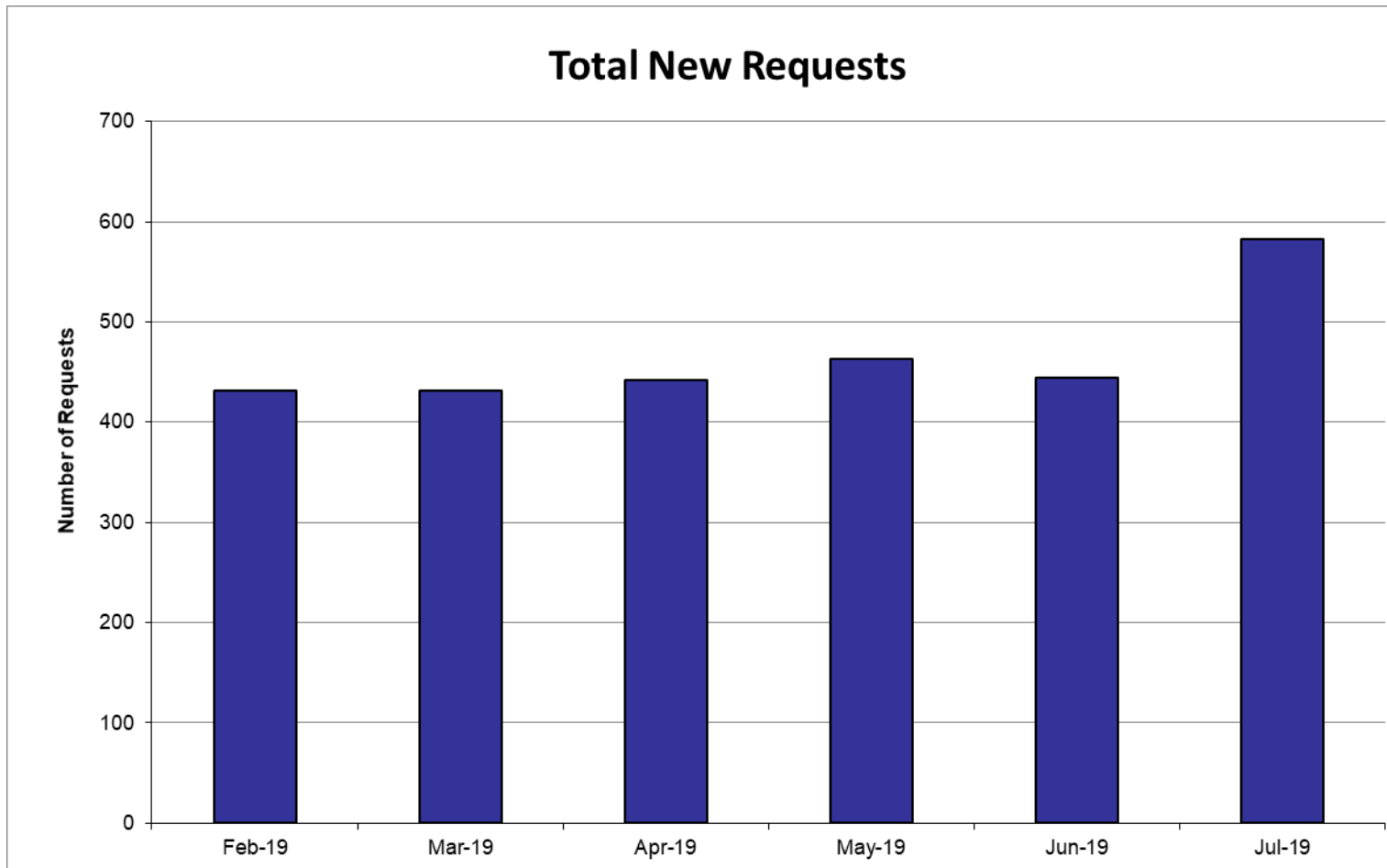


Agenda

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

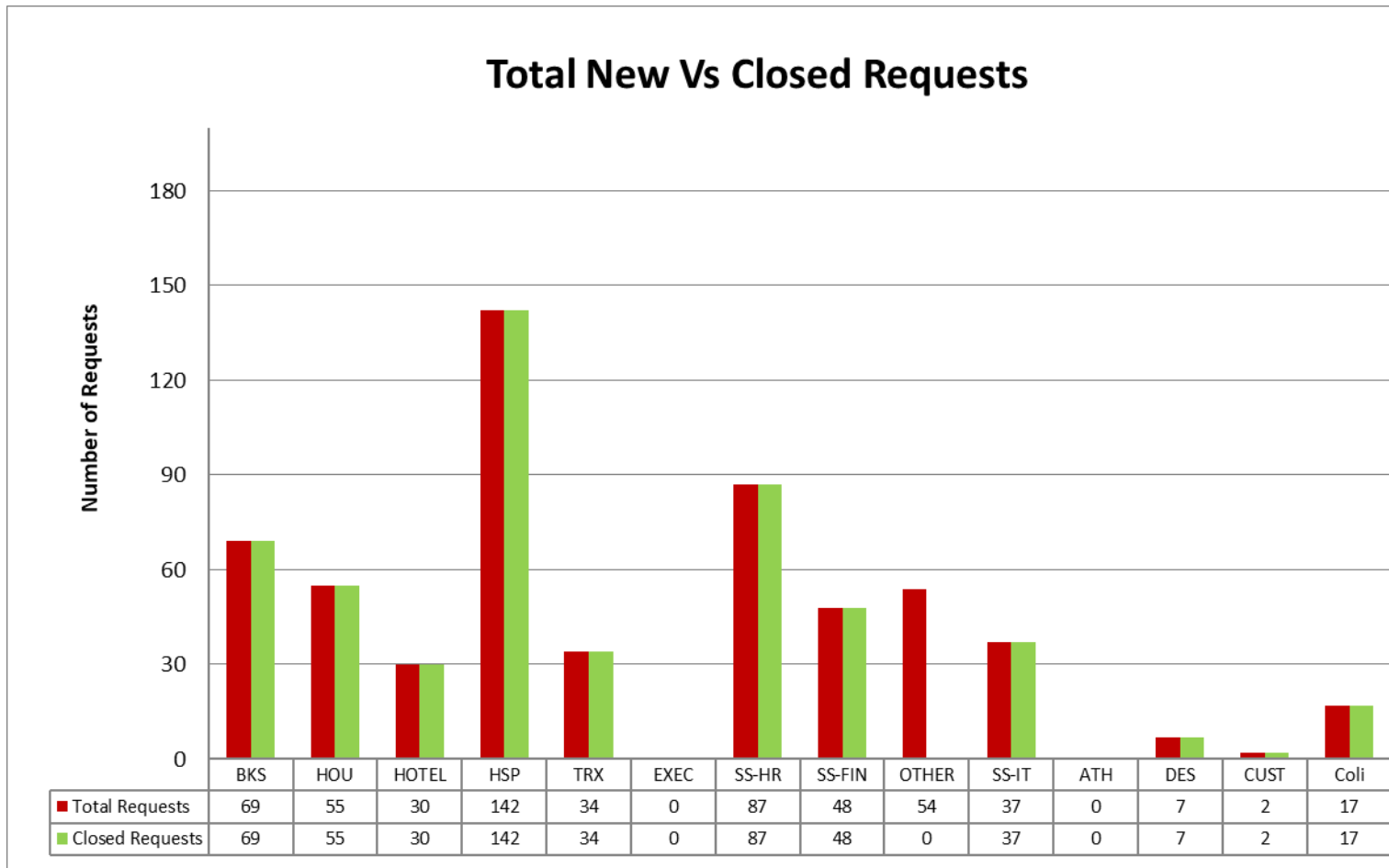


Service Desk Reports July 2019



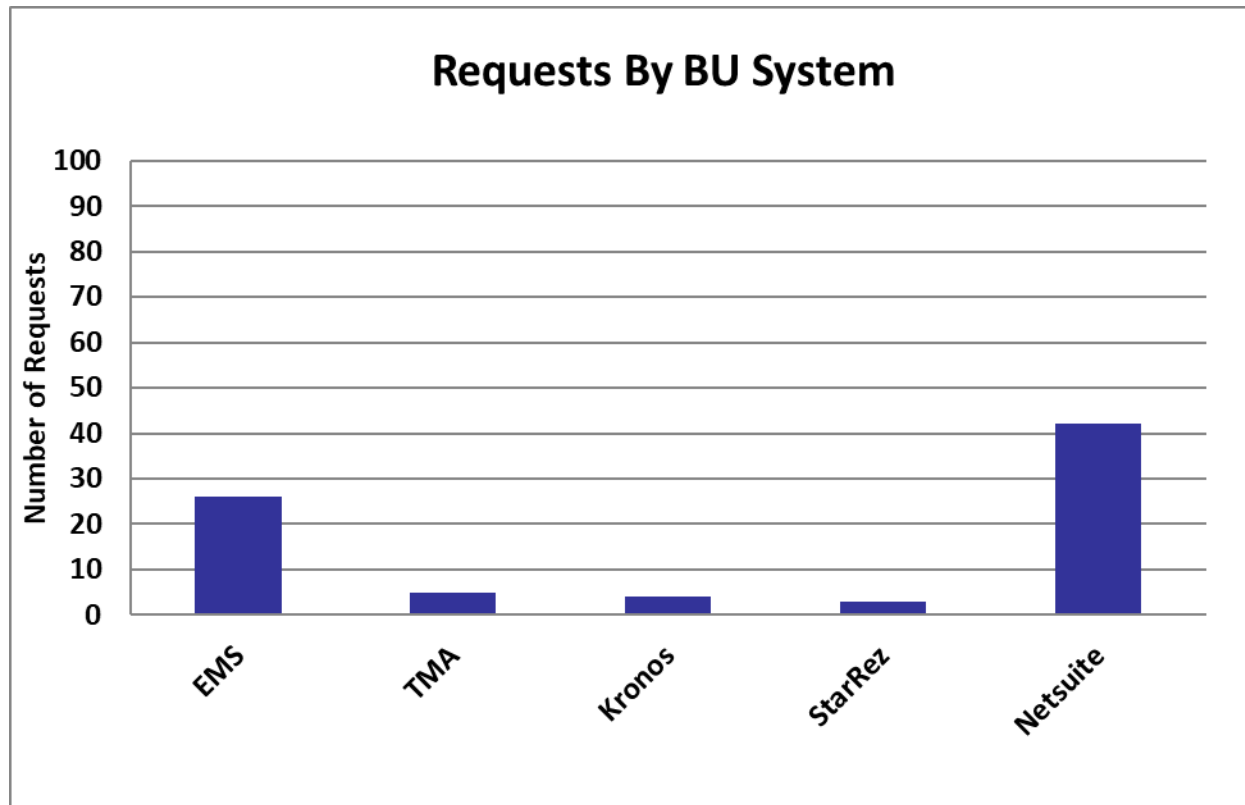


Service Desk Reports July 2019



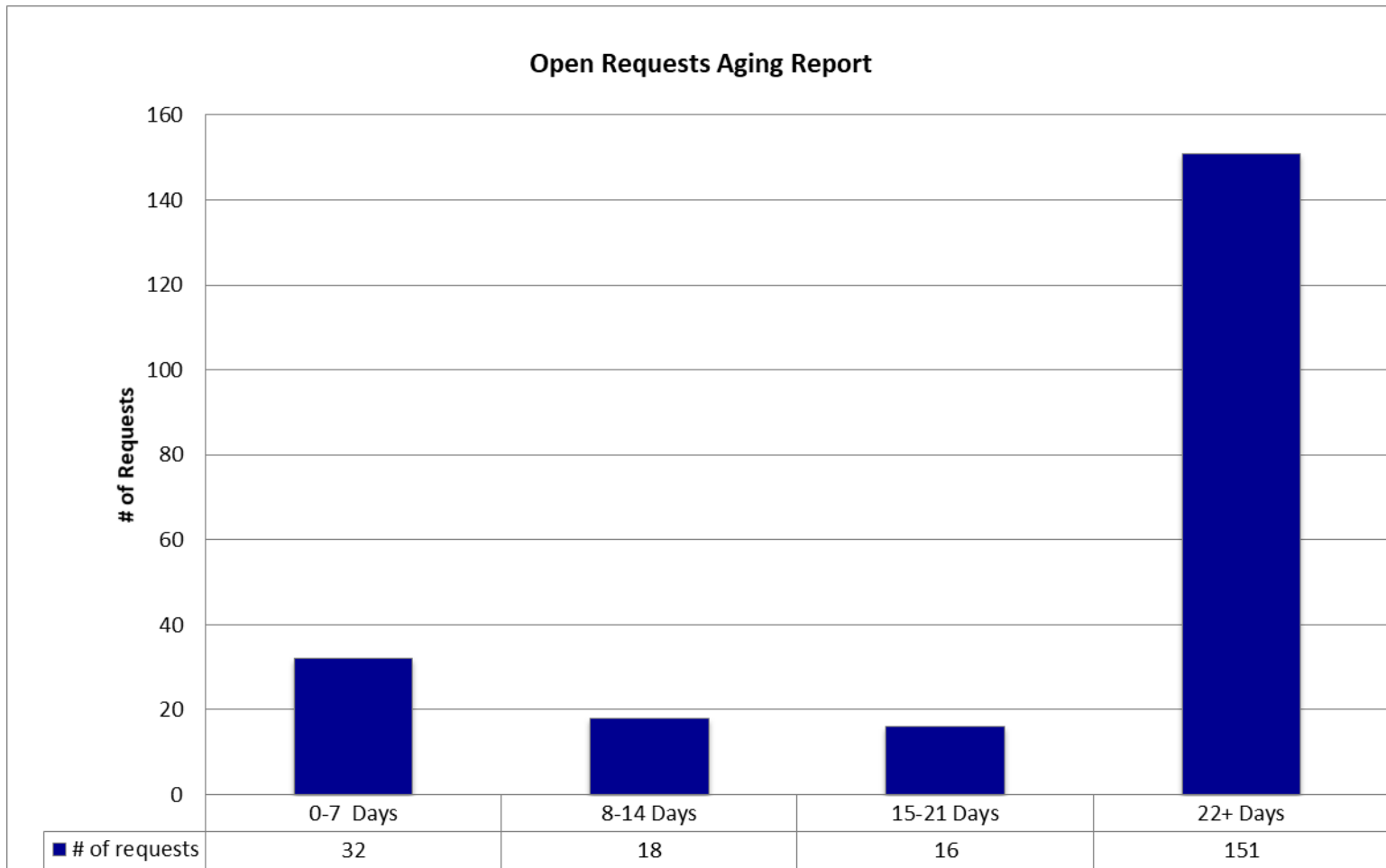


Service Desk Reports July 2019



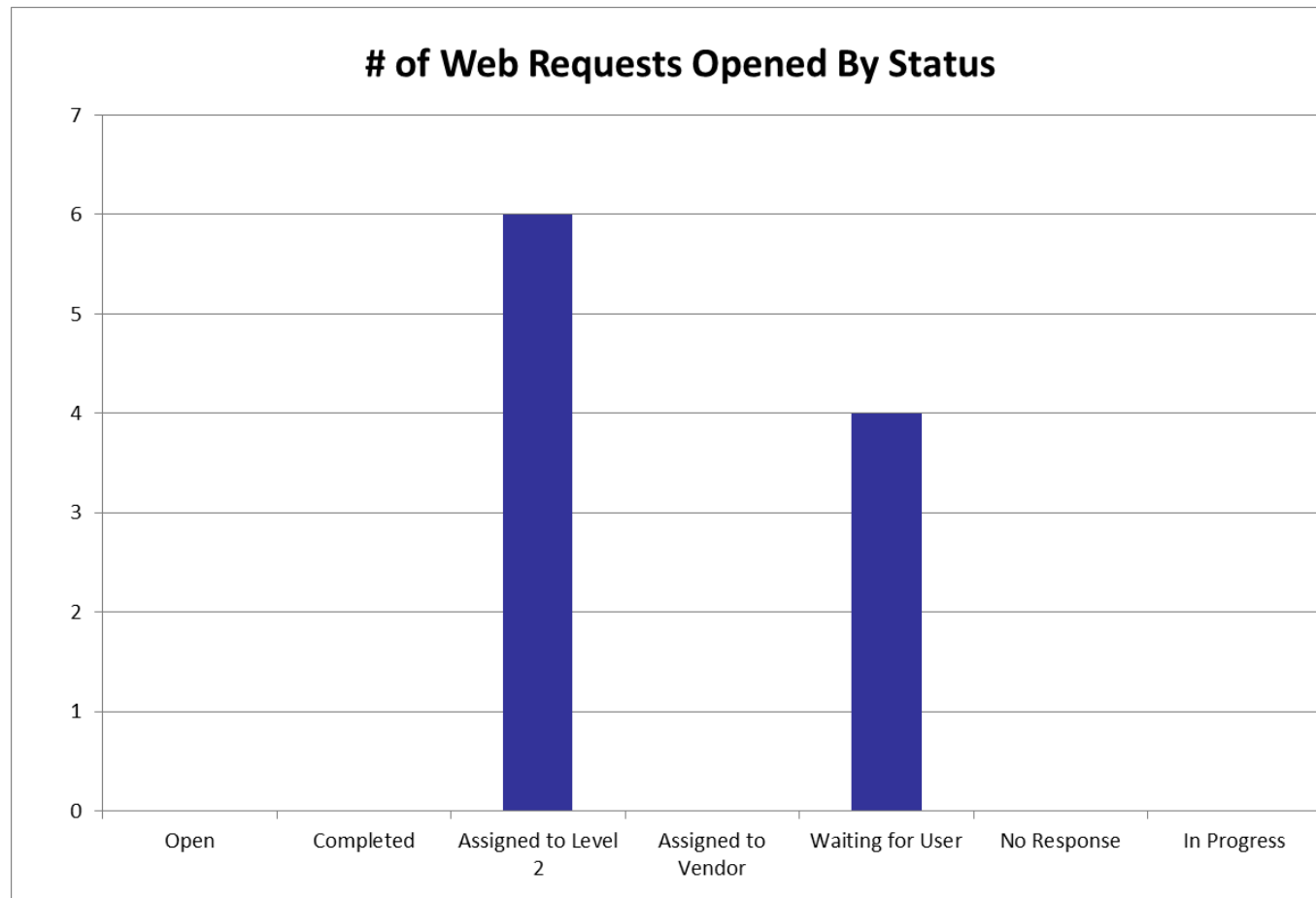


Service Desk Reports July 2019



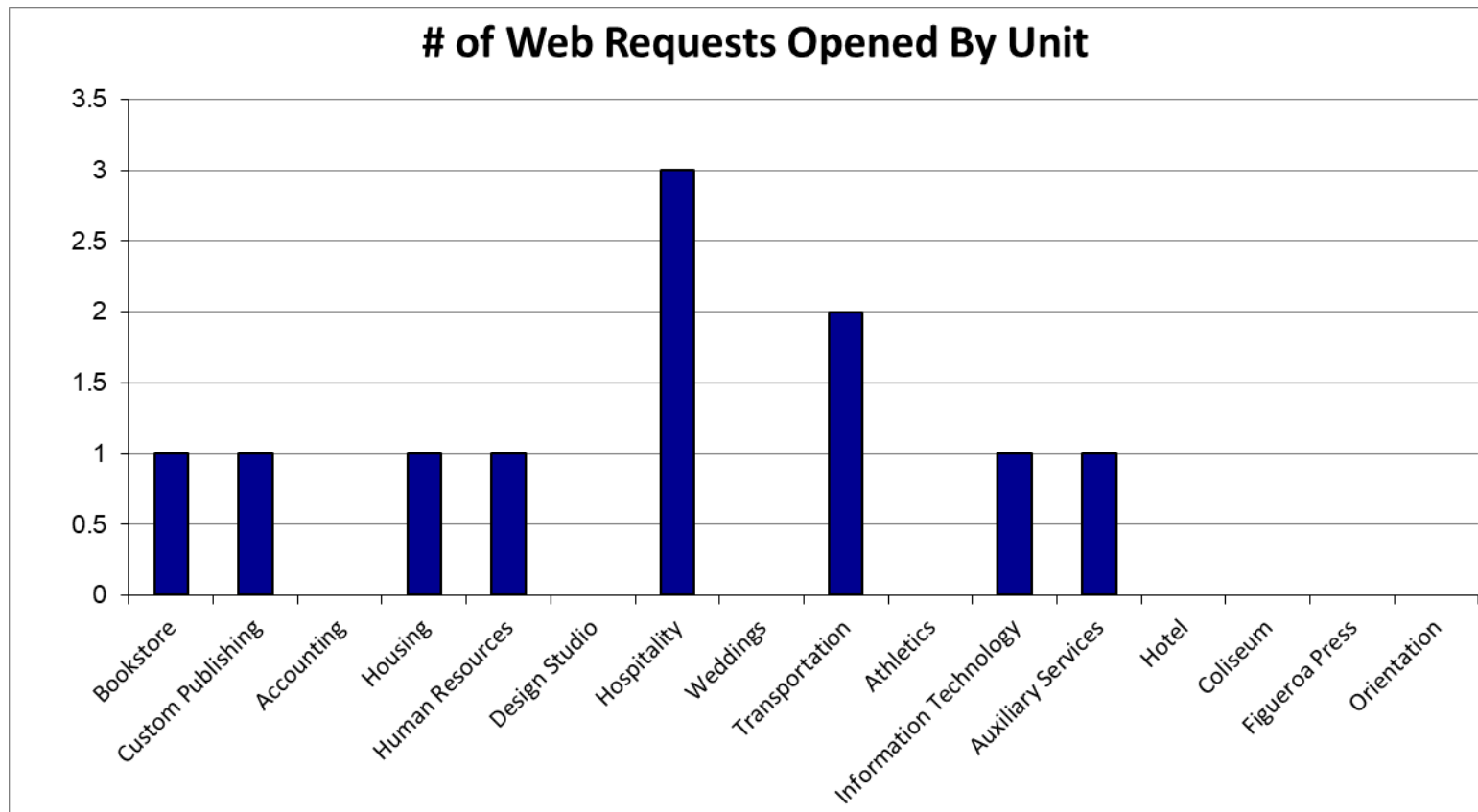


Service Desk Reports July 2019



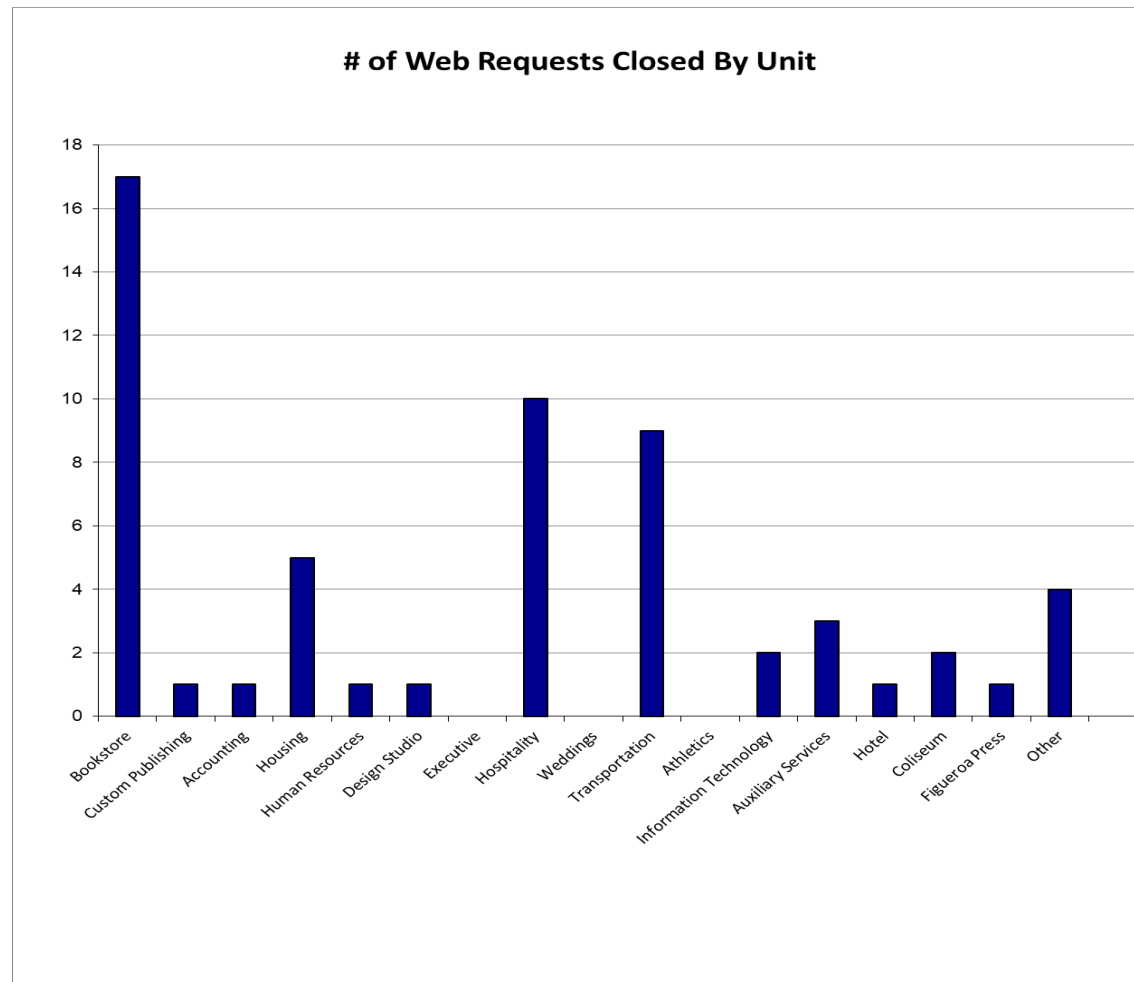


Service Desk Reports July 2019



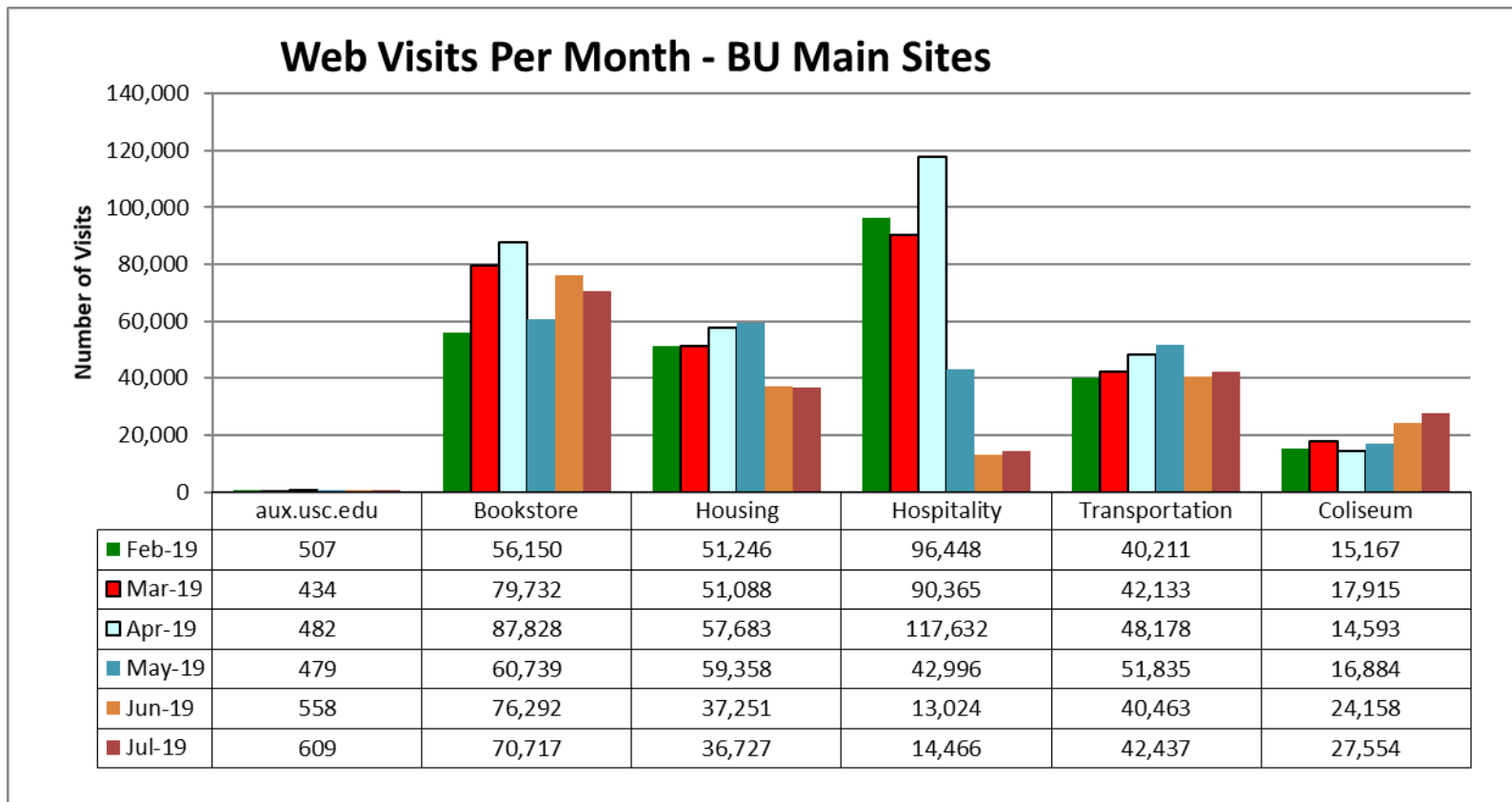


Service Desk Reports July 2019



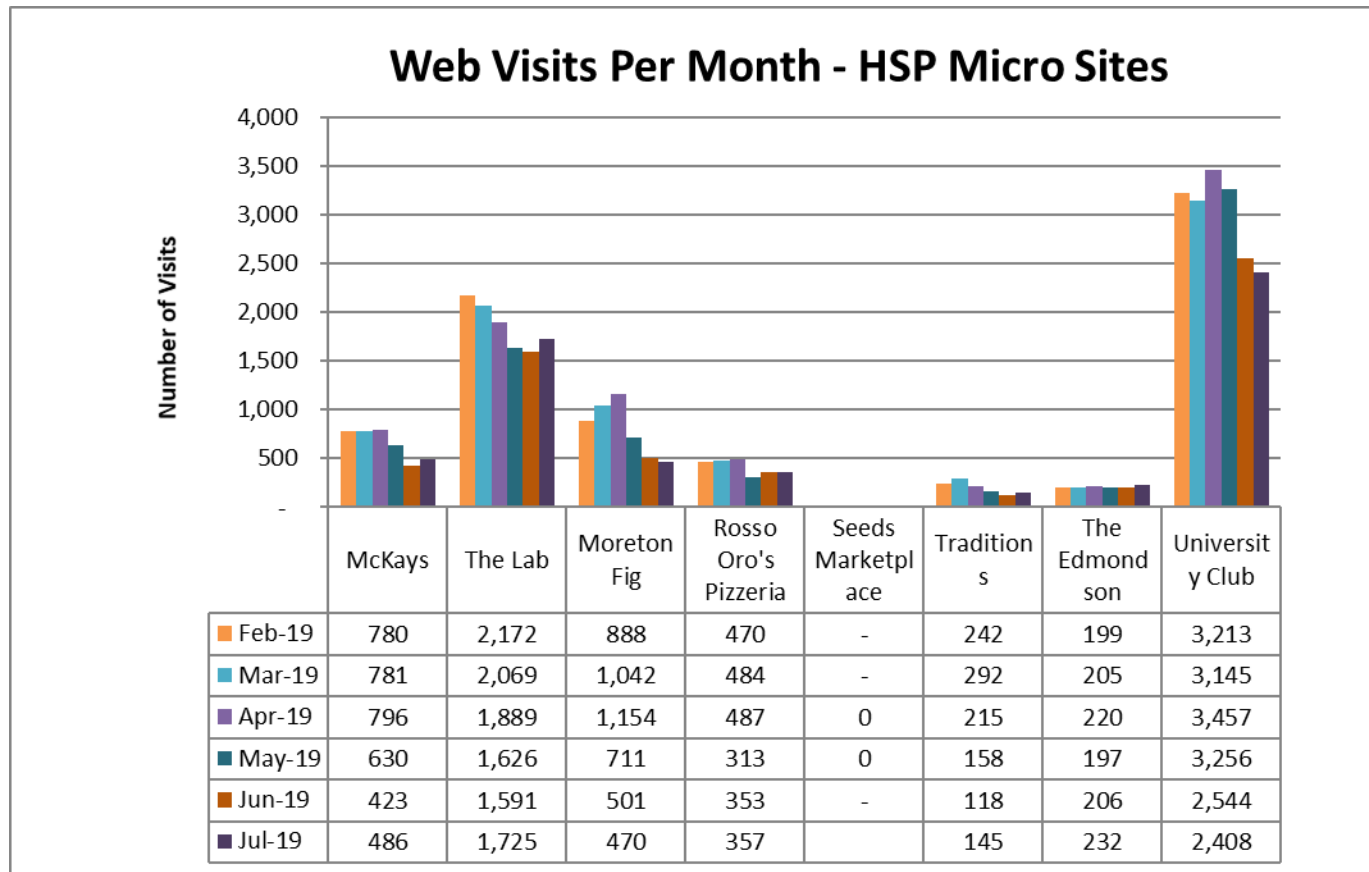


Website Reports July 2019





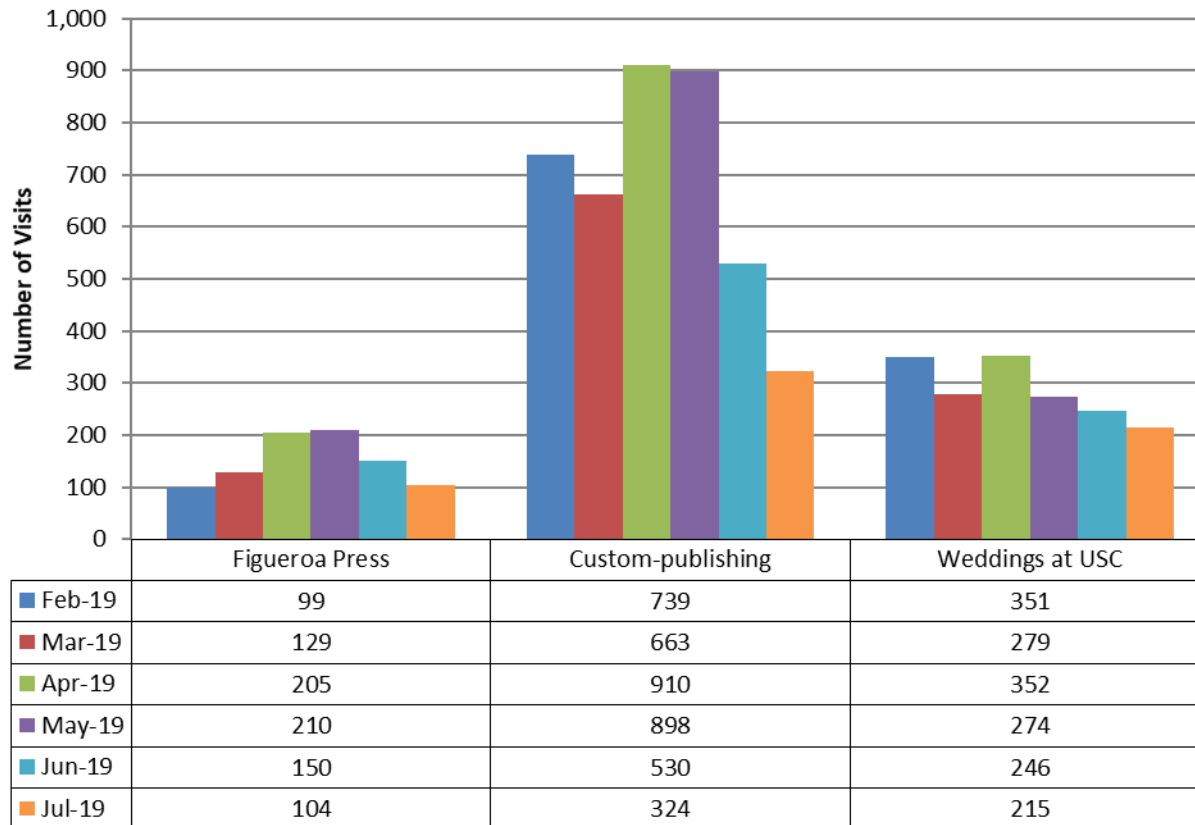
Website Reports July 2019





Website Reports July 2019

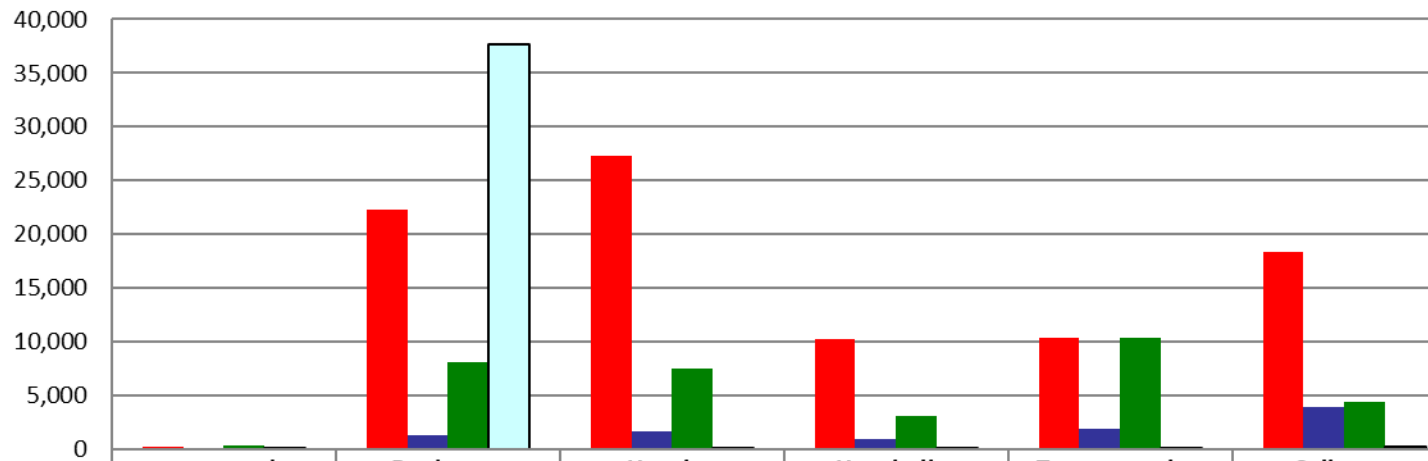
Web Visits Per Month - Other Sites





Website Reports July 2019

July 2019 Traffic Sources - BU Main Sites

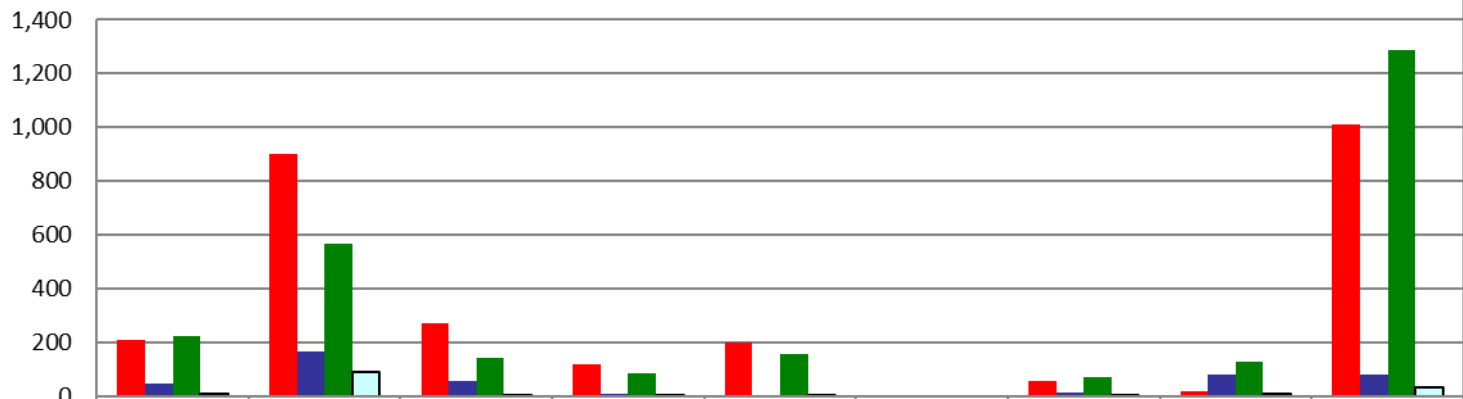


	aux.usc.edu	Bookstore	Housing	Hospitality	Transportation	Coliseum
Search Engine	222	22,266	27,323	10,291	10,369	18,341
Referring Sites	5	1,376	1,665	961	1,918	3,887
Direct Traffic	376	8,076	7,552	3,148	10,369	4,468
Campaigns	6	37,647	187	66	137	228



Website Reports July 2019

July 2019 Traffic Sources - HSP Micro Sites

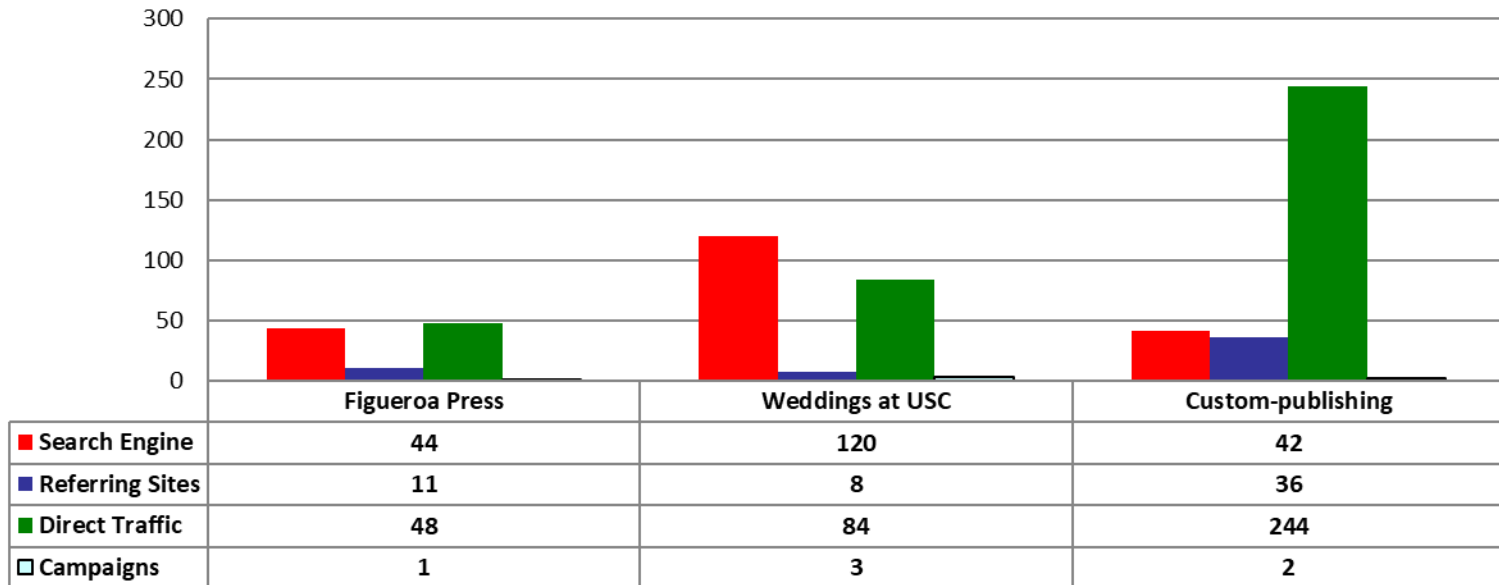


■ Search Engine	208	902	270	120	197	0	57	18	1,010
■ Referring Sites	46	167	56	8	2	0	13	79	81
■ Direct Traffic	225	568	141	84	156	0	71	126	1,285
■ Campaigns	7	88	3	3	2	0	4	9	32



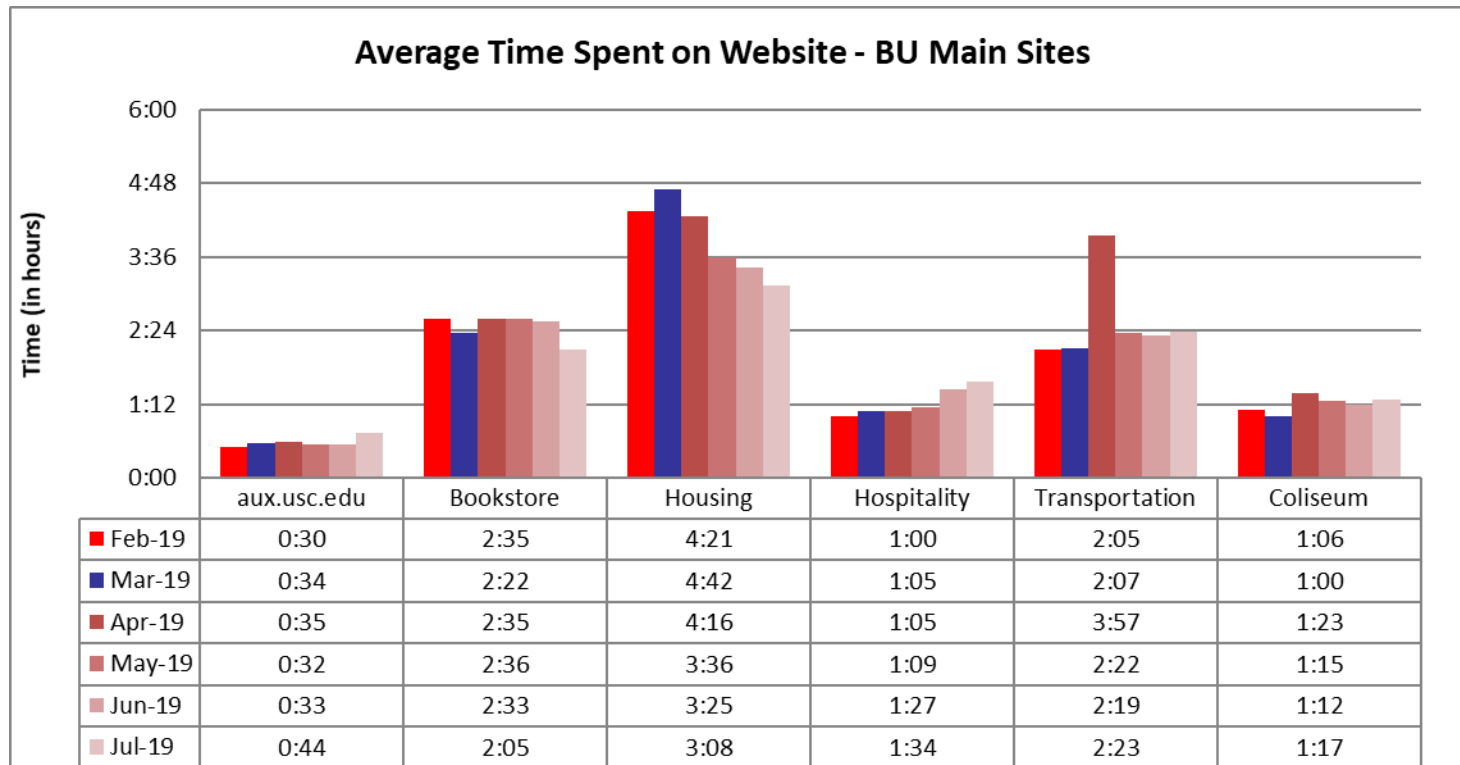
Website Reports July 2019

July 2019 Traffic Sources - Other Sites





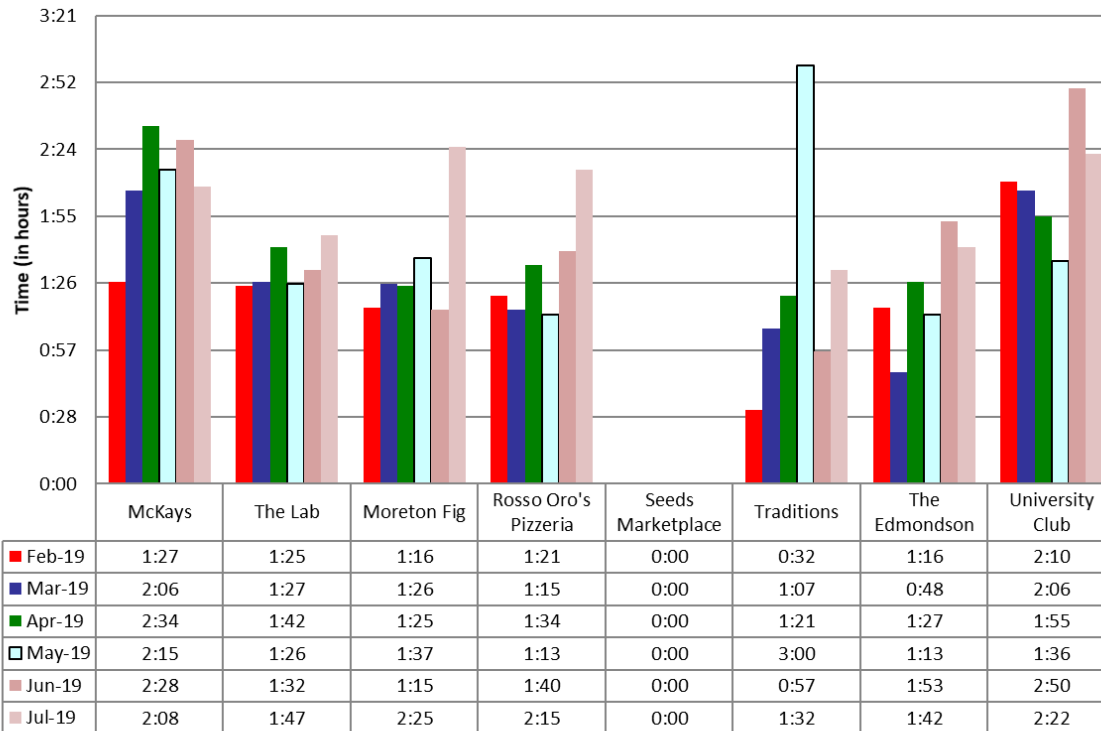
Website Reports July 2019





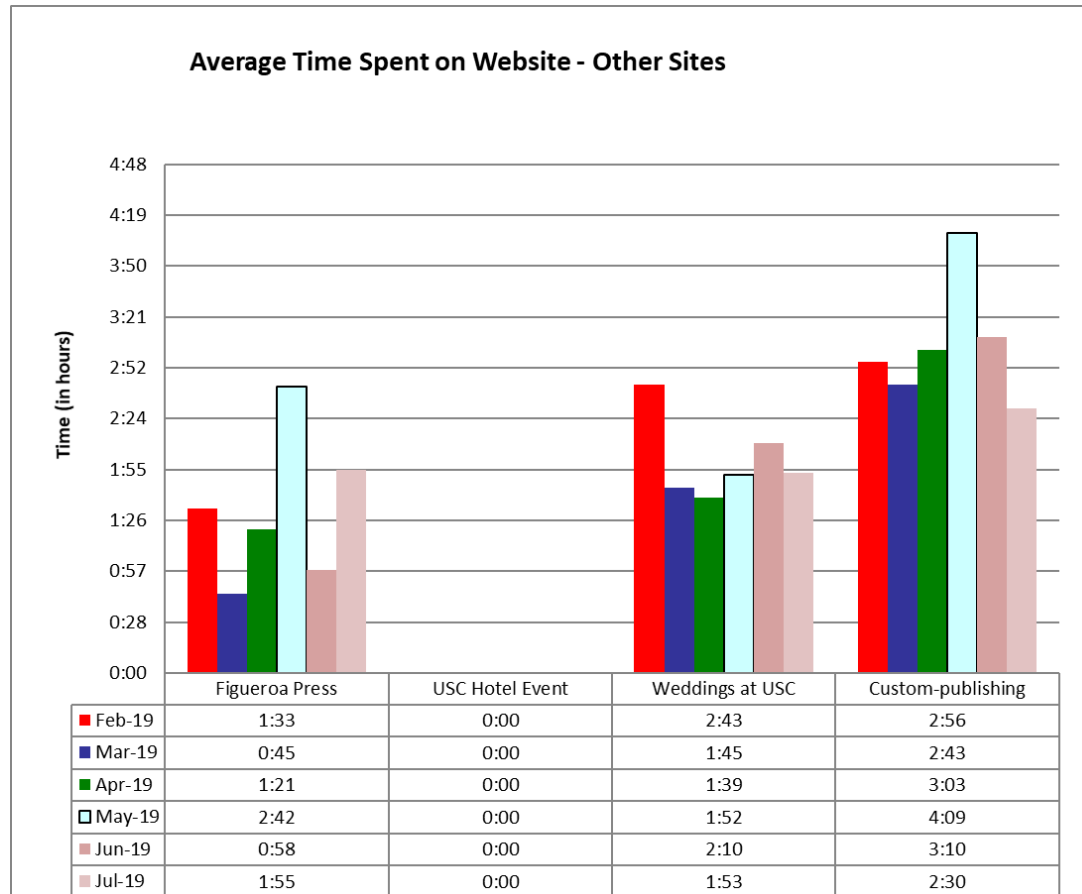
Website Reports July 2019

Average Time Spent on Website - HSP Micro Sites



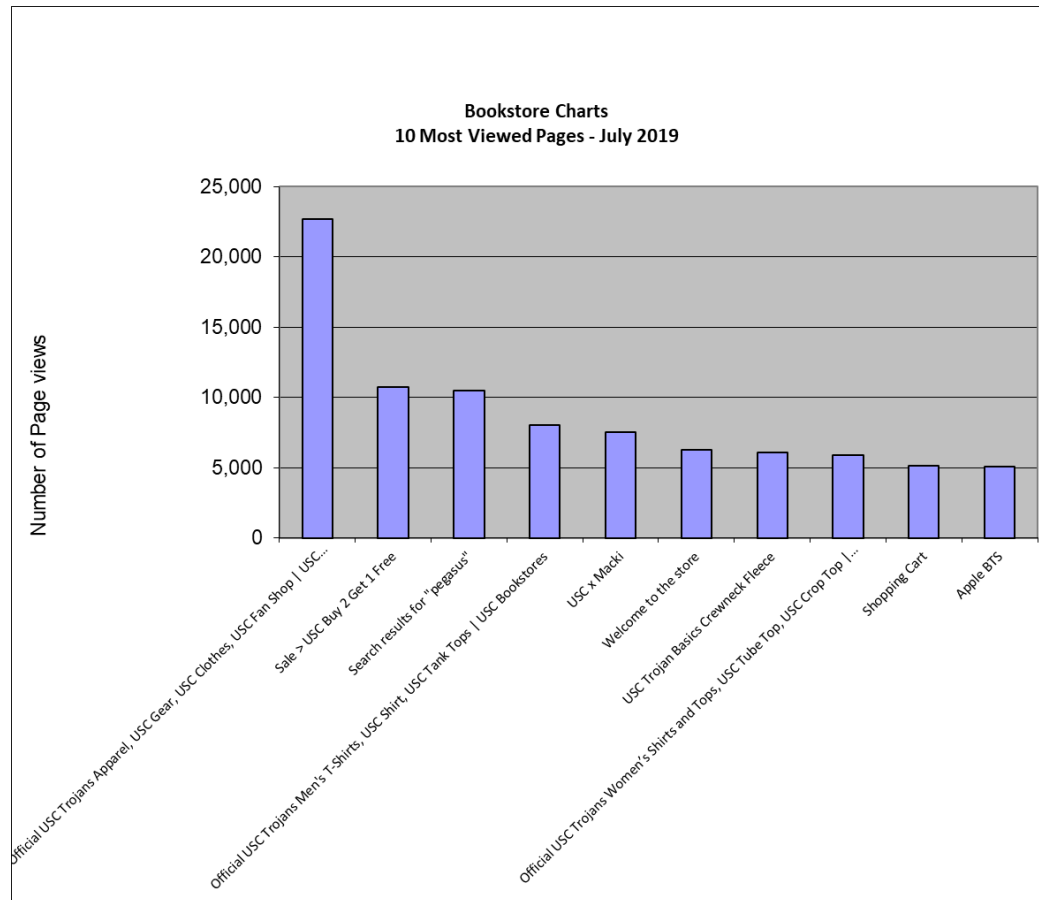


Website Reports July 2019



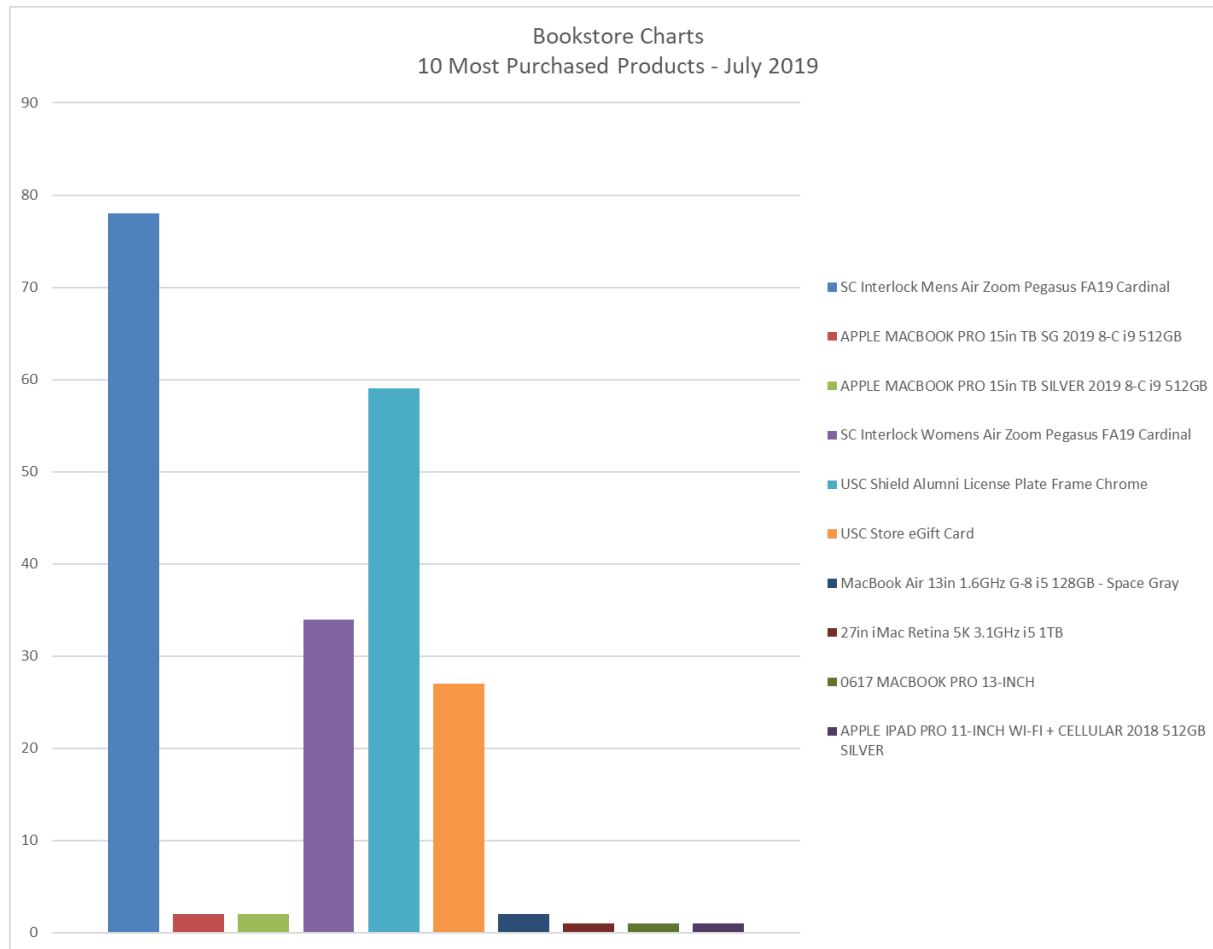


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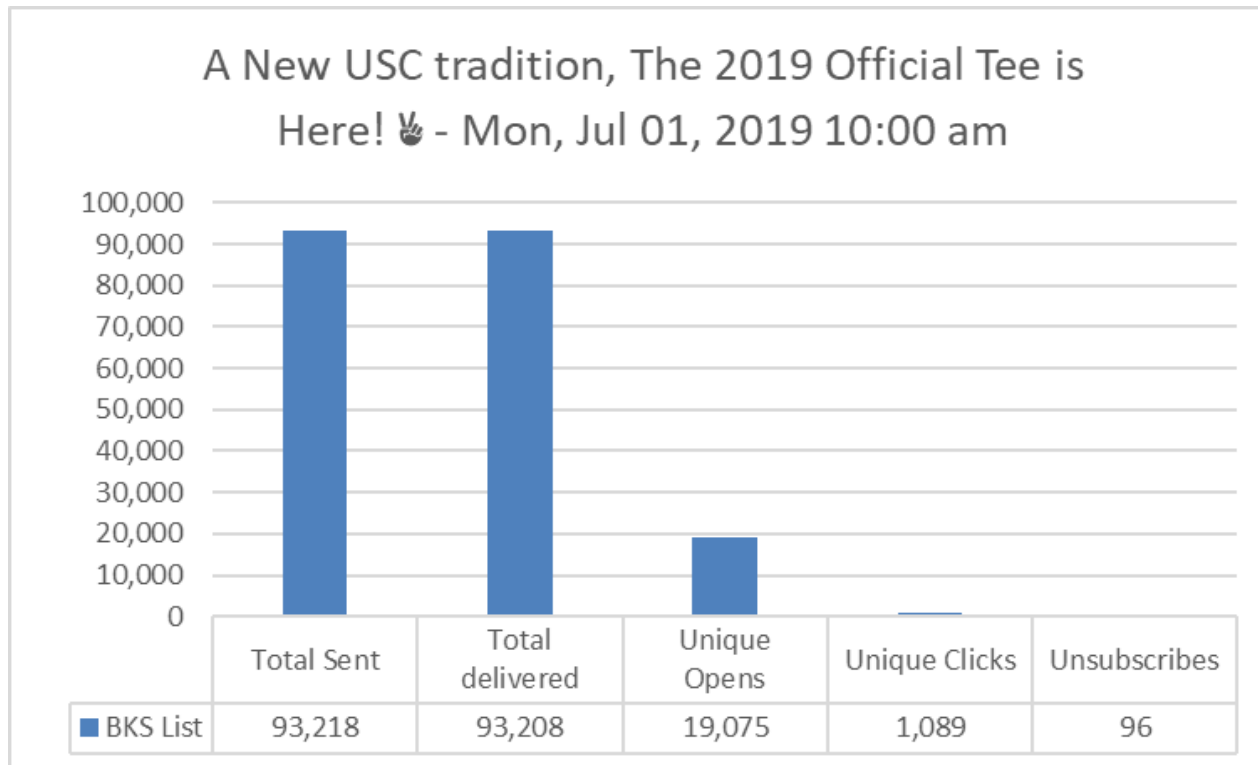


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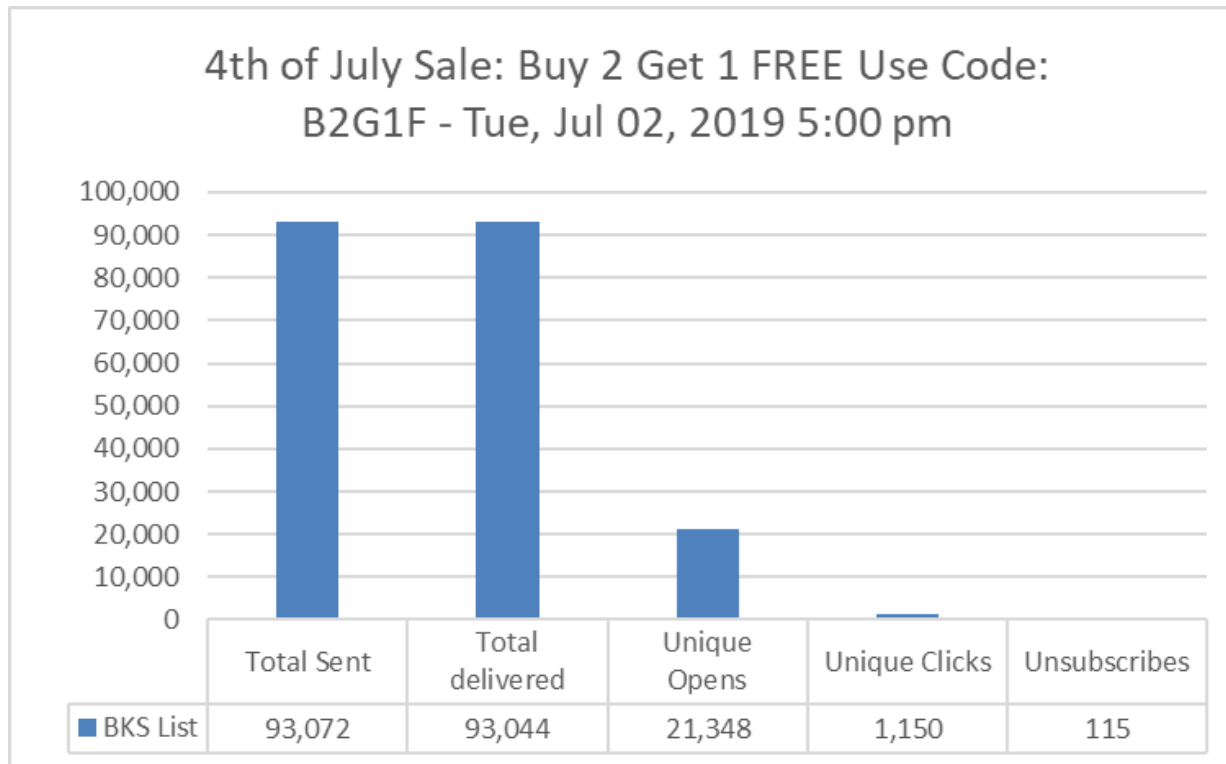


Email Campaign Reports July 2019



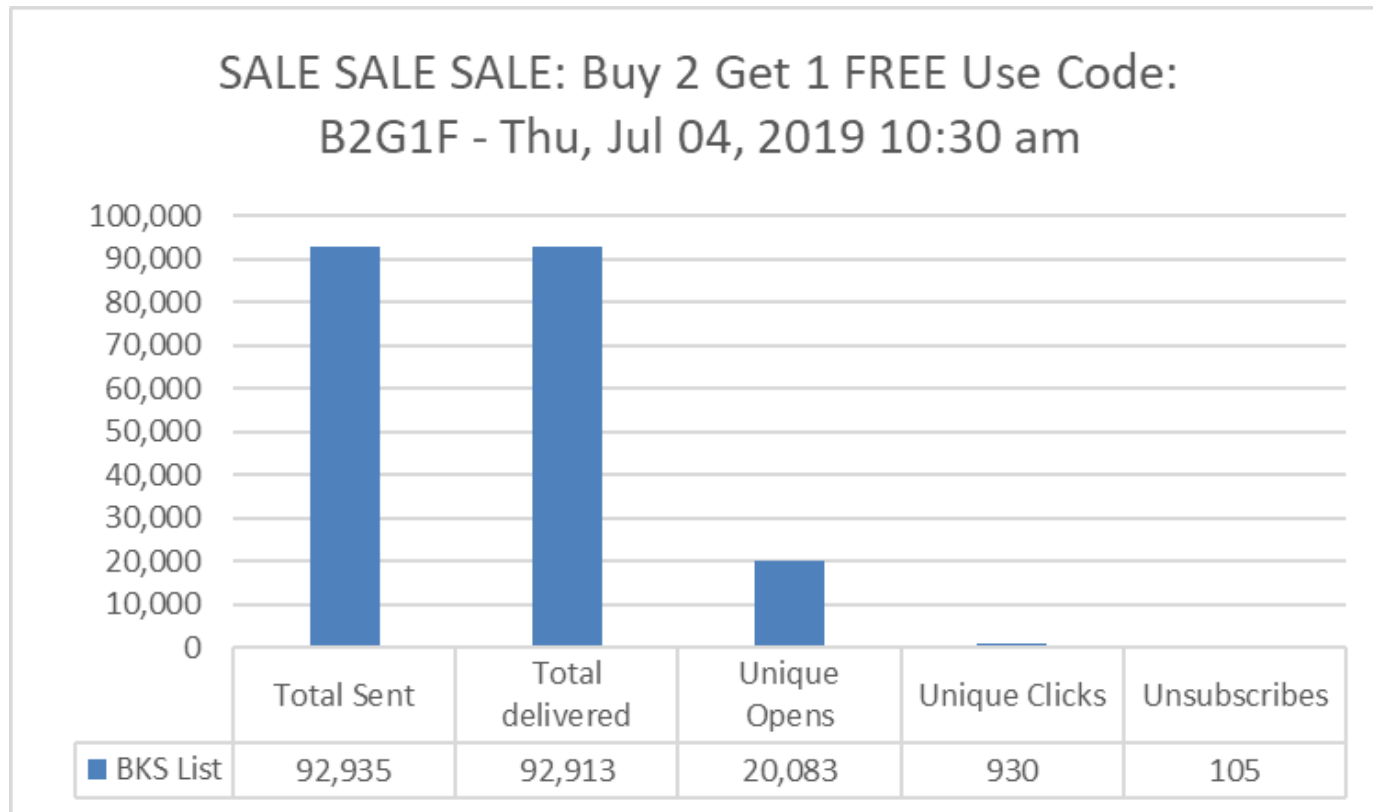


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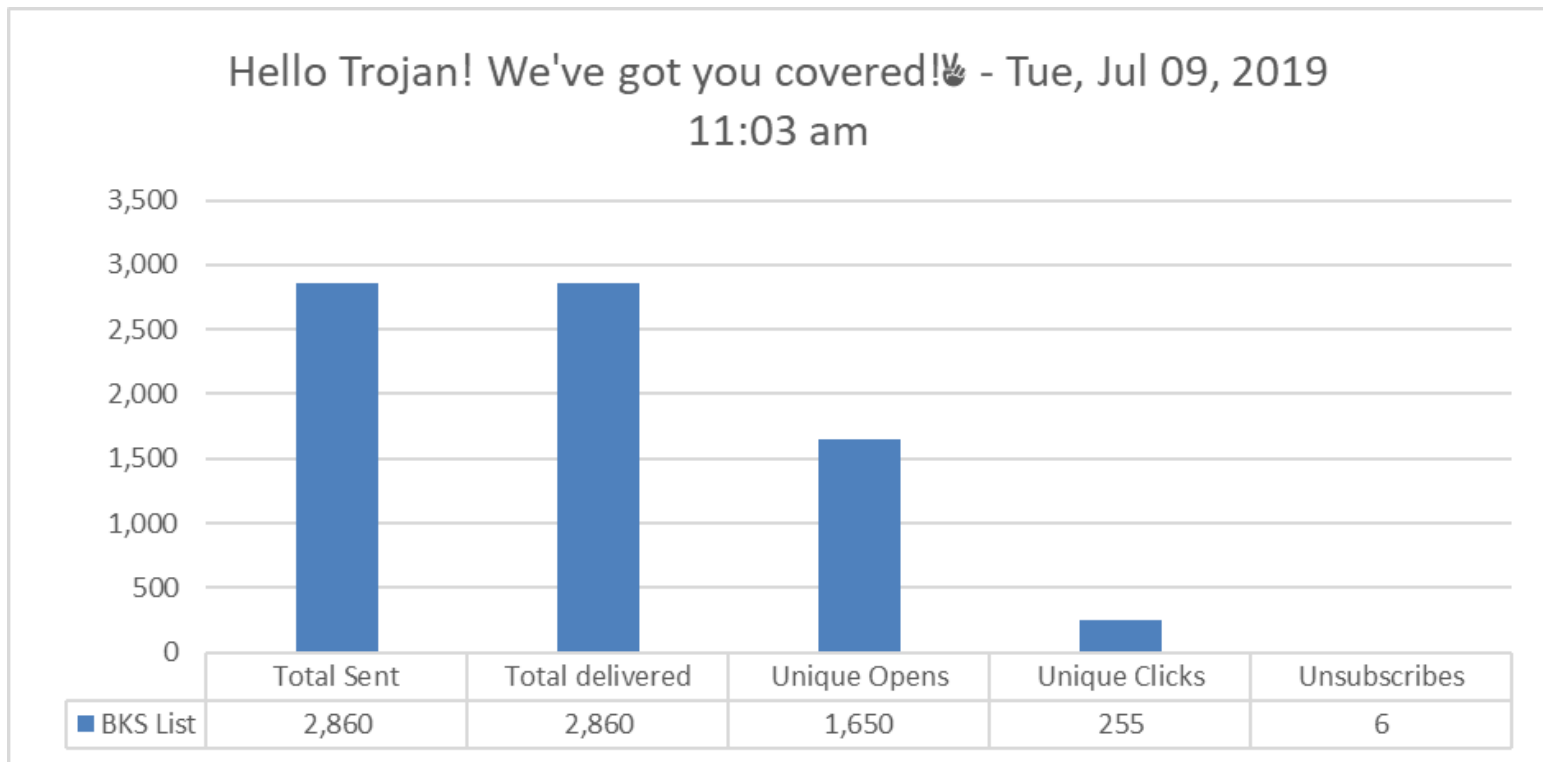


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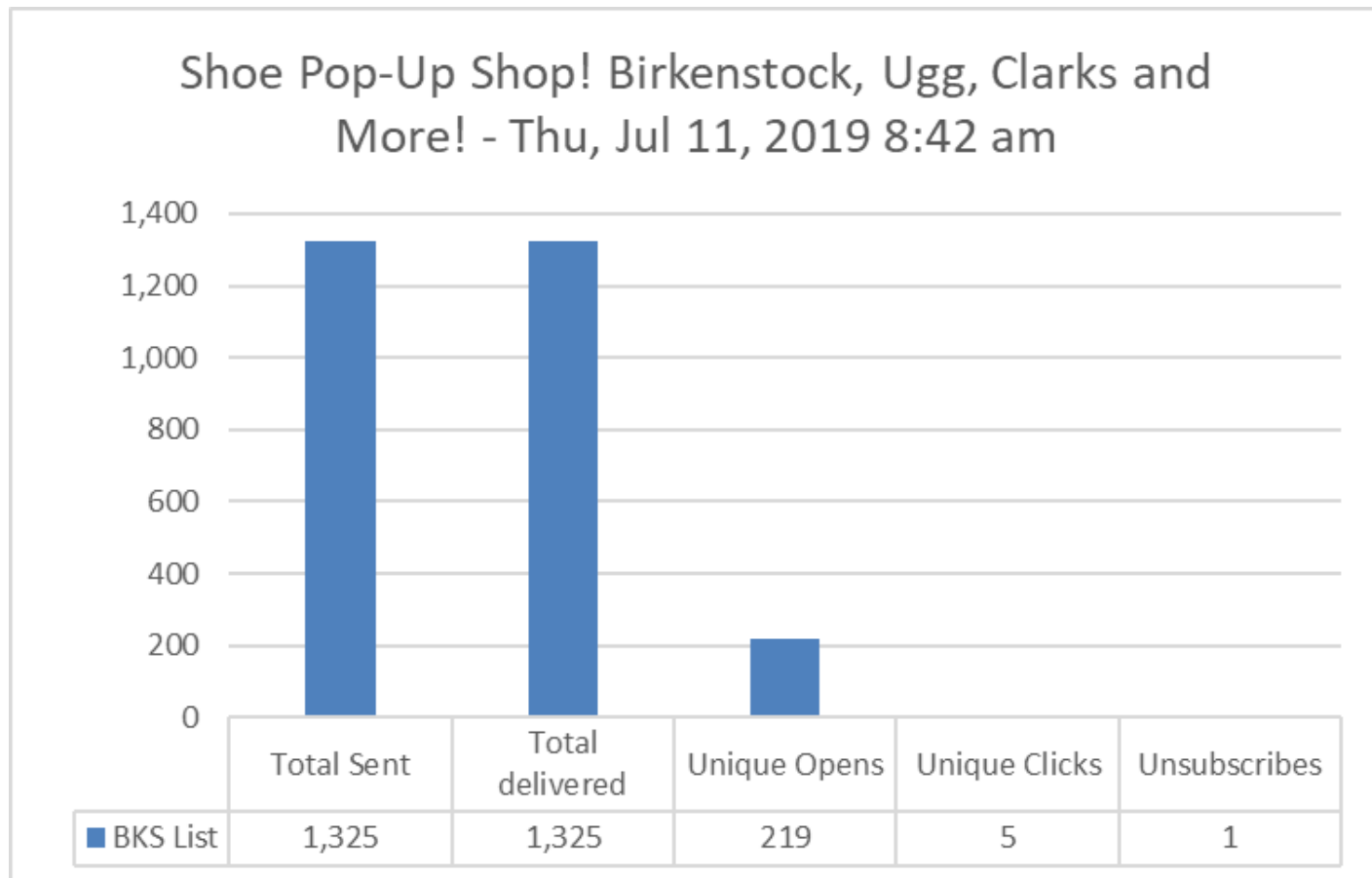


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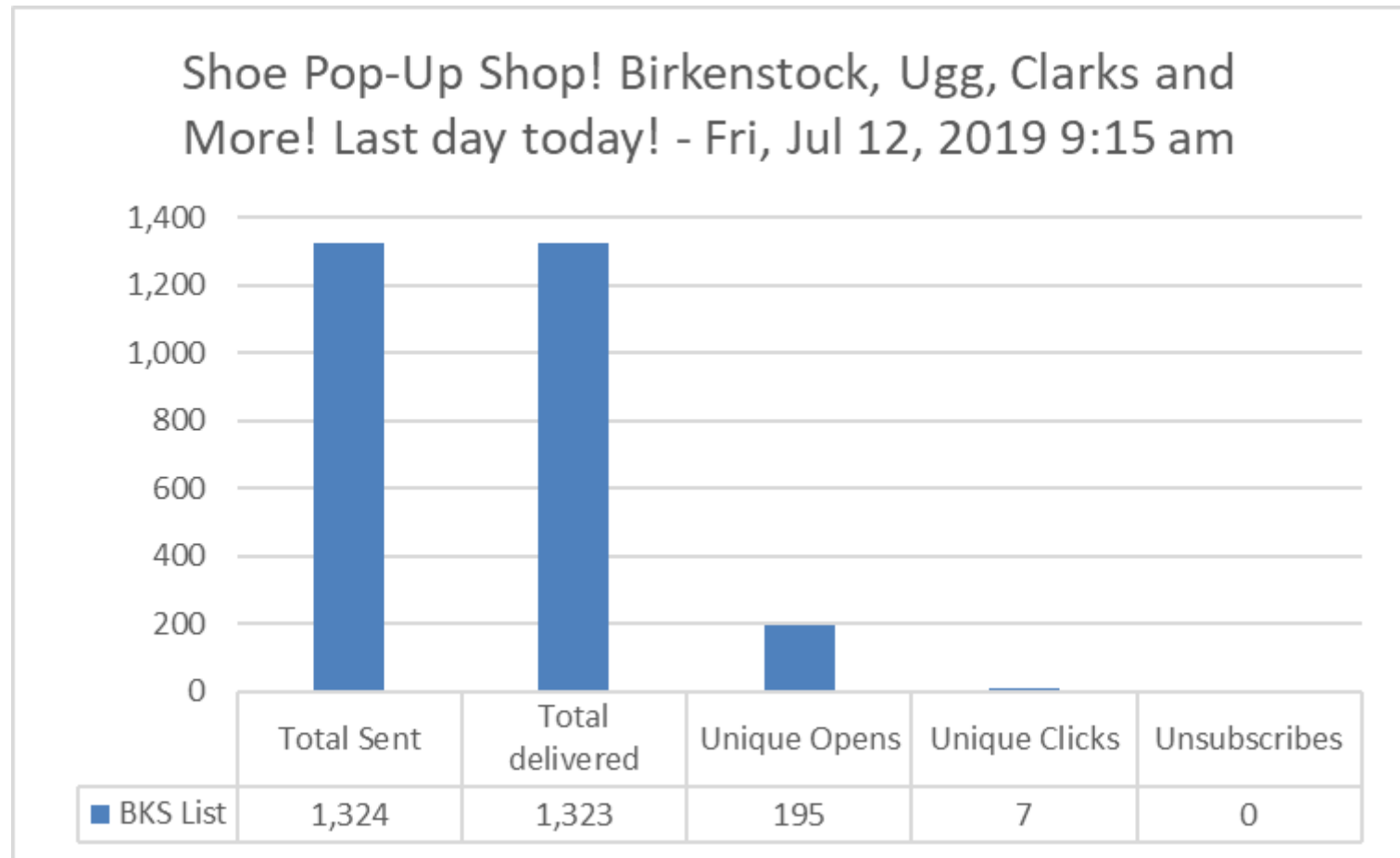


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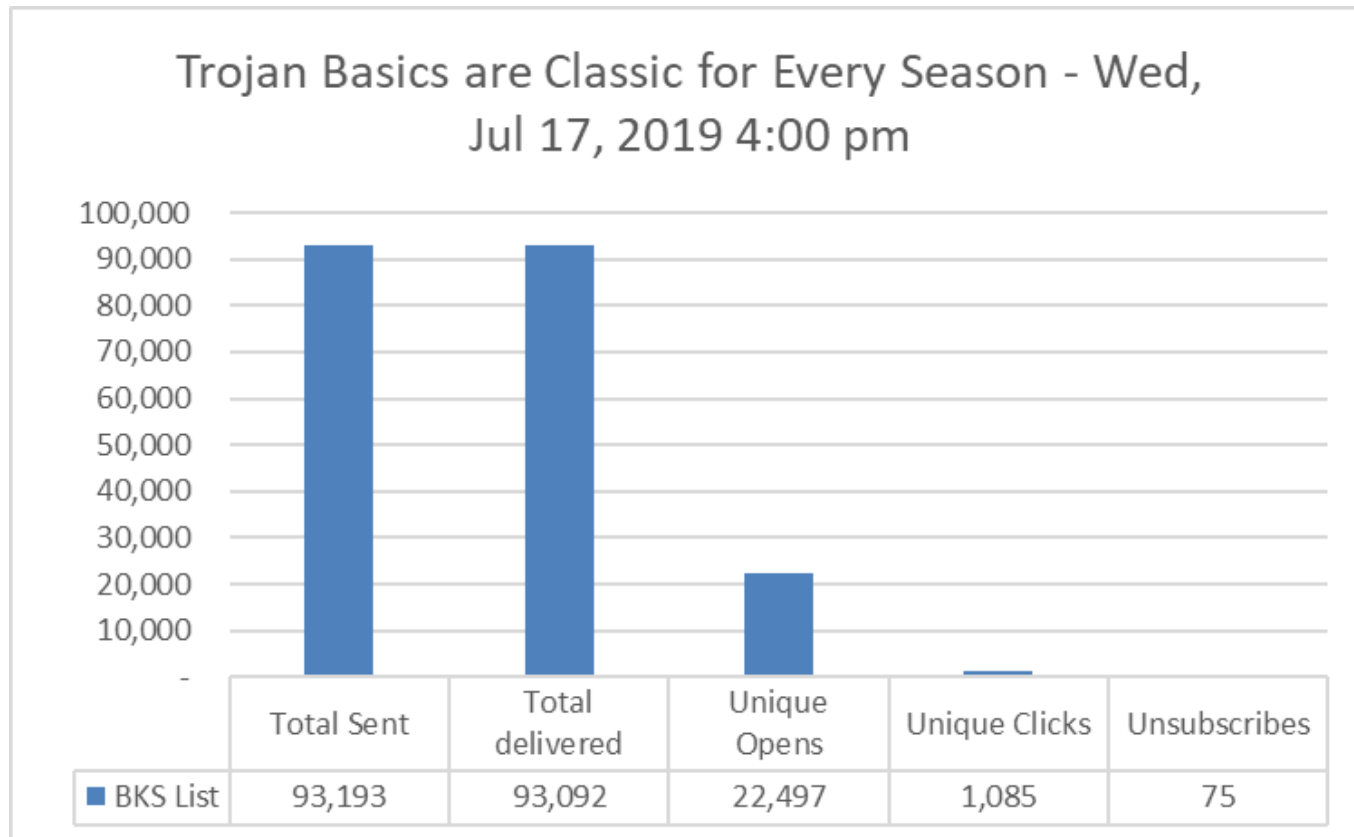


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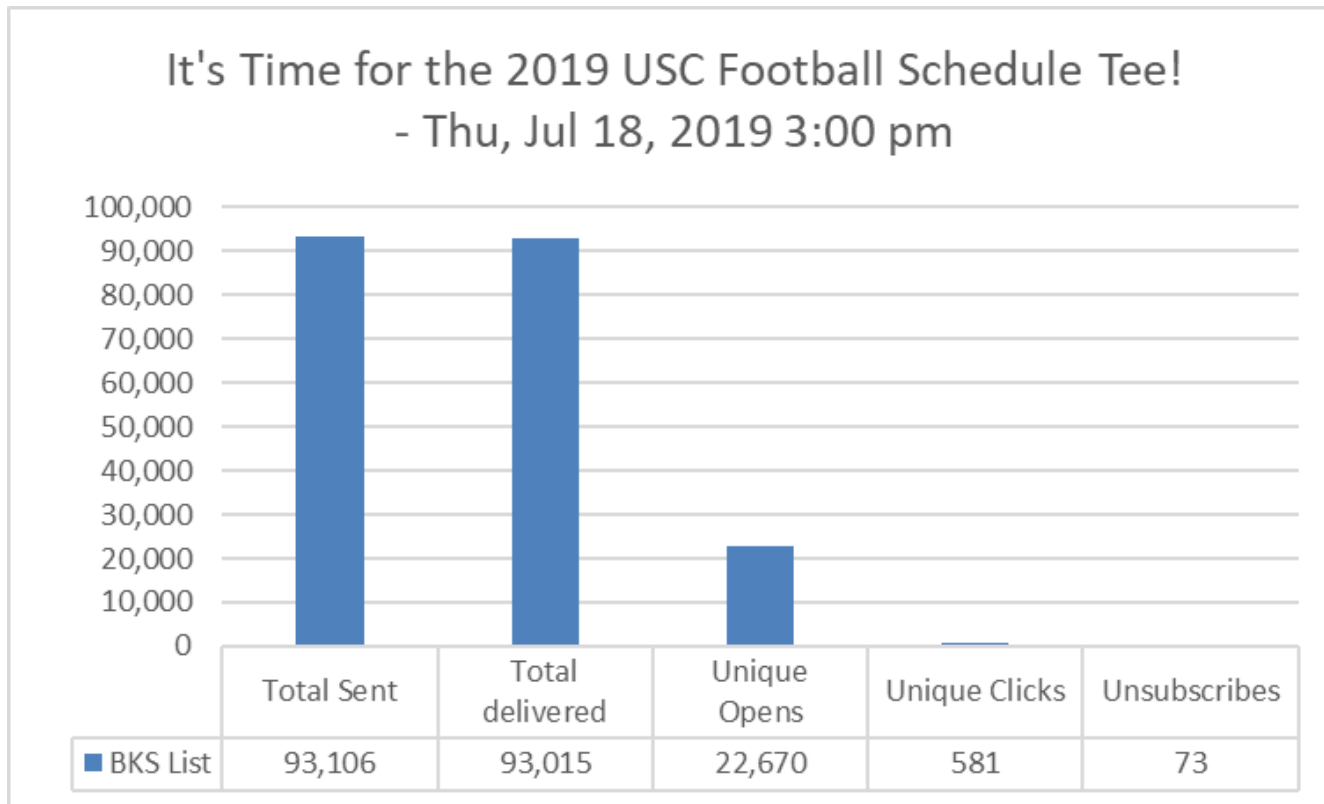


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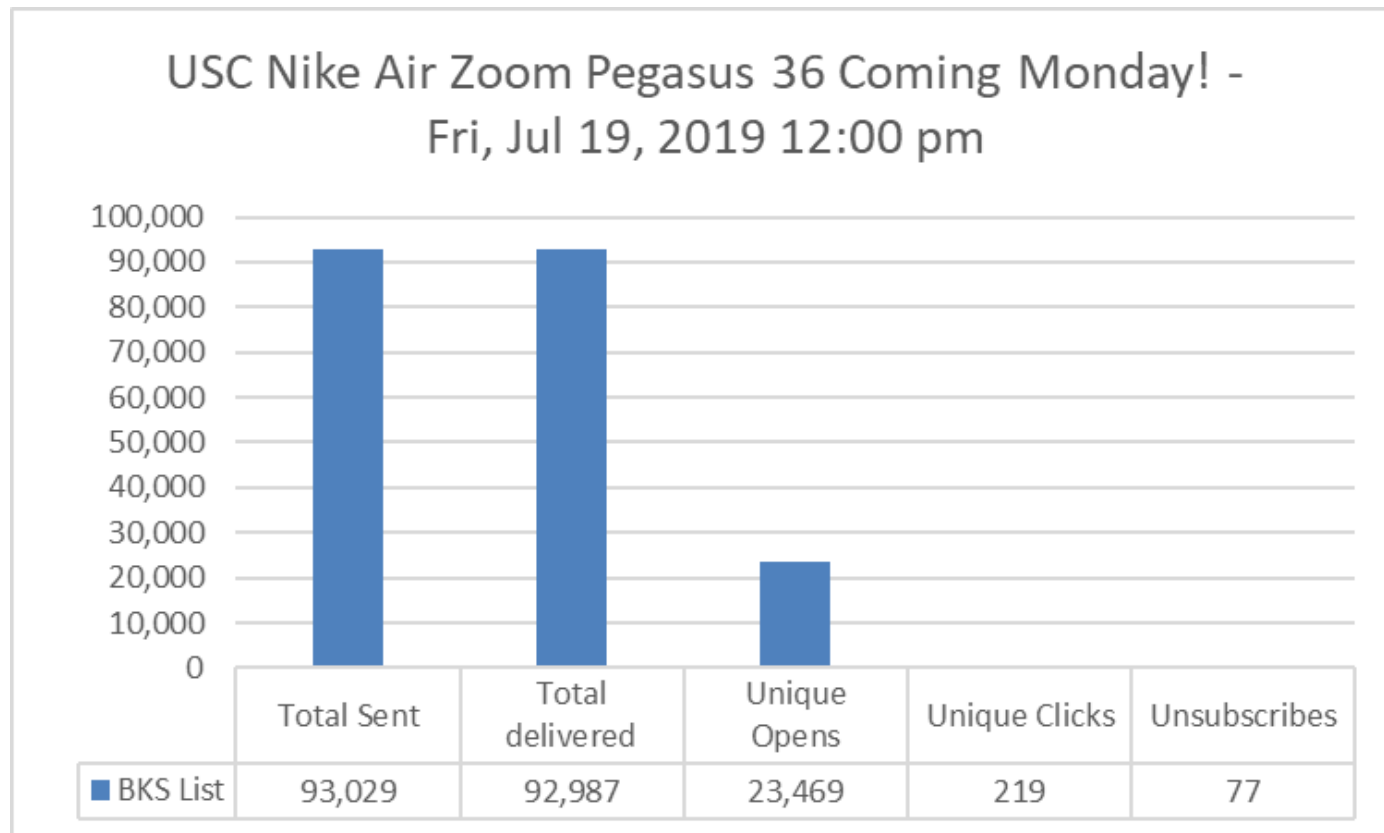


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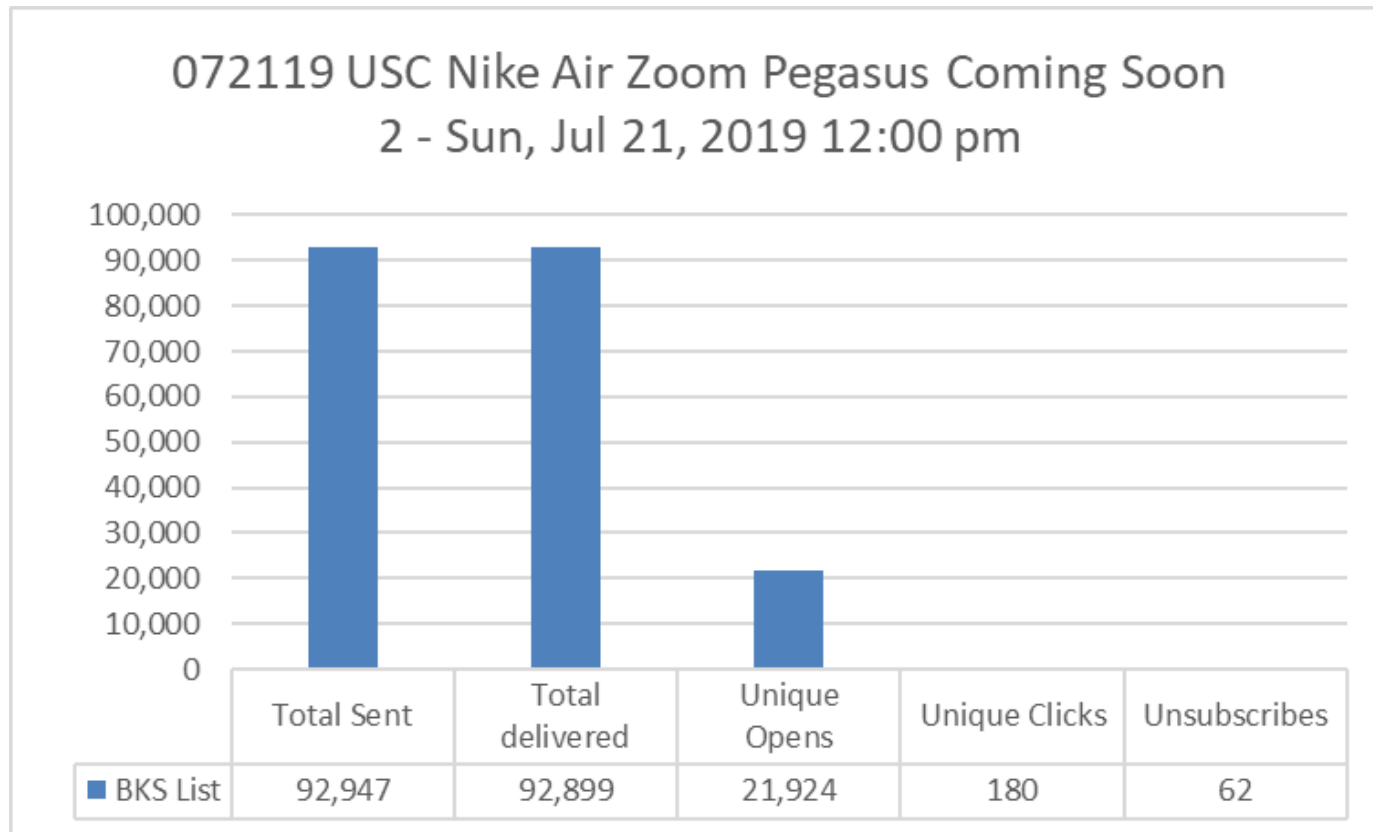


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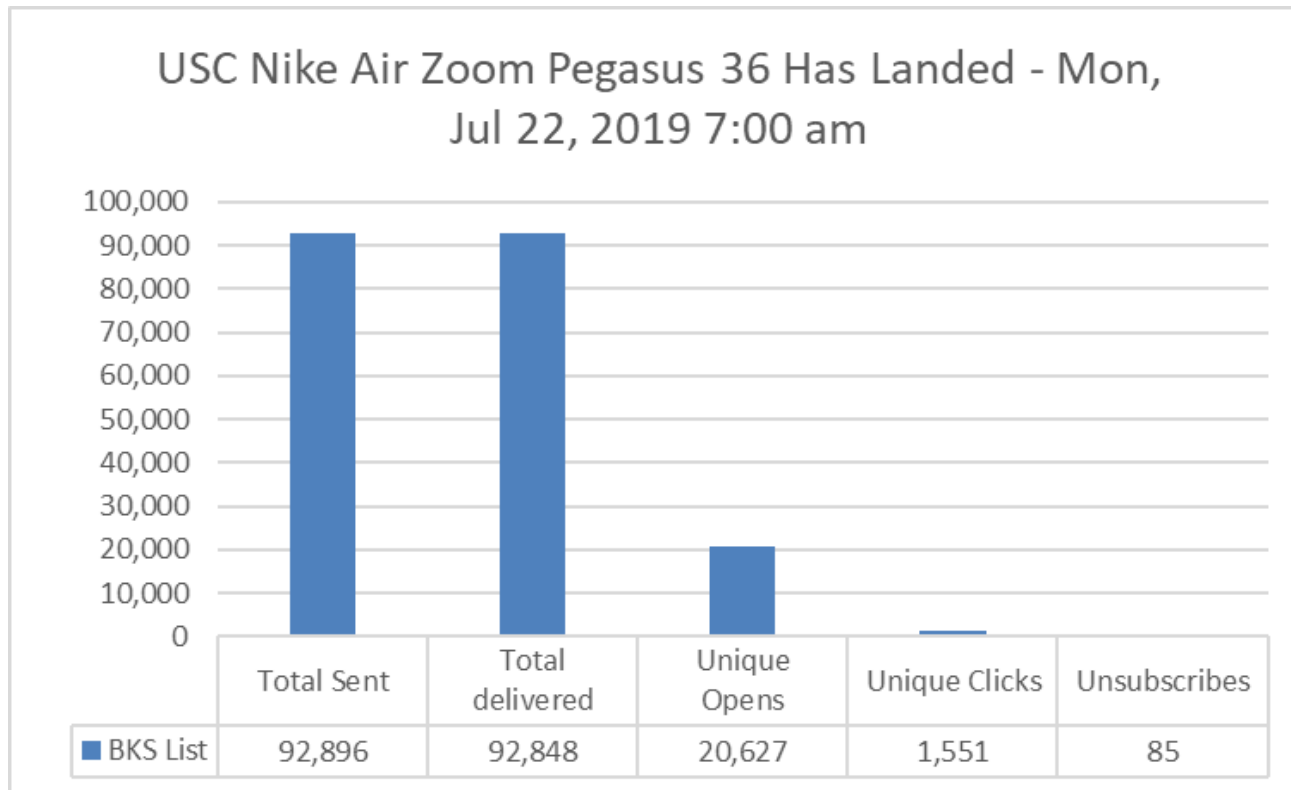


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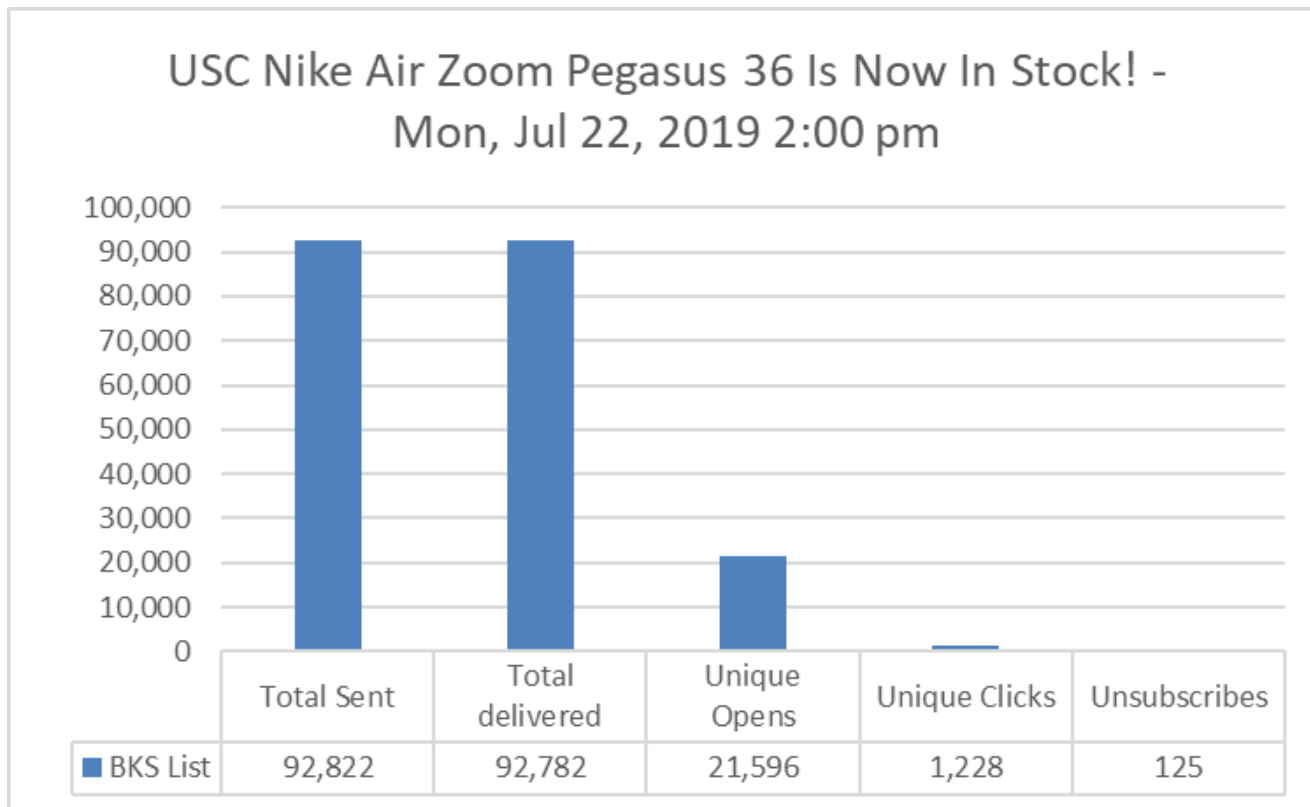


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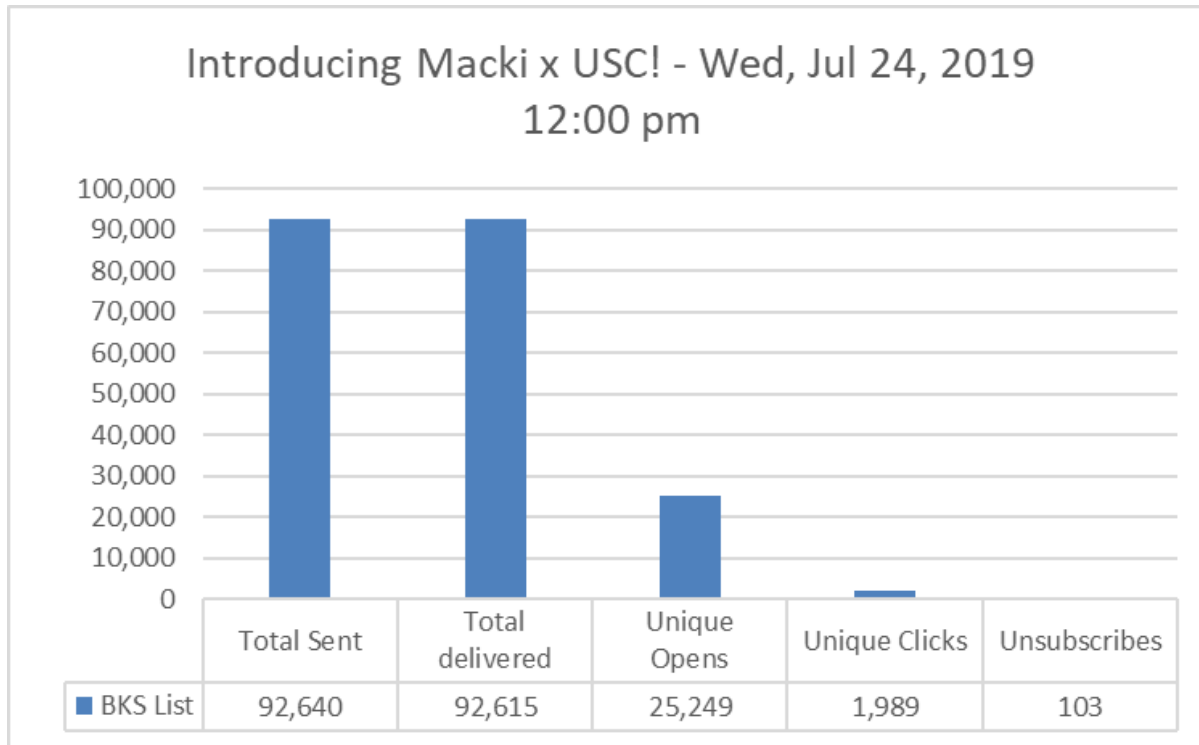


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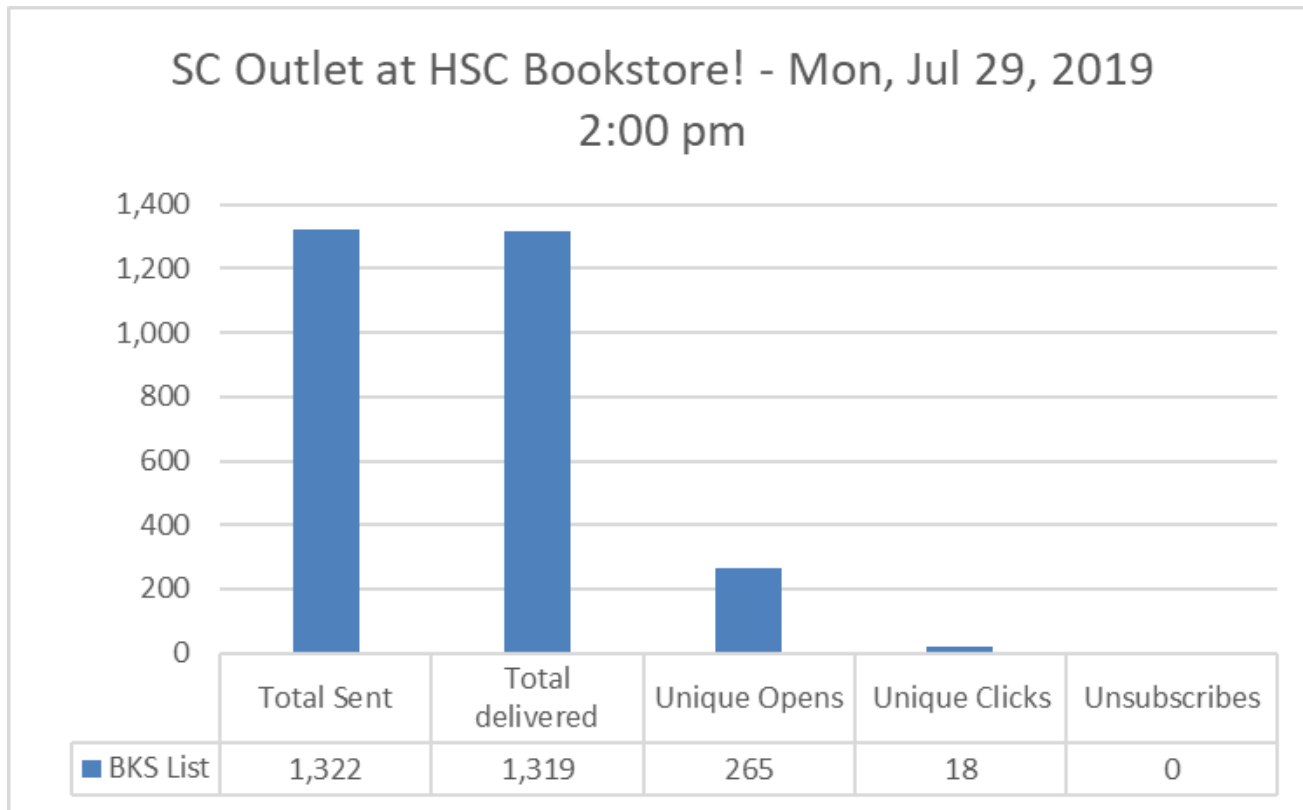


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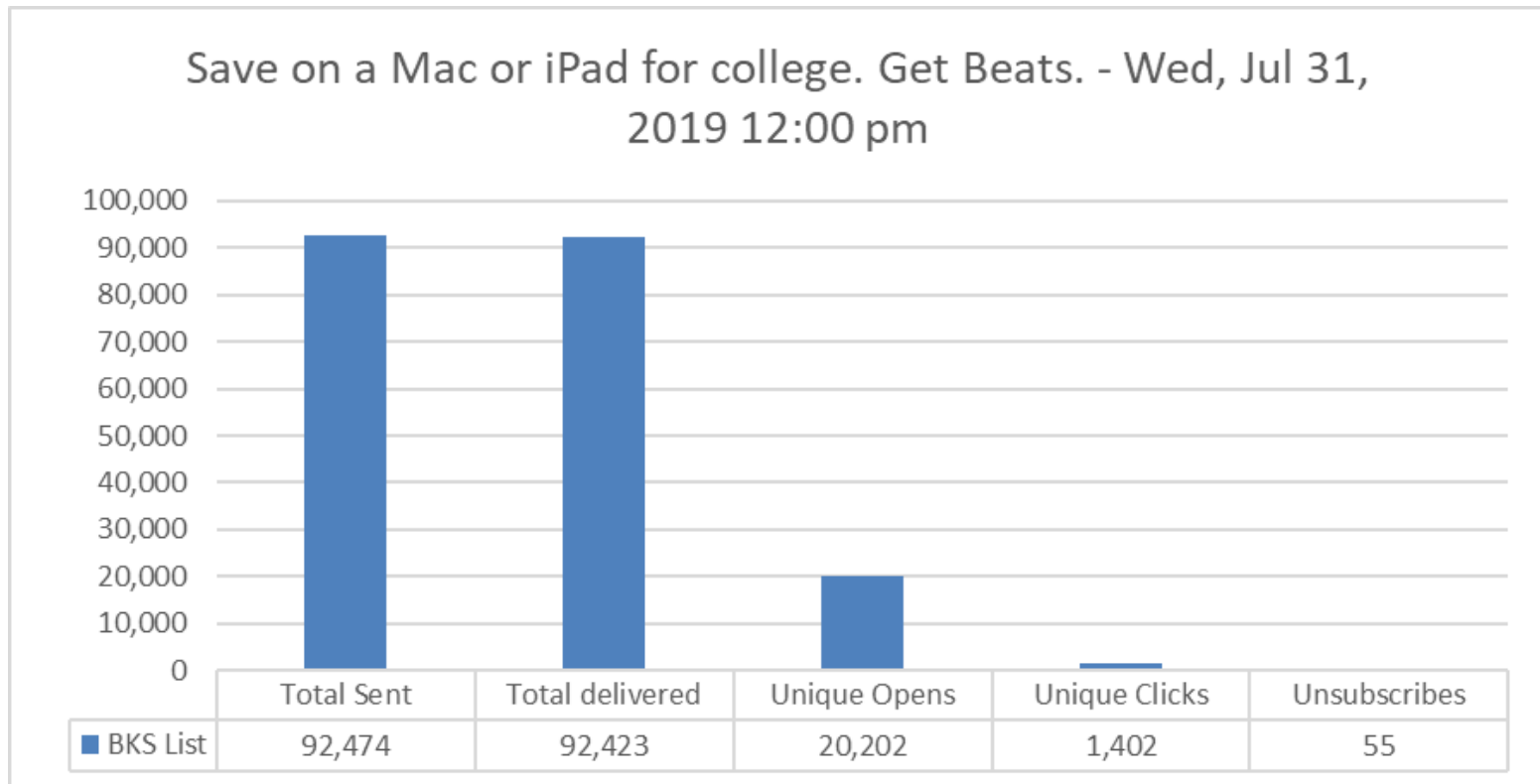


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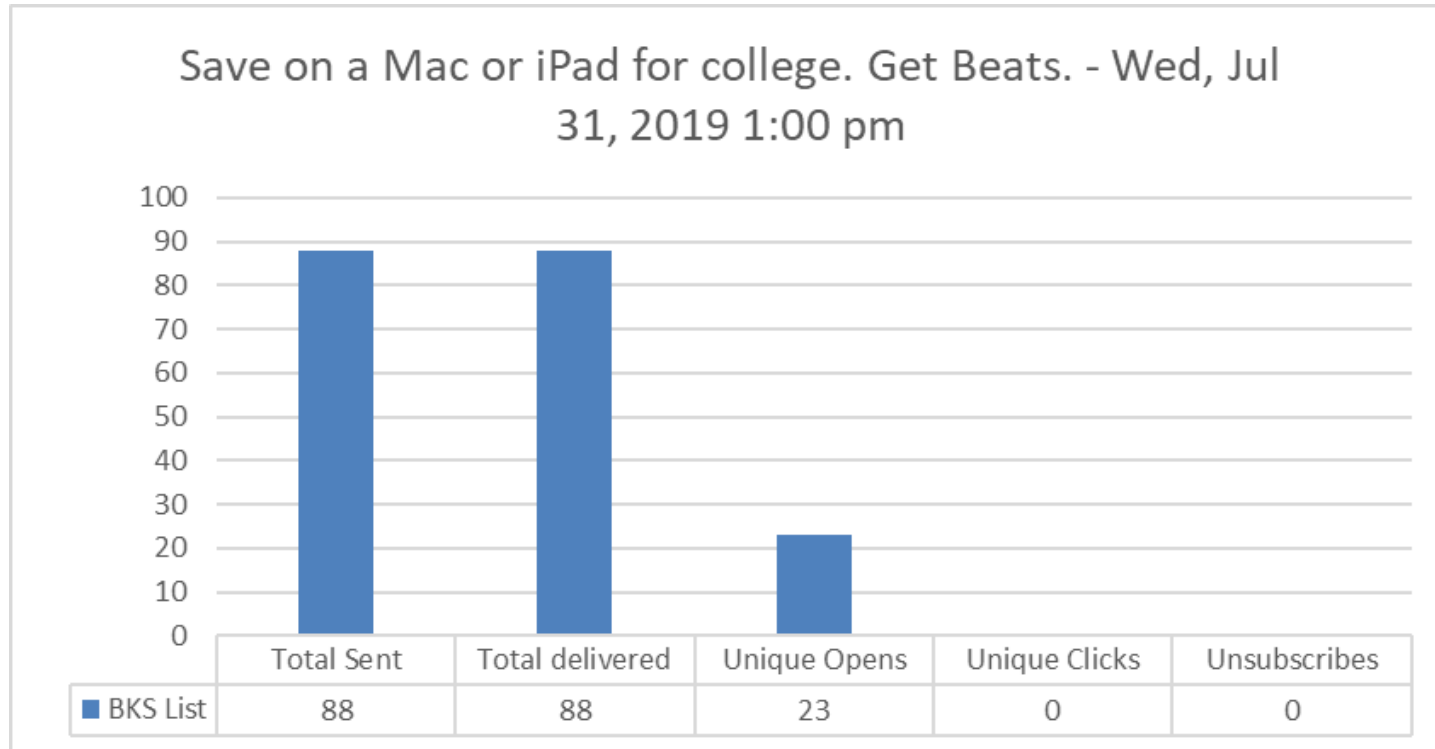


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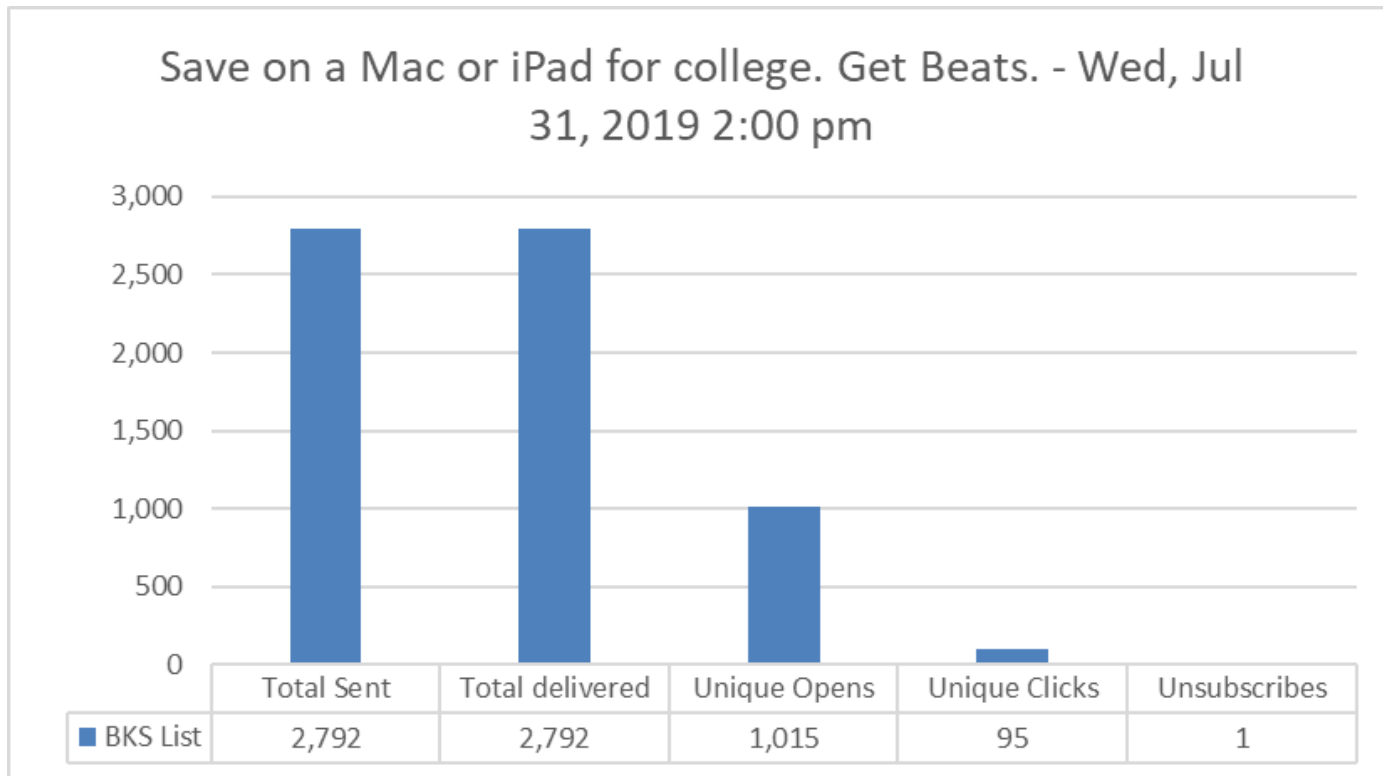


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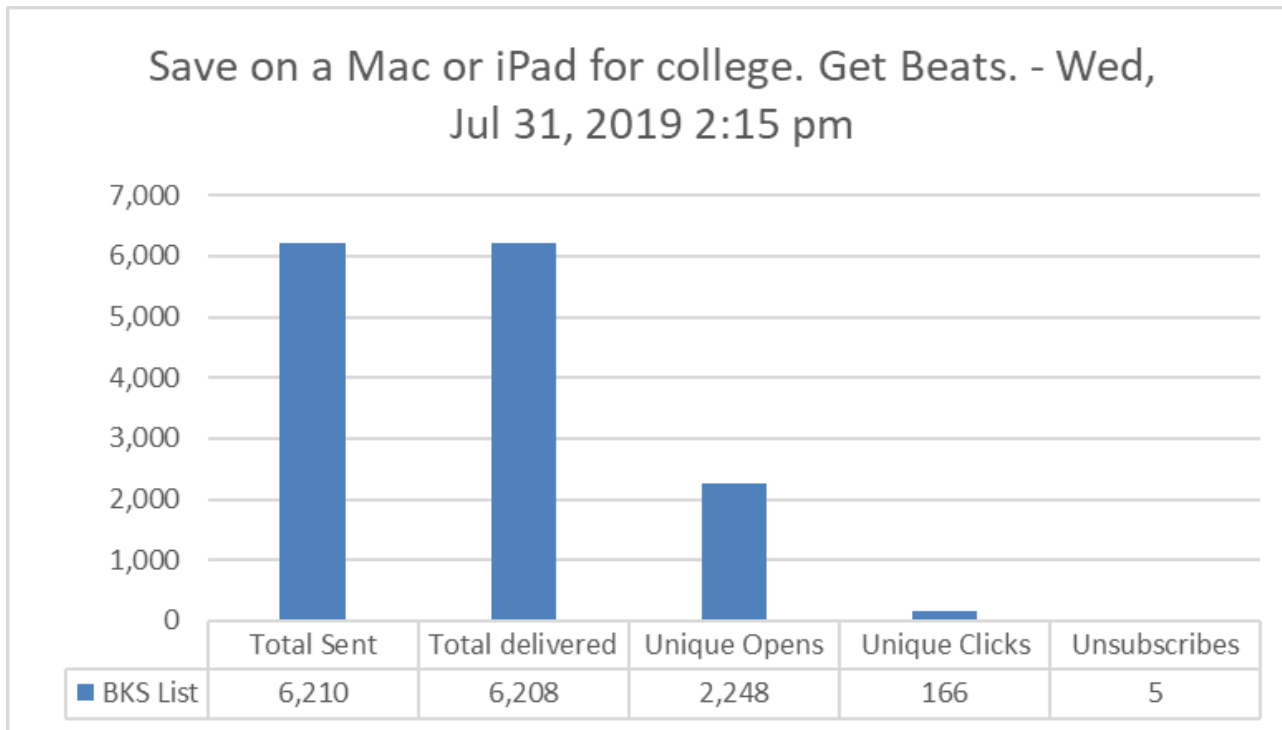


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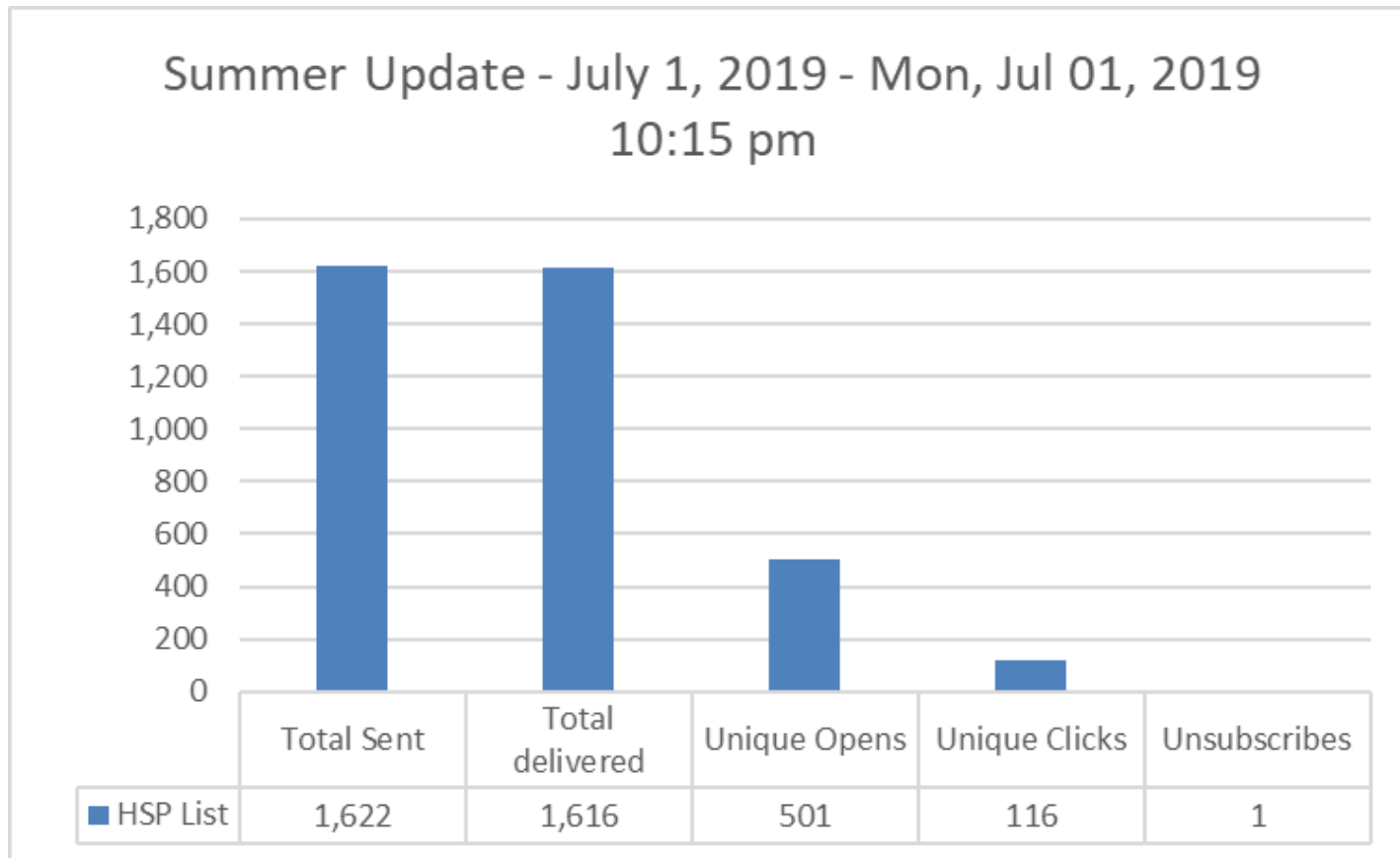


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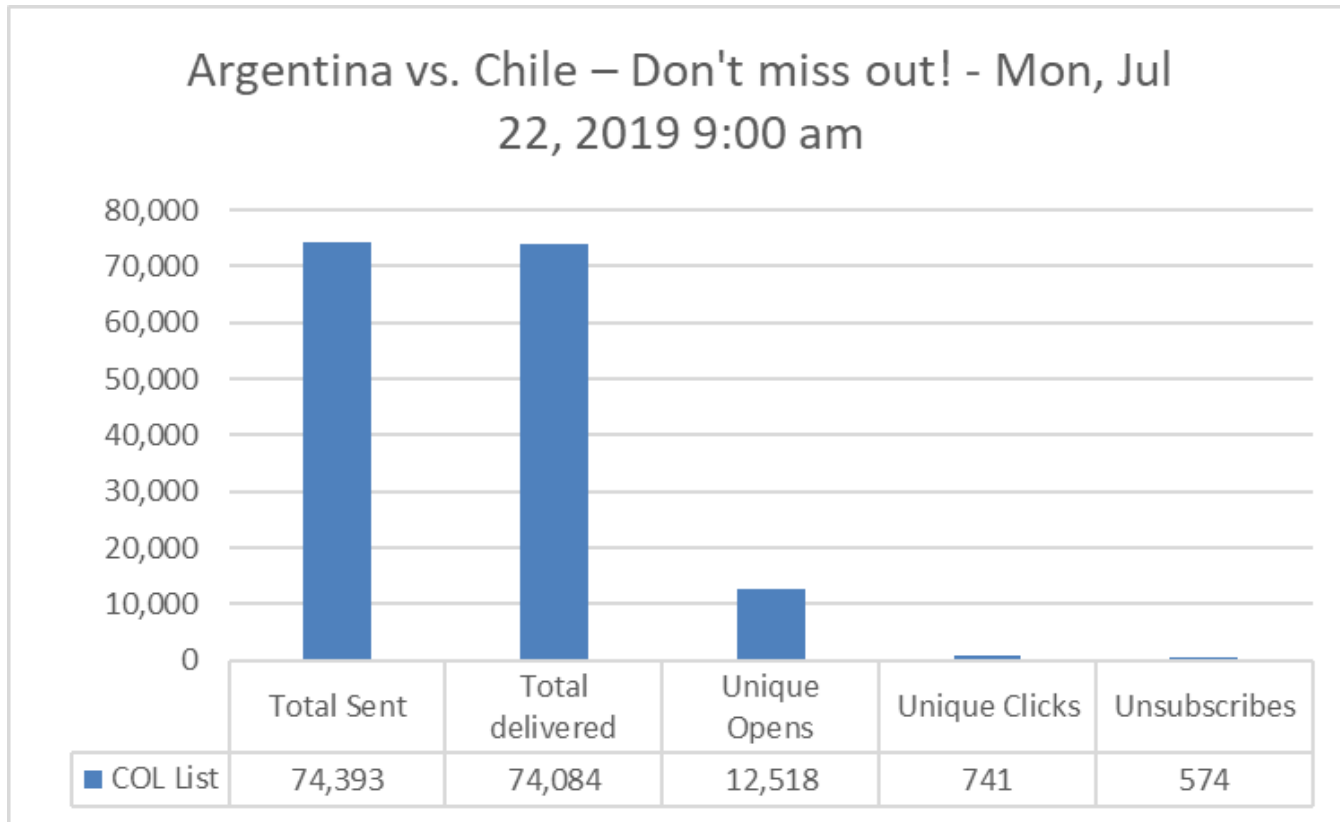


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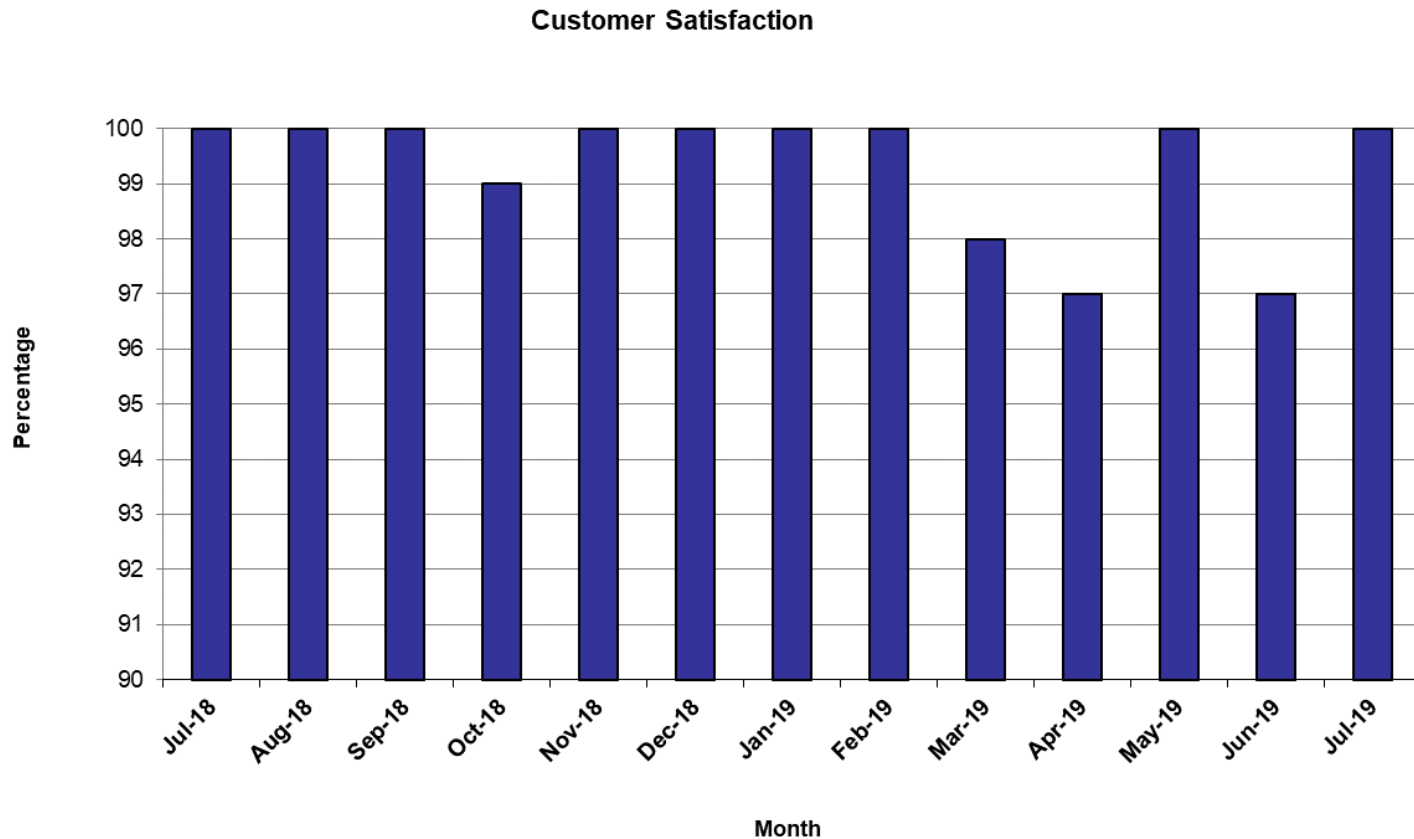


Email Campaign Reports July 2019





Customer Satisfaction Report July 2019





Thank You !!