



# **AS IT MONTHLY REPORTS**

**For June 2019**

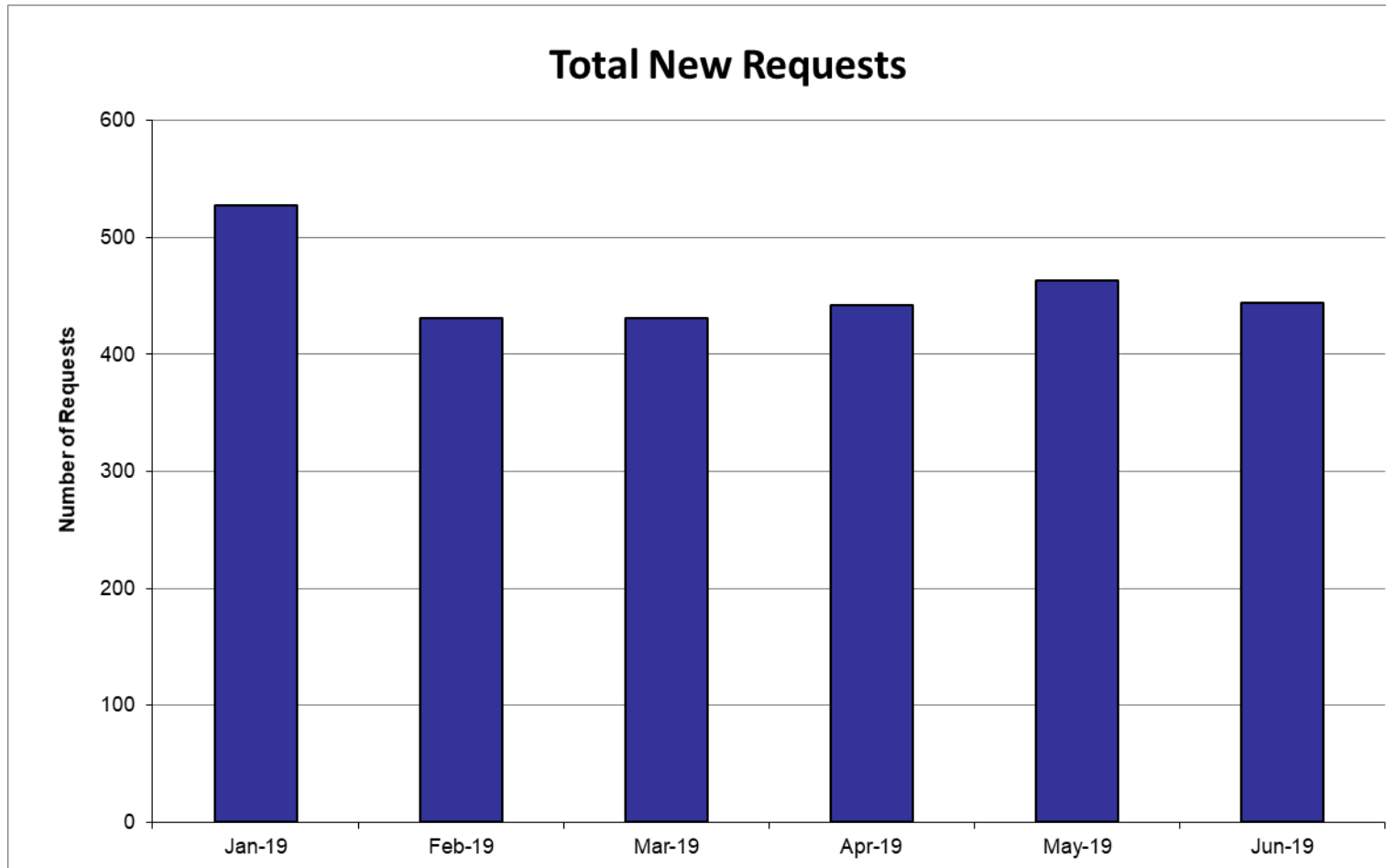


# Agenda

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



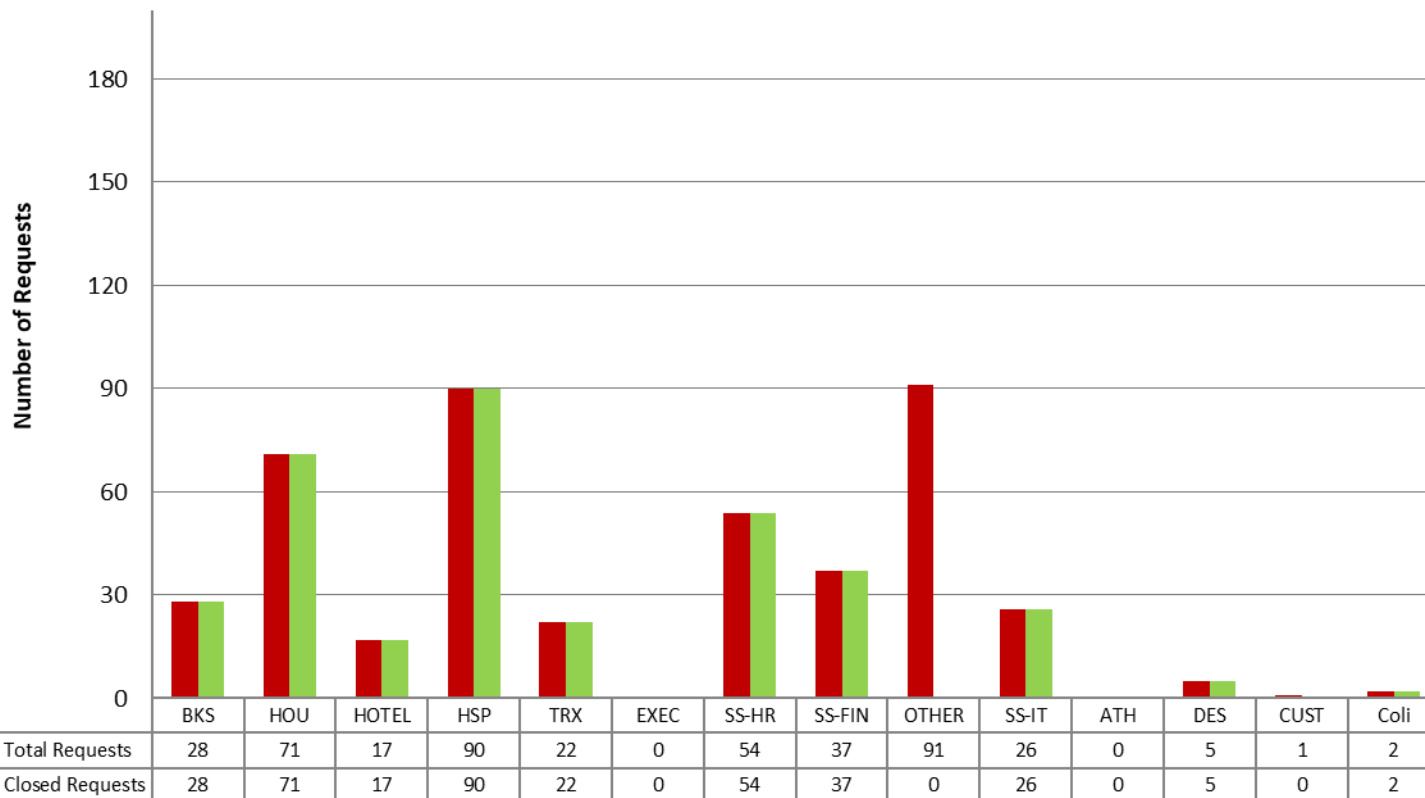
## Service Desk Reports June 2019





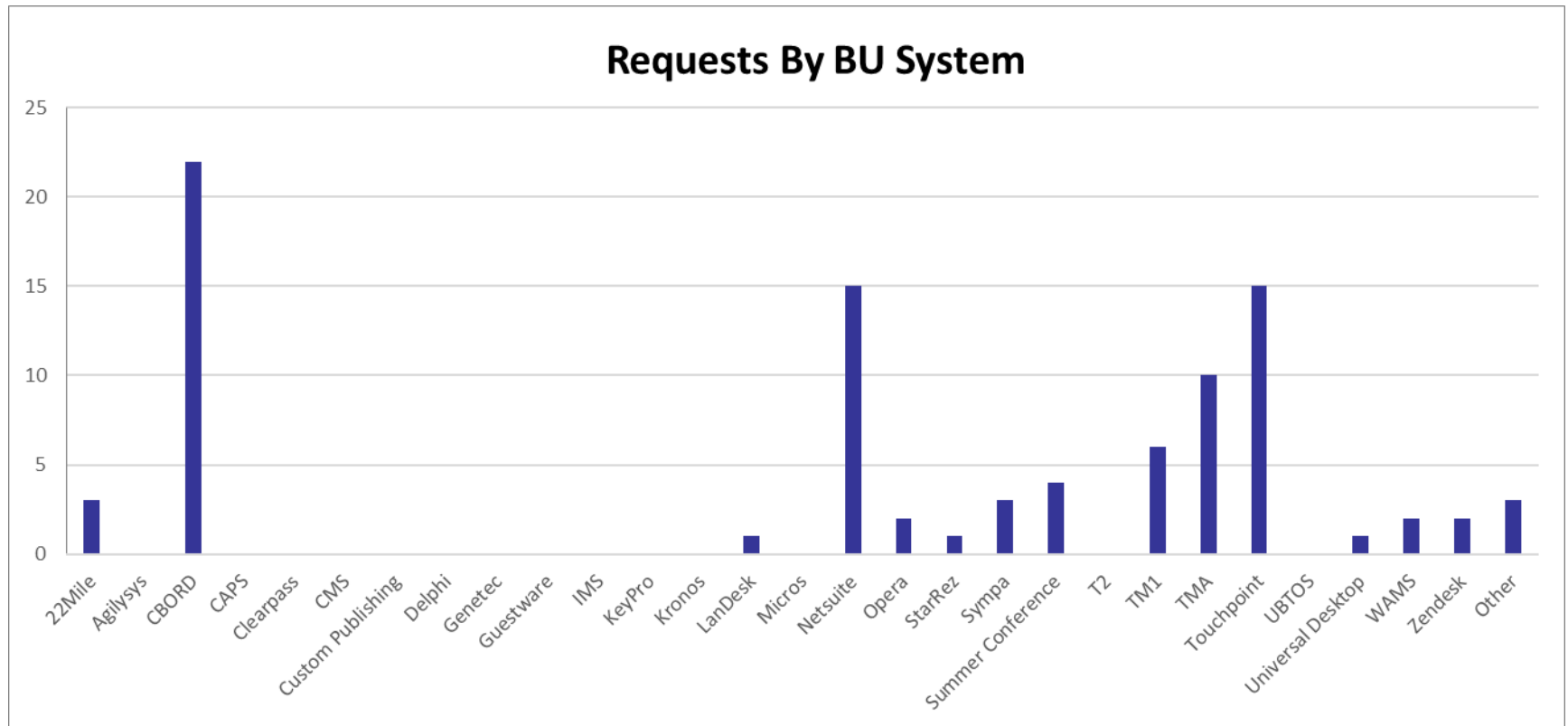
## Service Desk Reports June 2019

Total New Vs Closed Requests



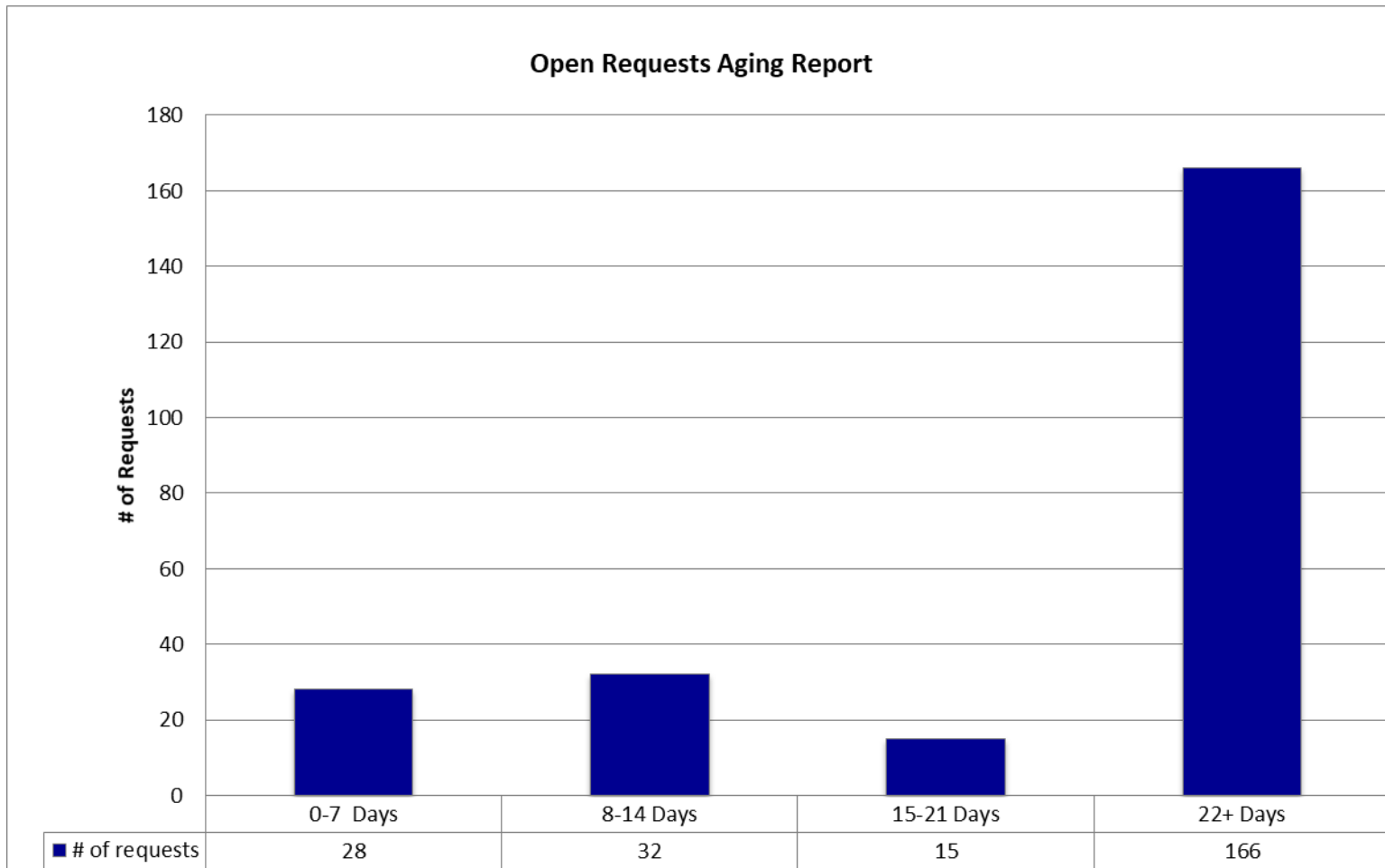


## Service Desk Reports June 2019



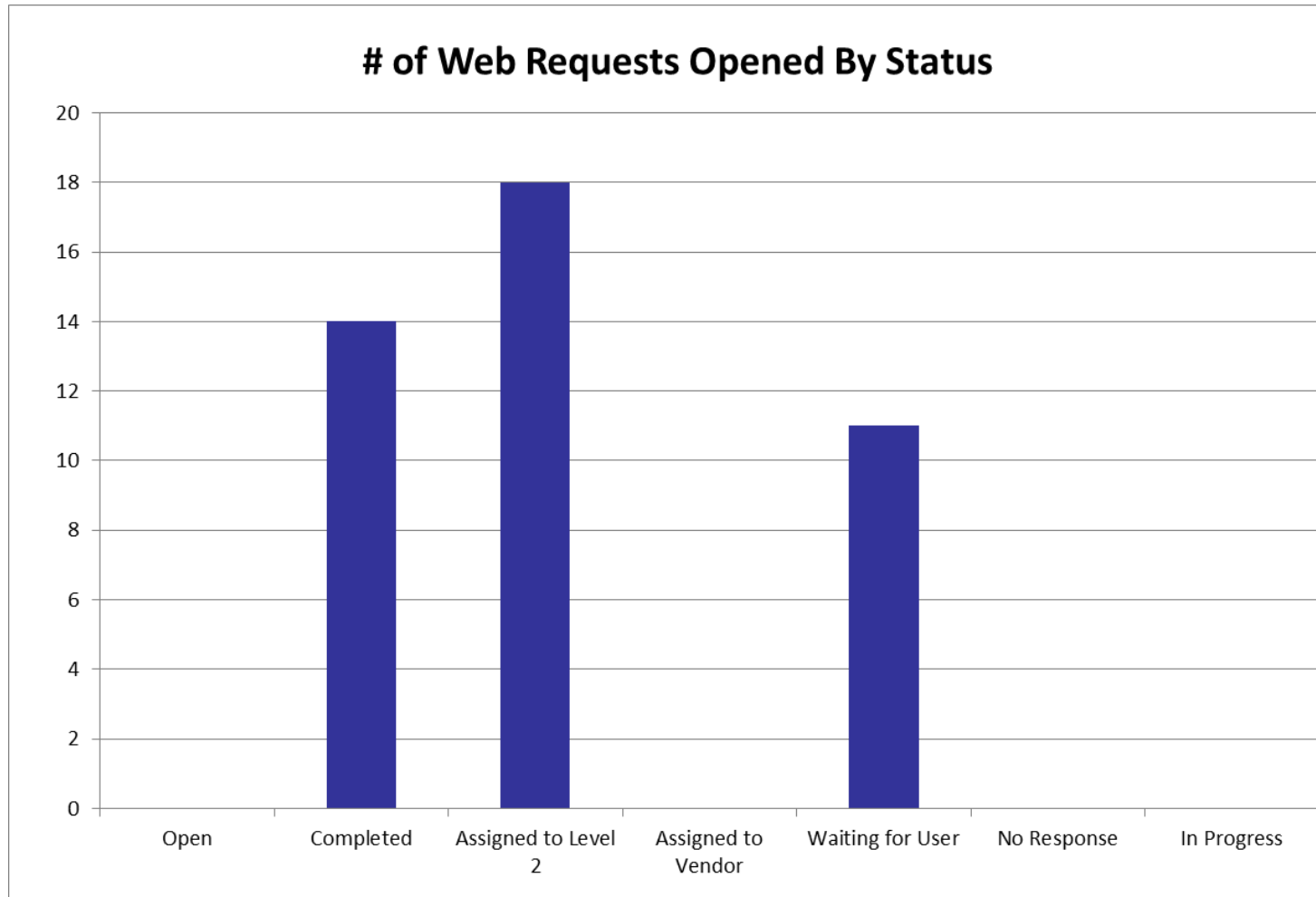


## Service Desk Reports June 2019



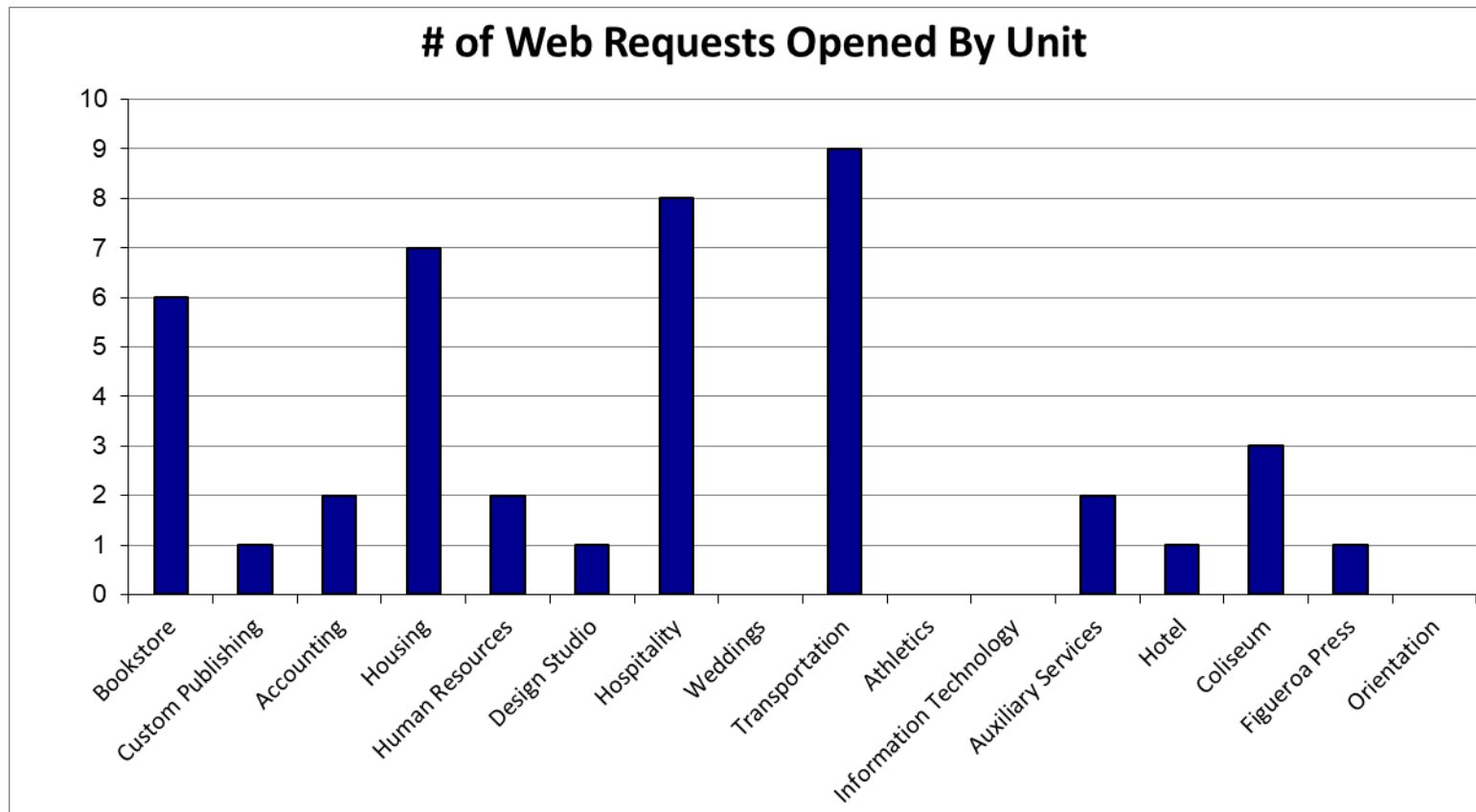


## Service Desk Reports June 2019





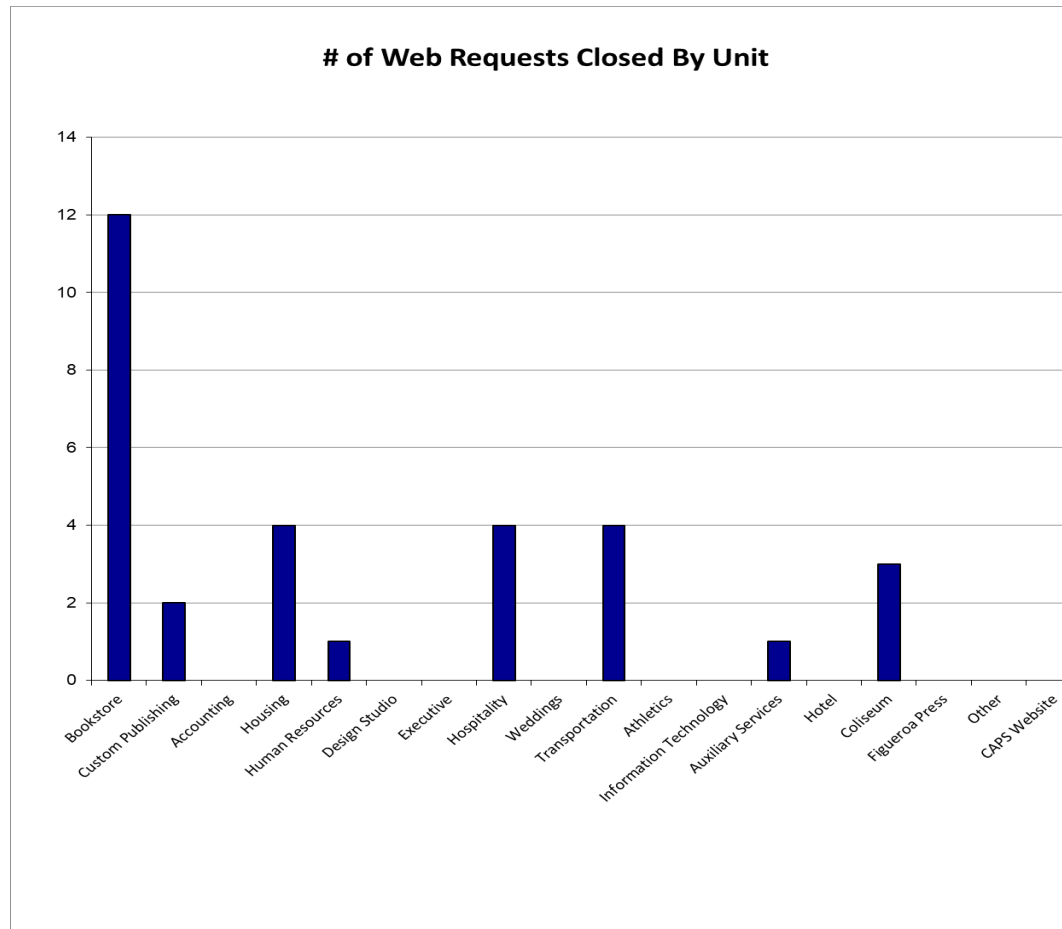
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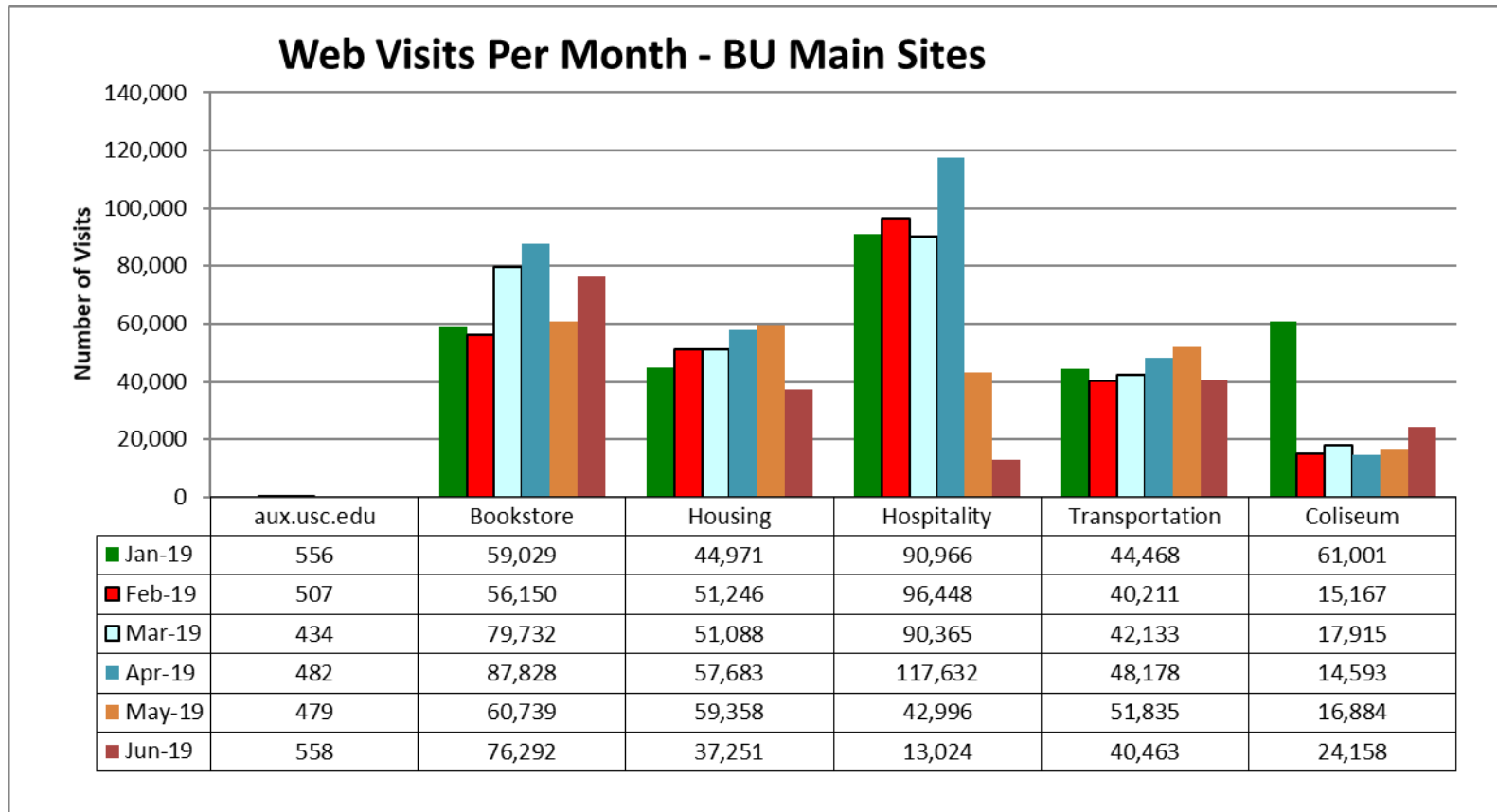


## Service Desk Reports June 2019



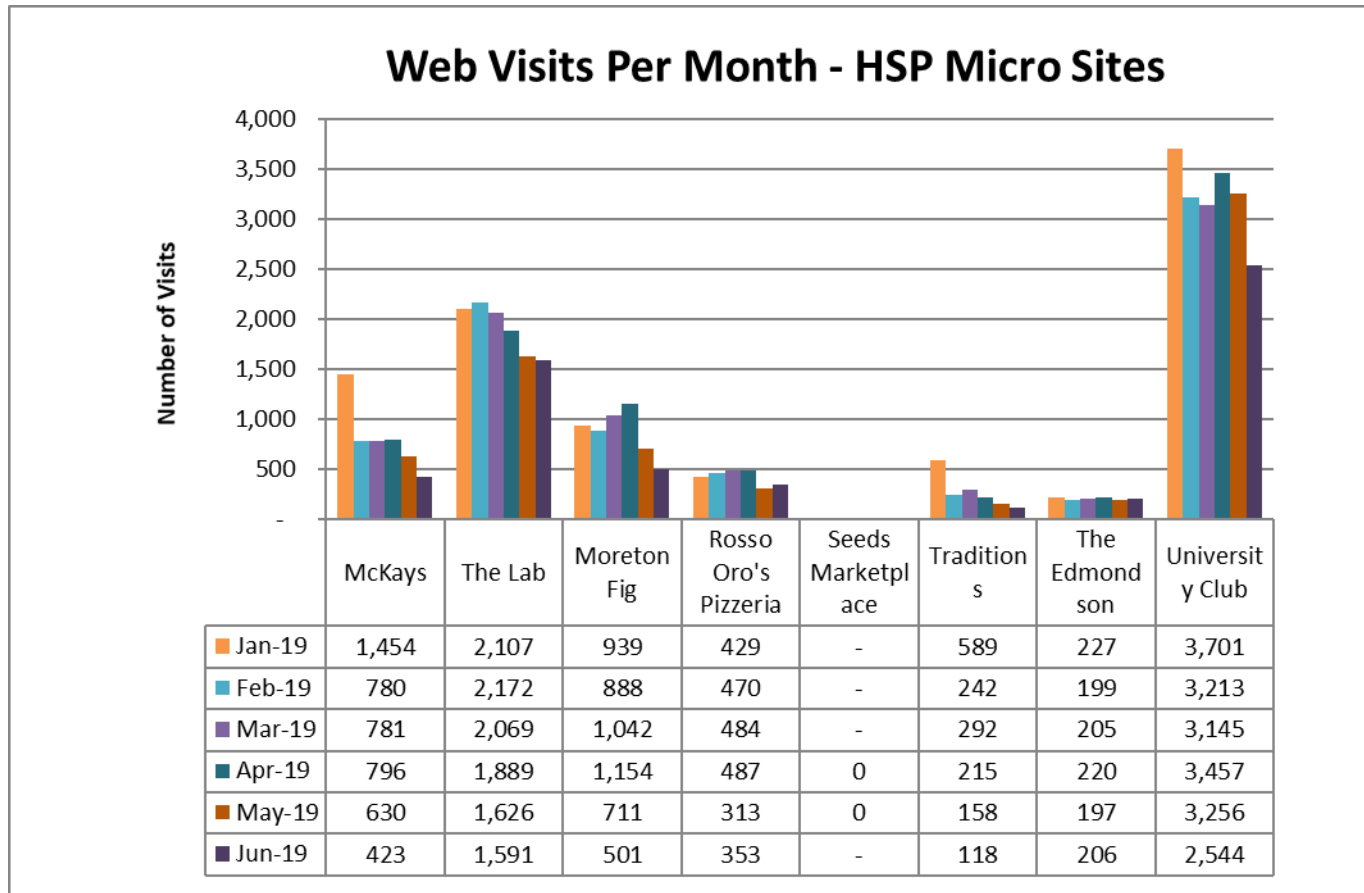


## Website Reports June 2019



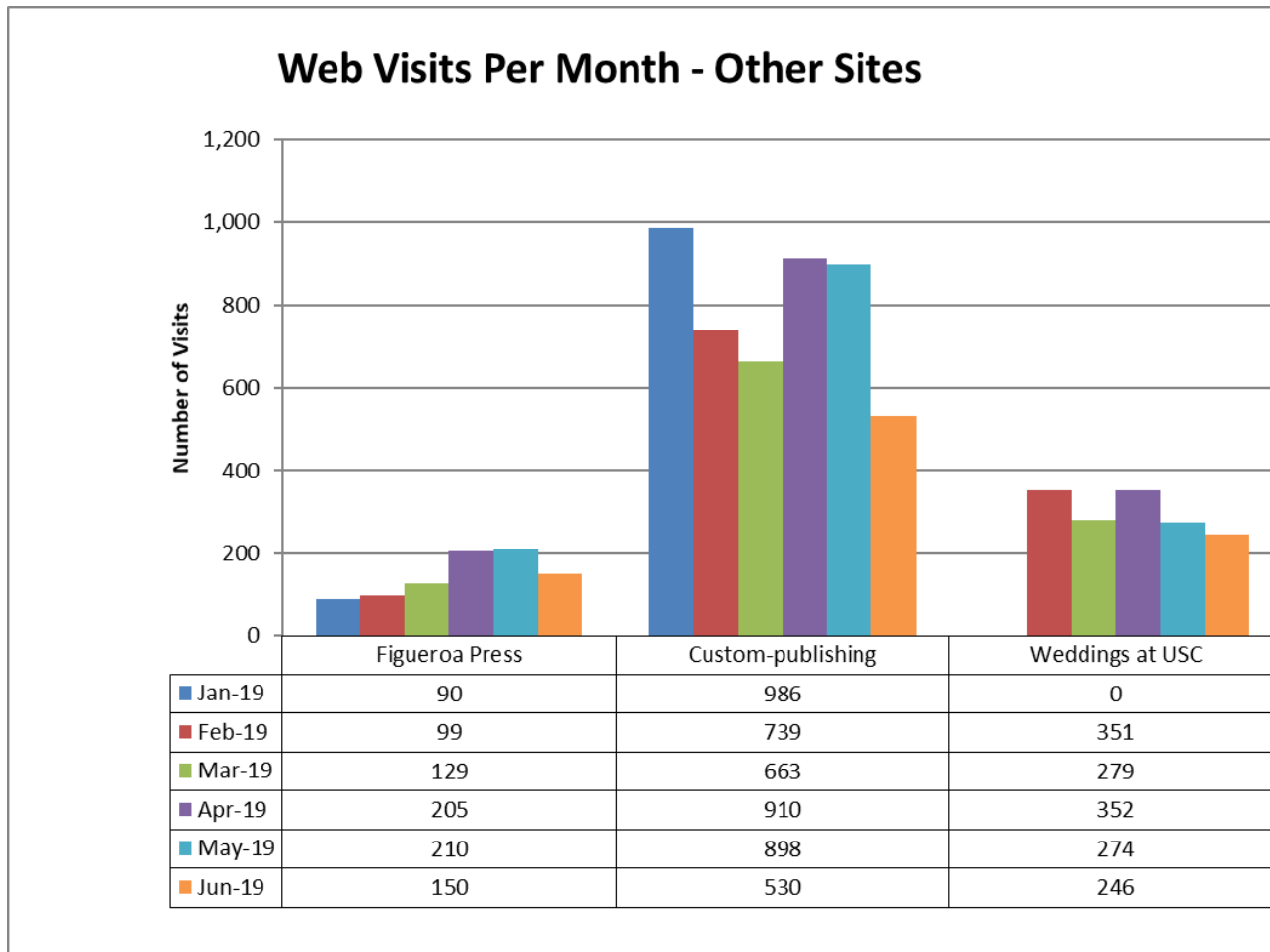


## Website Reports June 2019





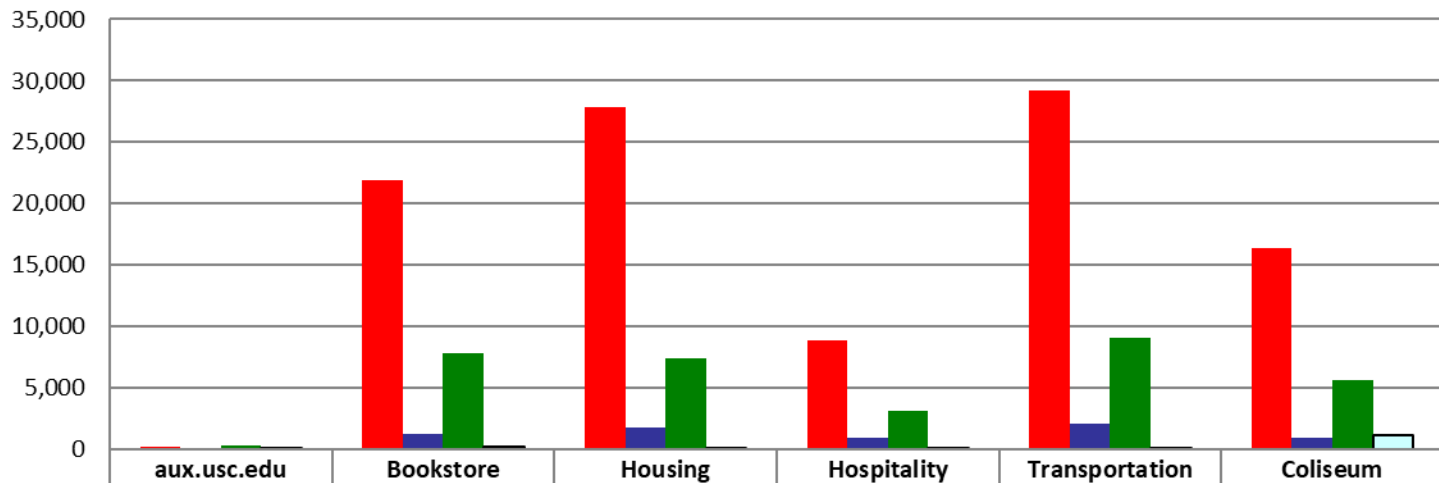
## Website Reports June 2019





## Website Reports June 2019

June 2019 Traffic Sources - BU Main Sites

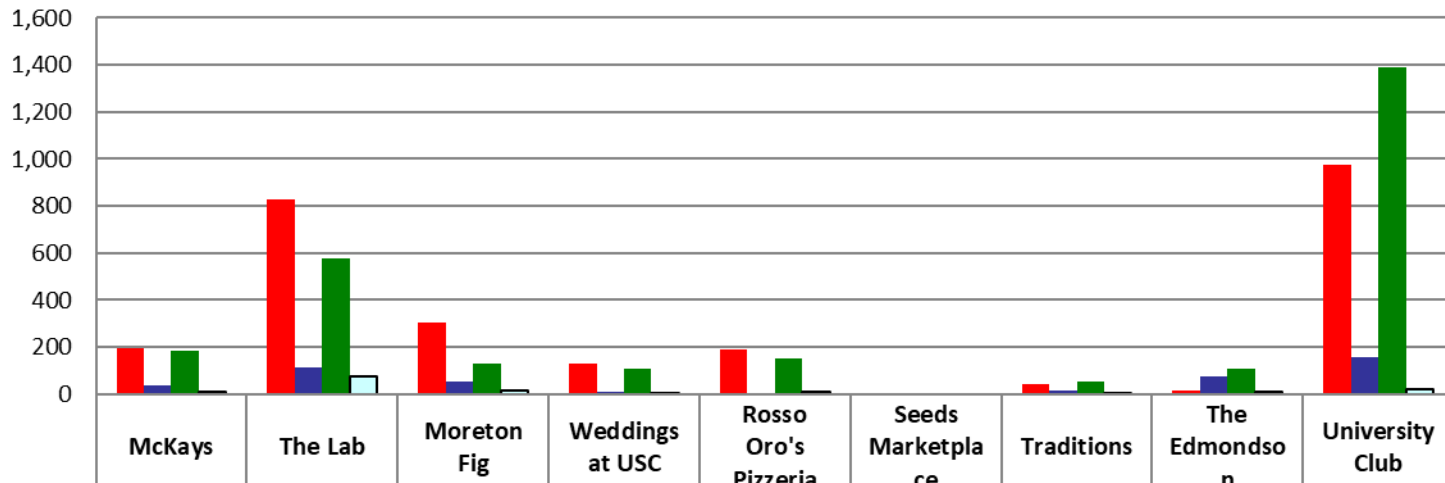


■ Search Engine	184	21,885	27,875	8,876	29,216	16,399
■ Referring Sites	5	1,265	1,811	906	2,080	916
■ Direct Traffic	358	7,802	7,434	3,176	9,077	5,677
□ Campaigns	11	257	131	66	90	1,163



## Website Reports June 2019

June 2019 Traffic Sources - HSP Micro Sites

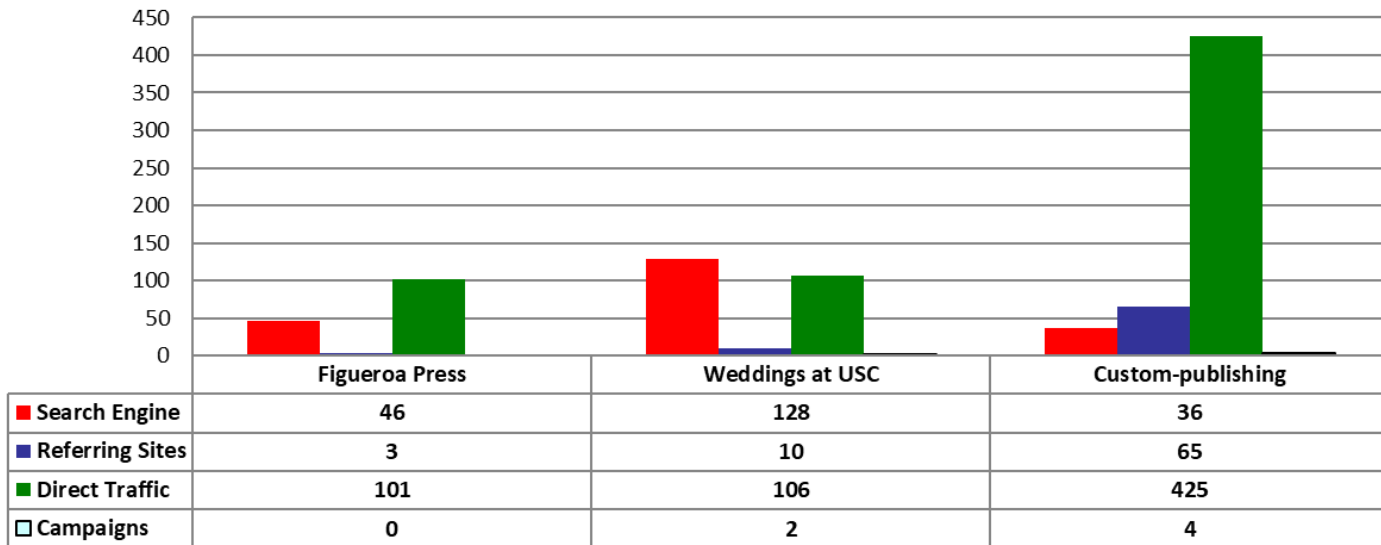


■ Search Engine	193	825	304	128	187	0	42	15	975
■ Referring Sites	37	113	53	10	6	0	17	74	159
■ Direct Traffic	182	577	131	106	149	0	54	106	1,388
□ Campaigns	11	76	13	2	11	0	5	11	22



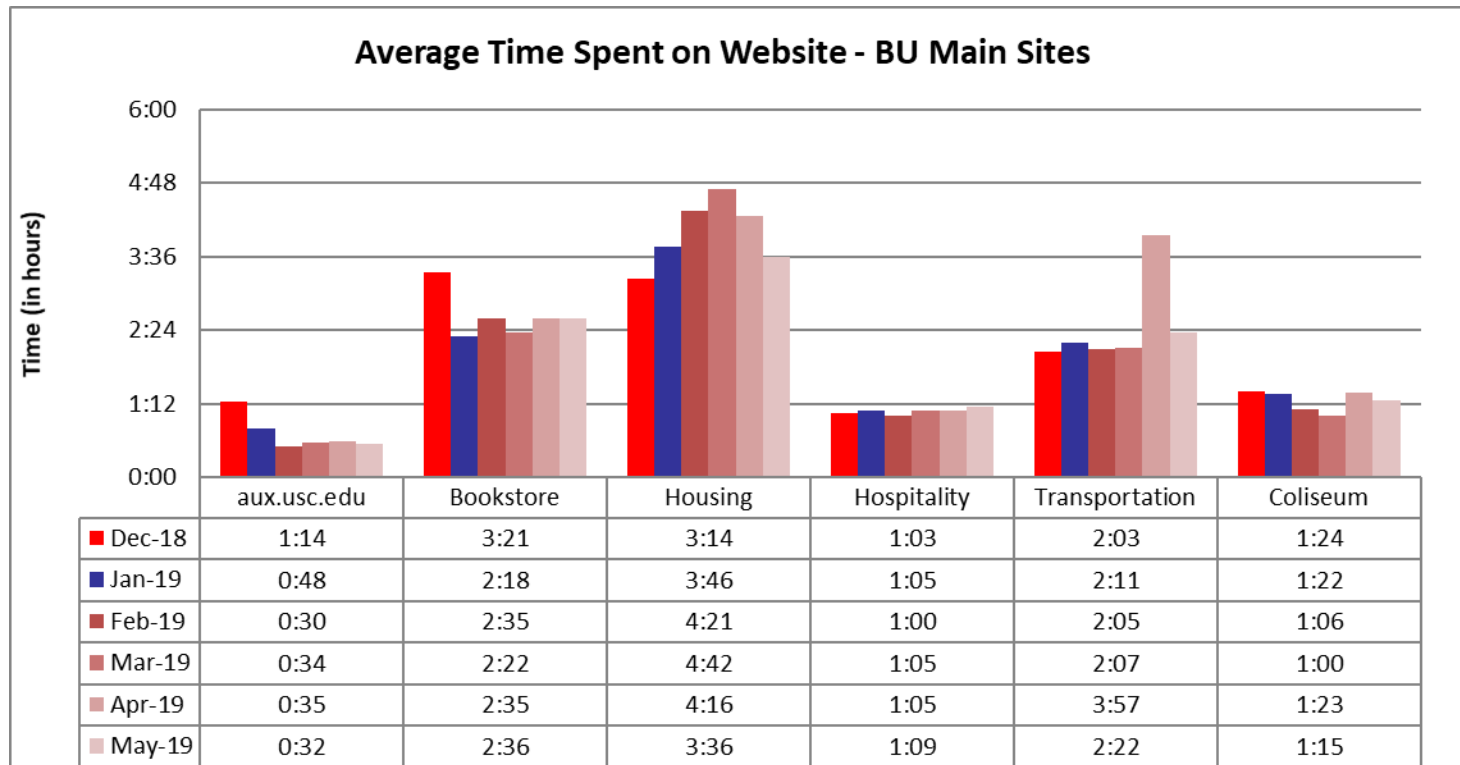
## Website Reports June 2019

June 2019 Traffic Sources - Other Sites





## Website Reports June 2019







## Website Reports June 2019



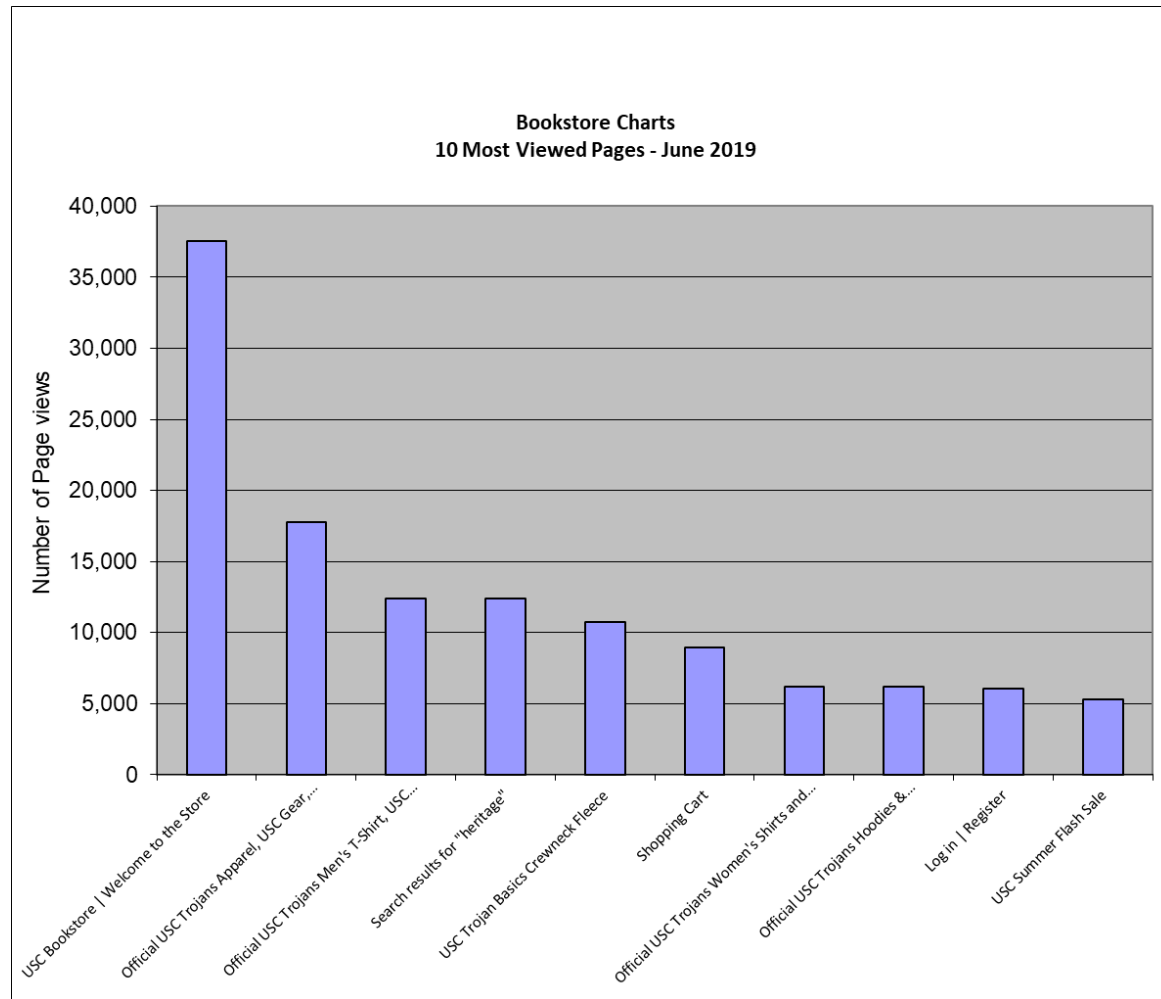


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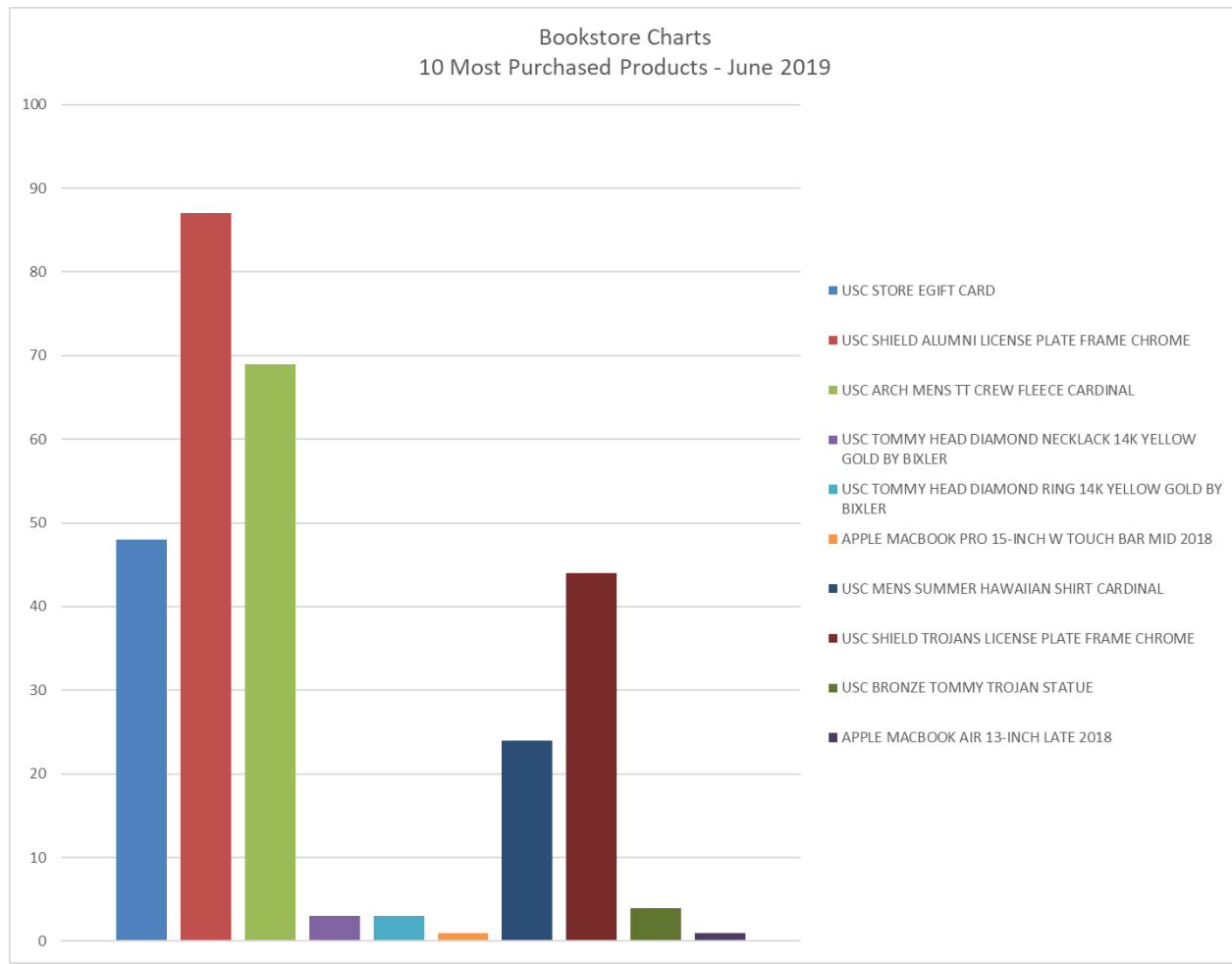


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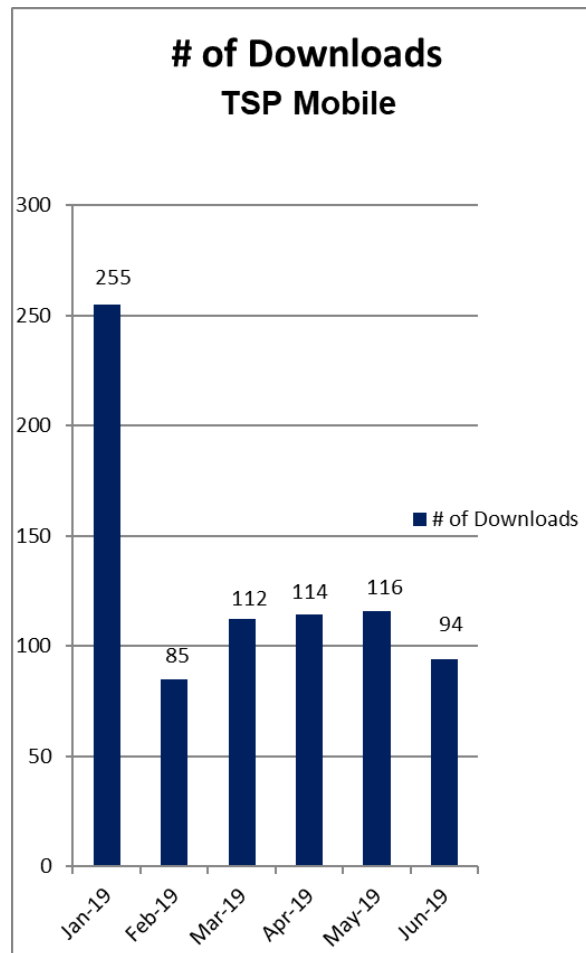


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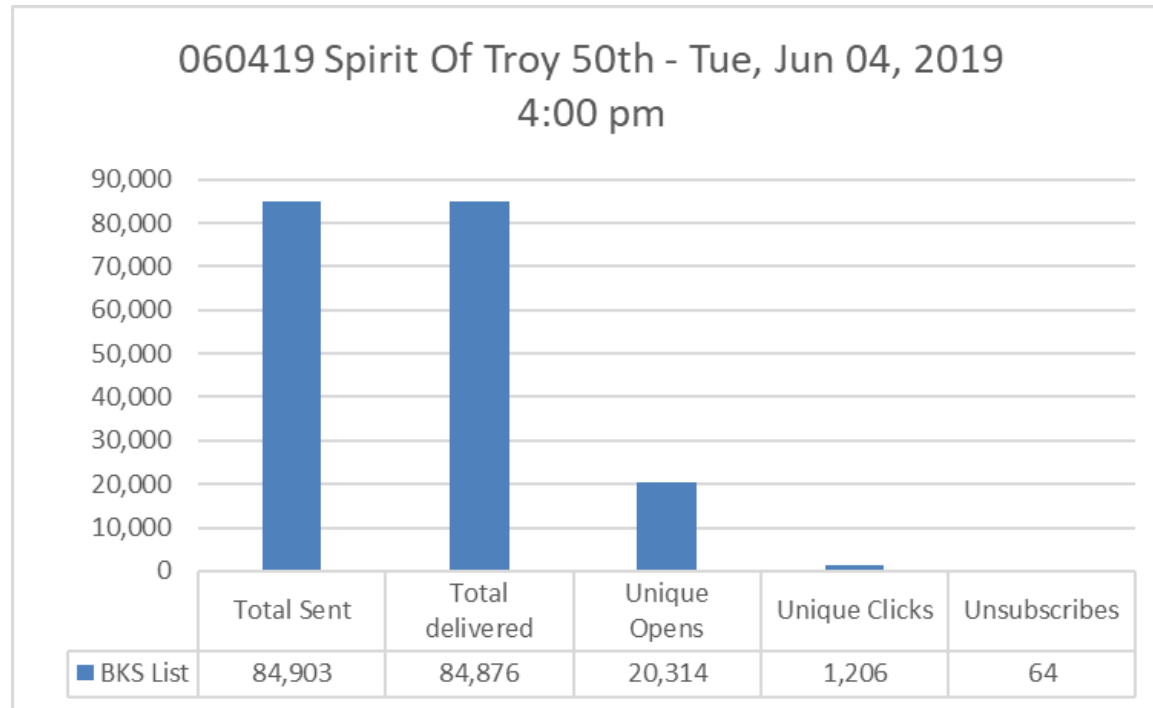


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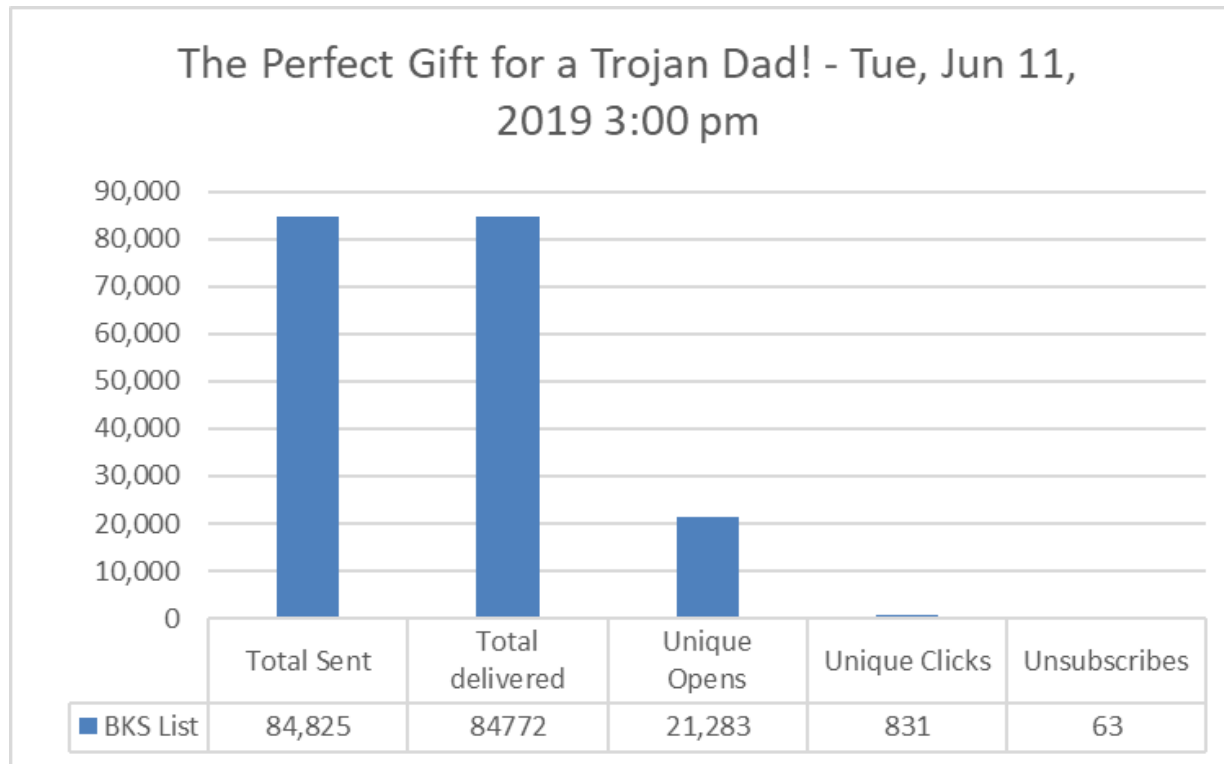


## Email Campaign Reports June 2019



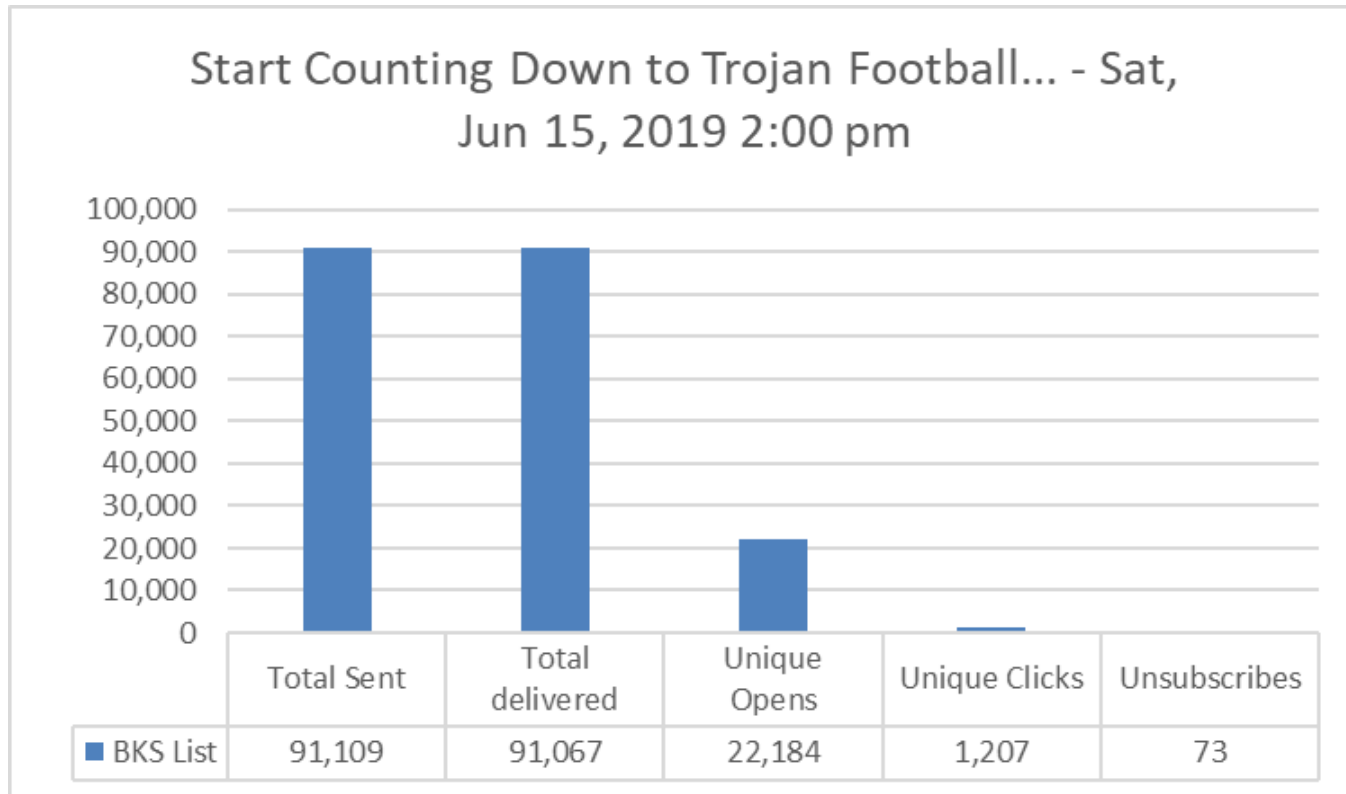


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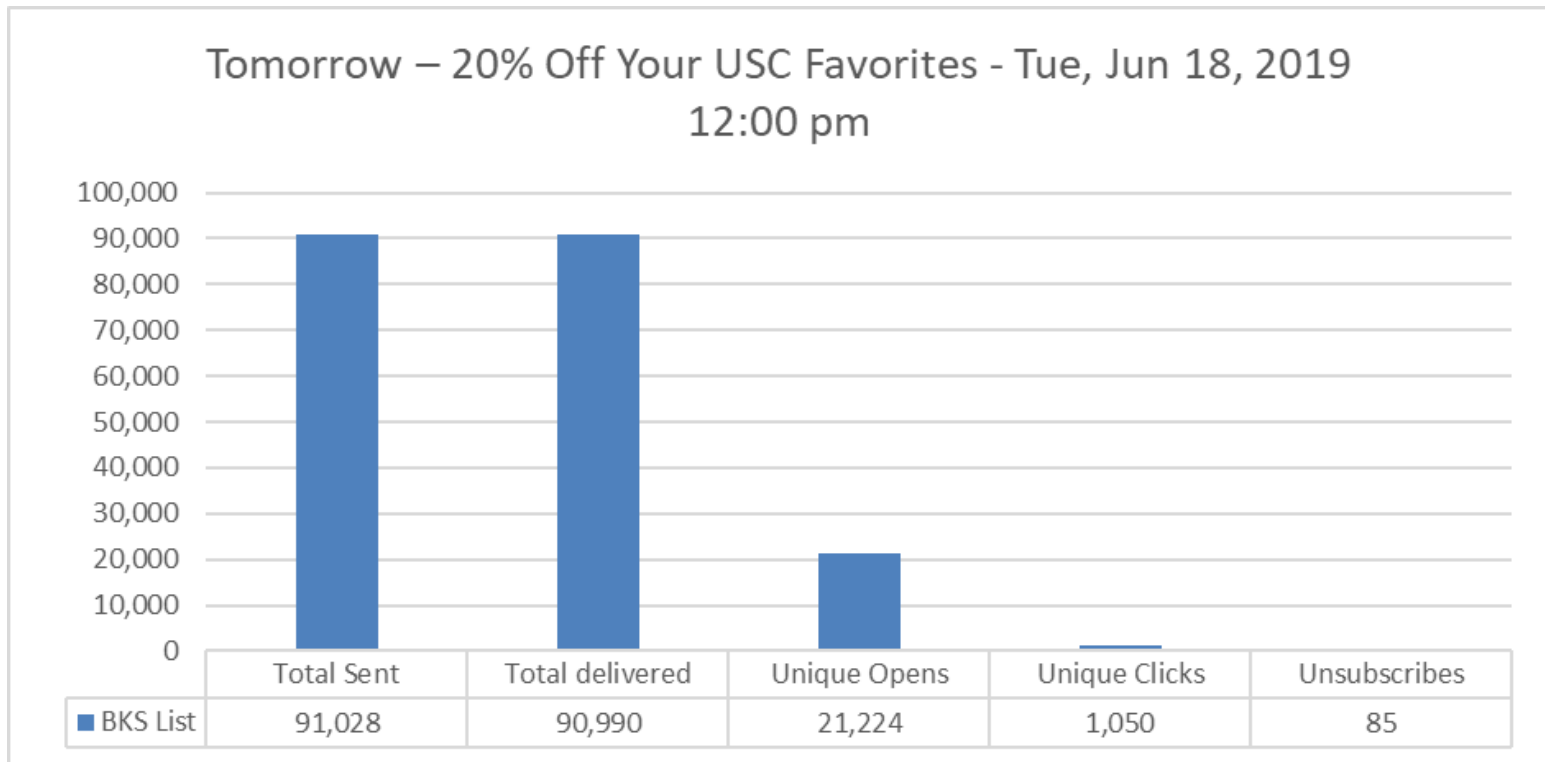
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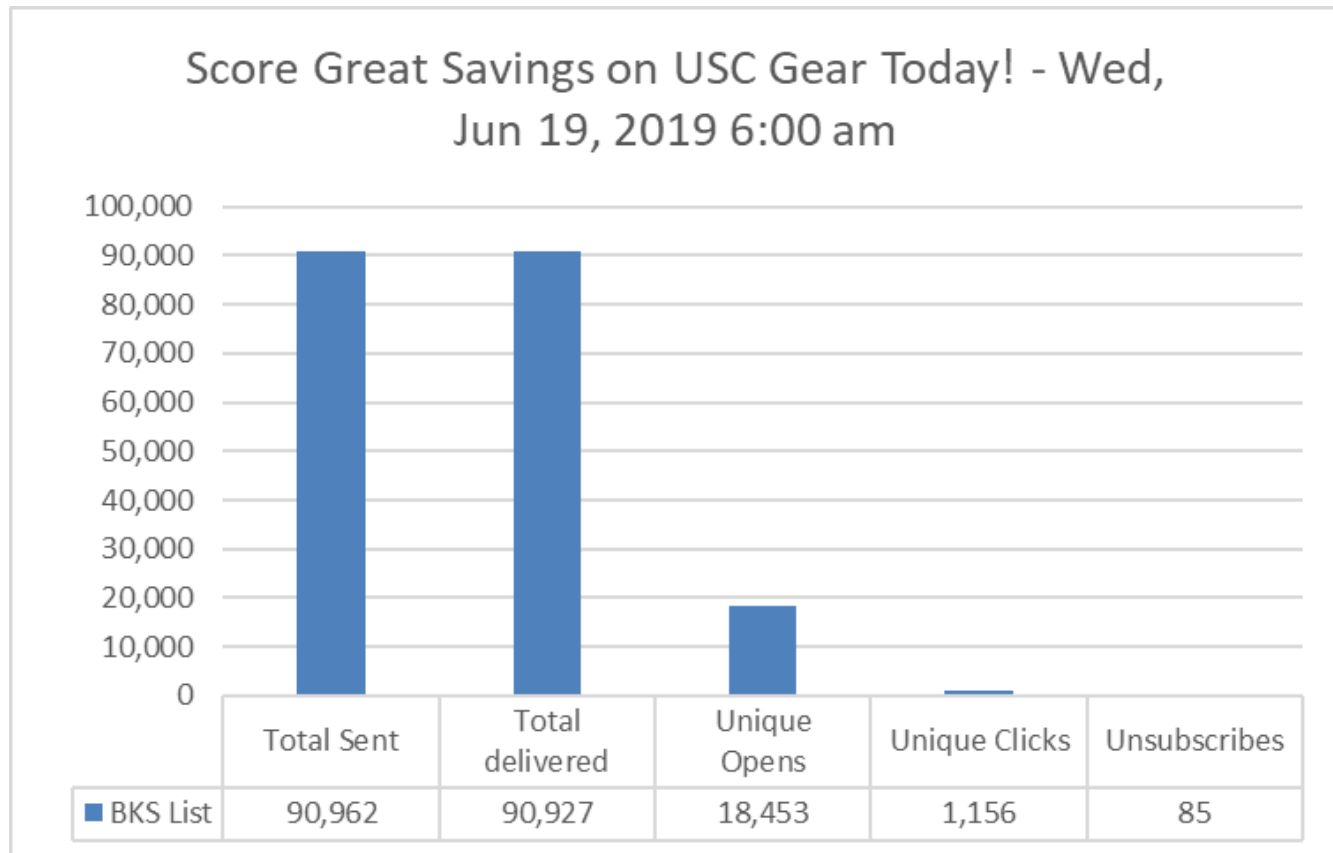


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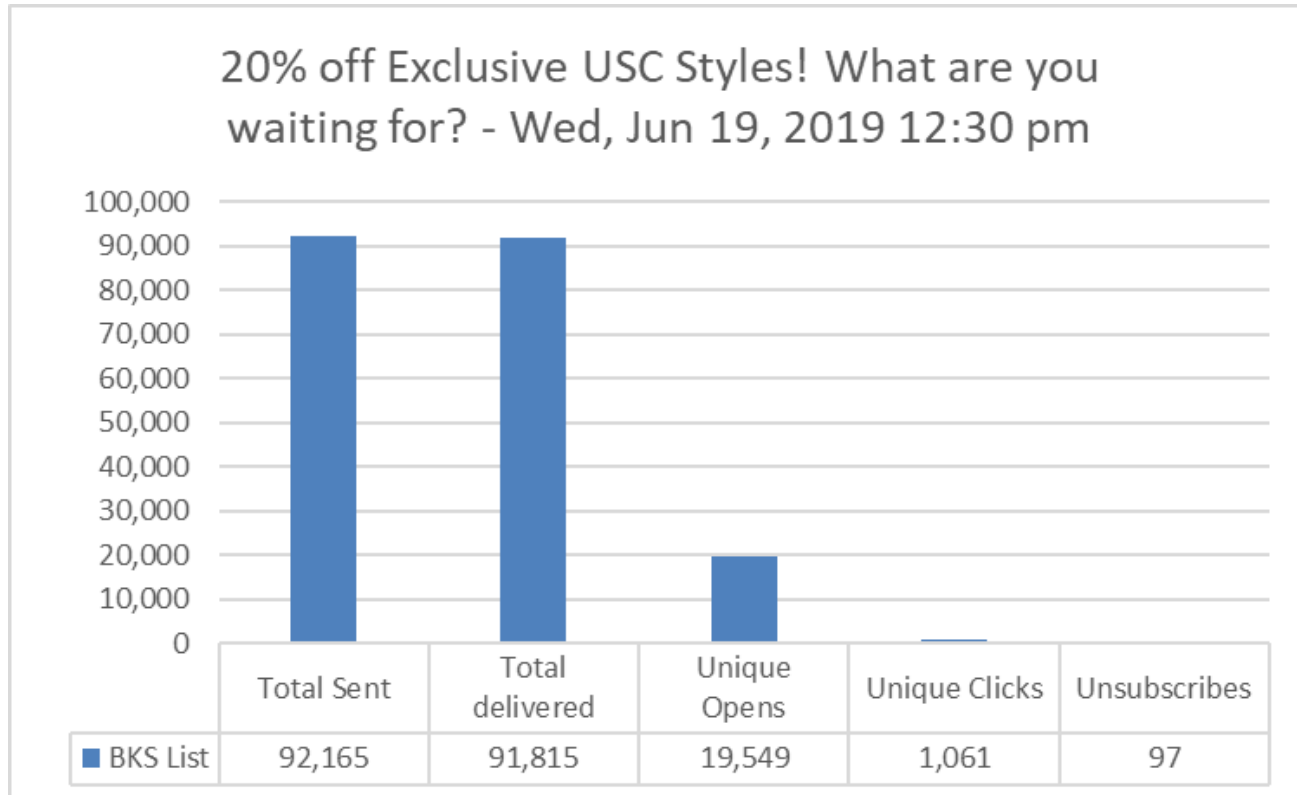


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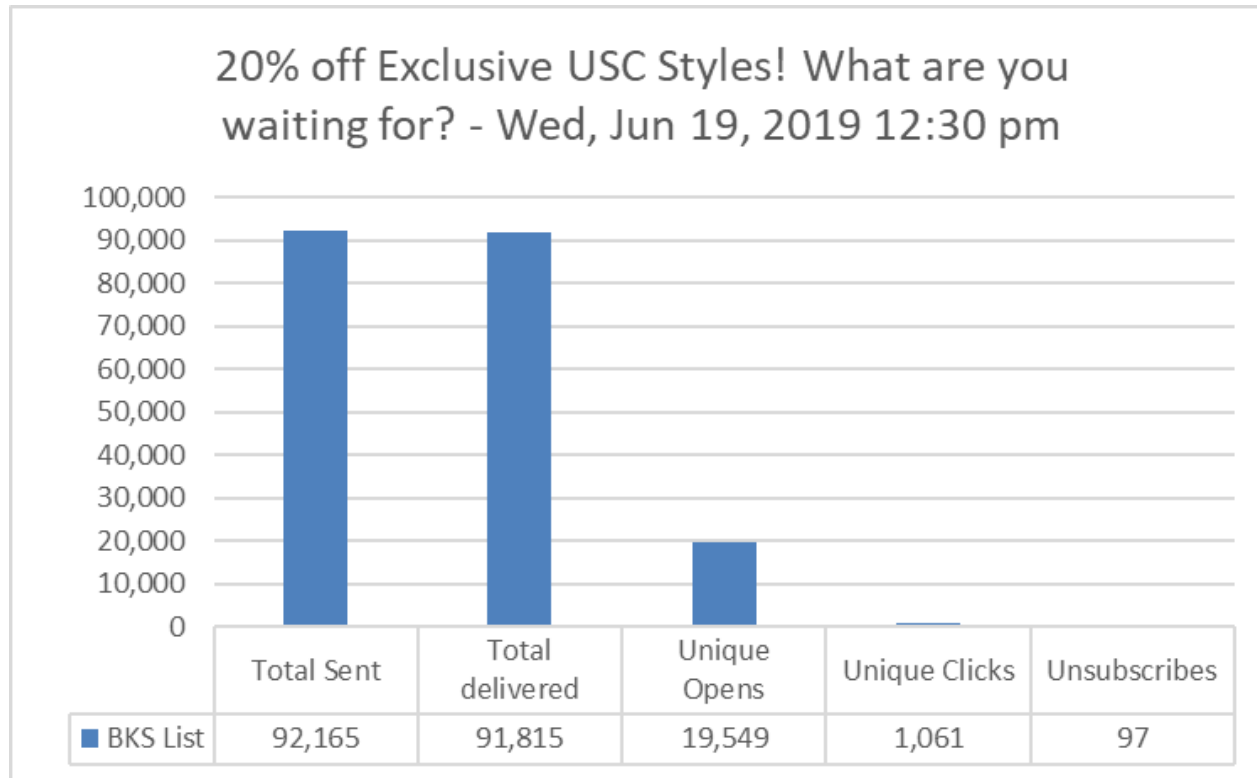


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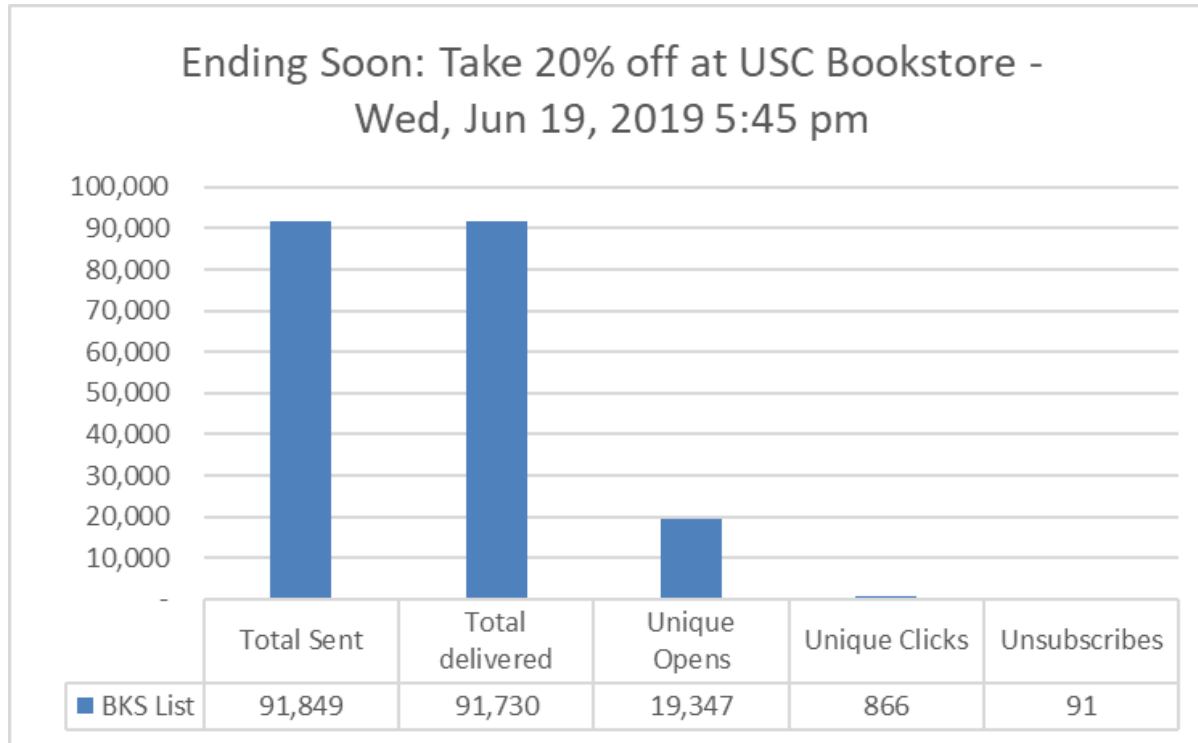


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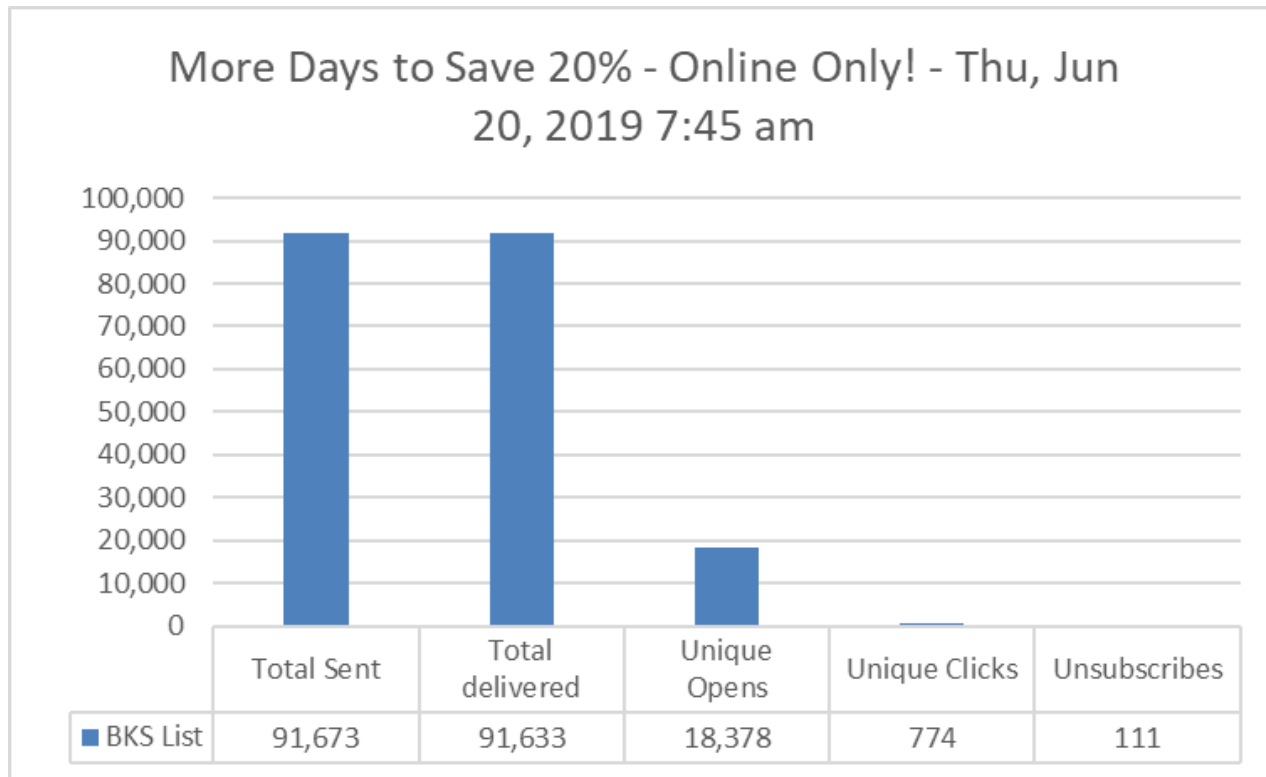


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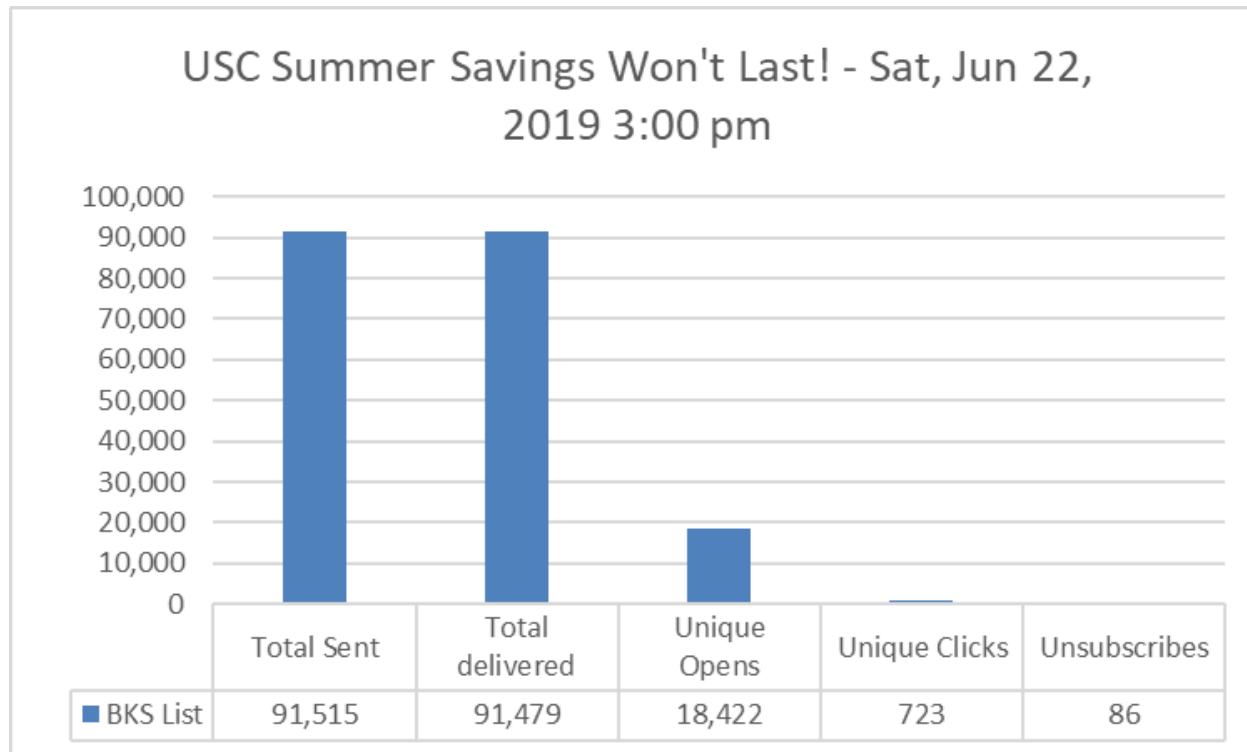


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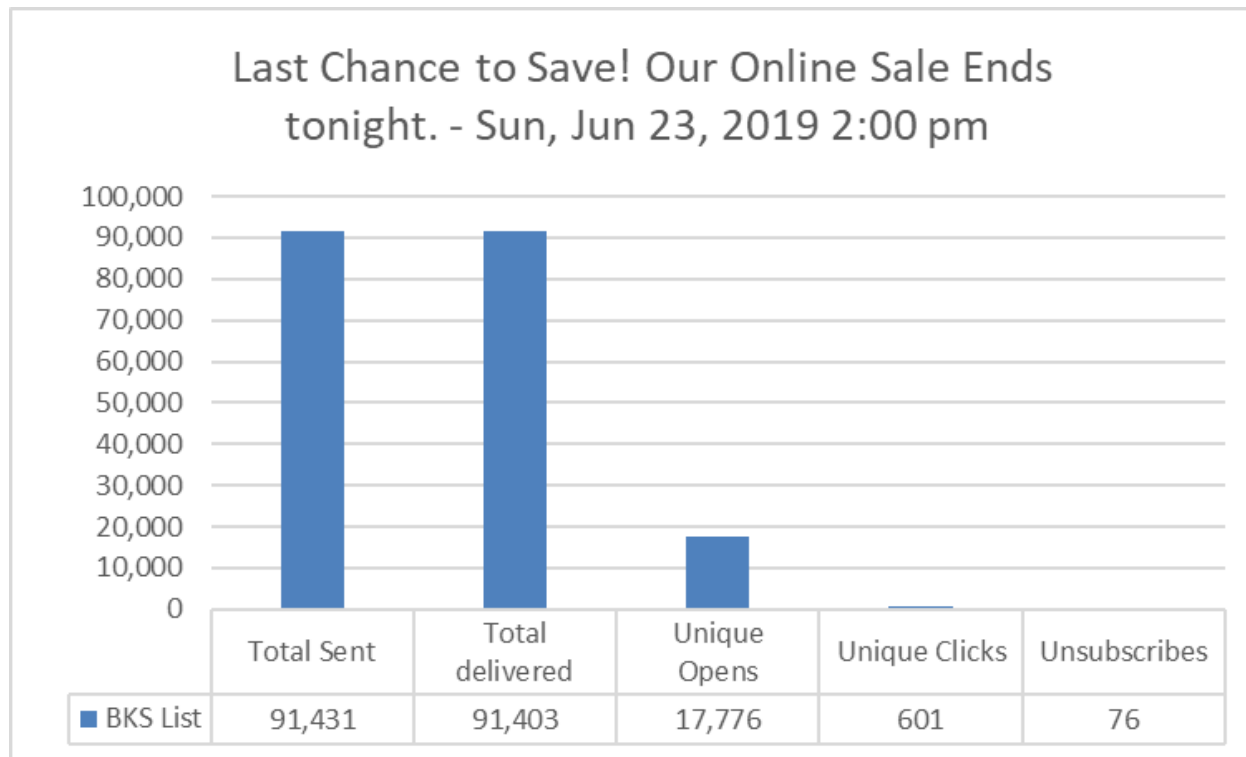


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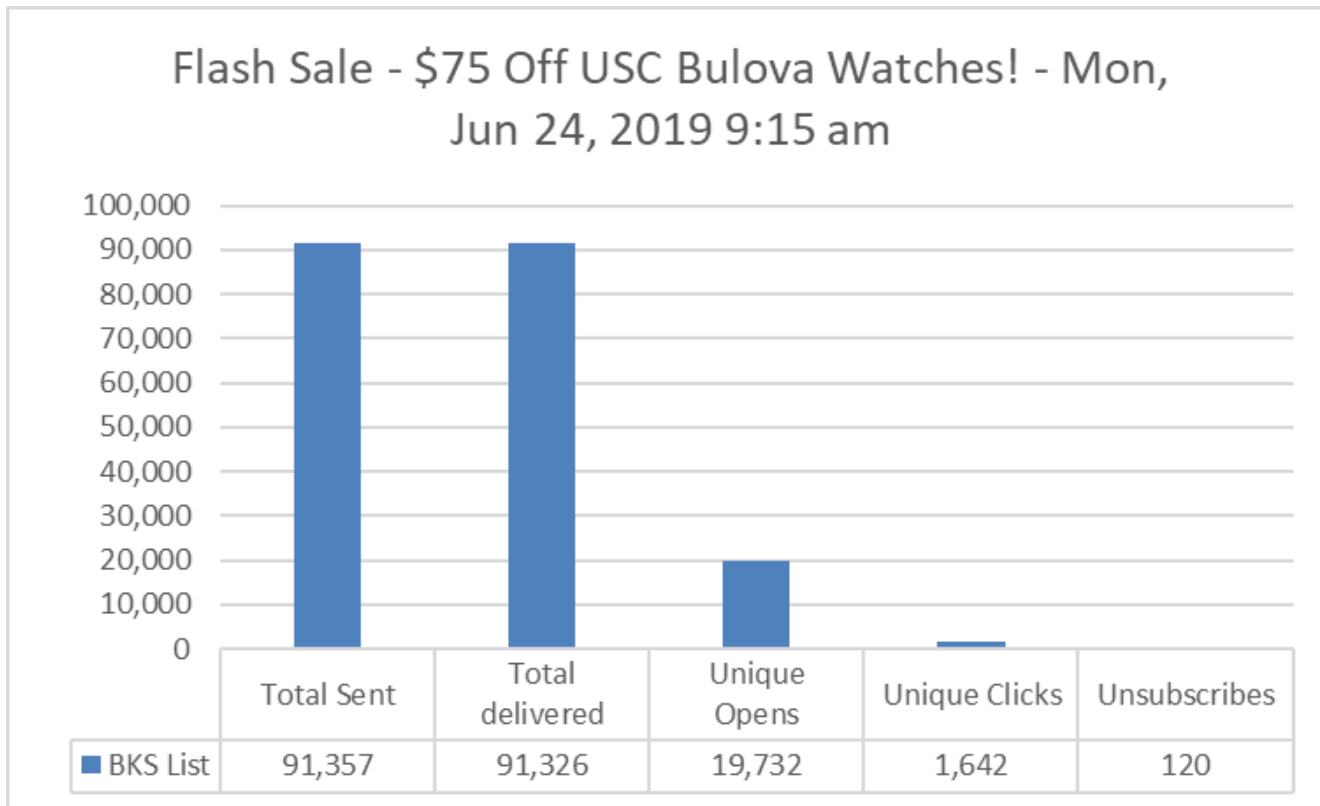
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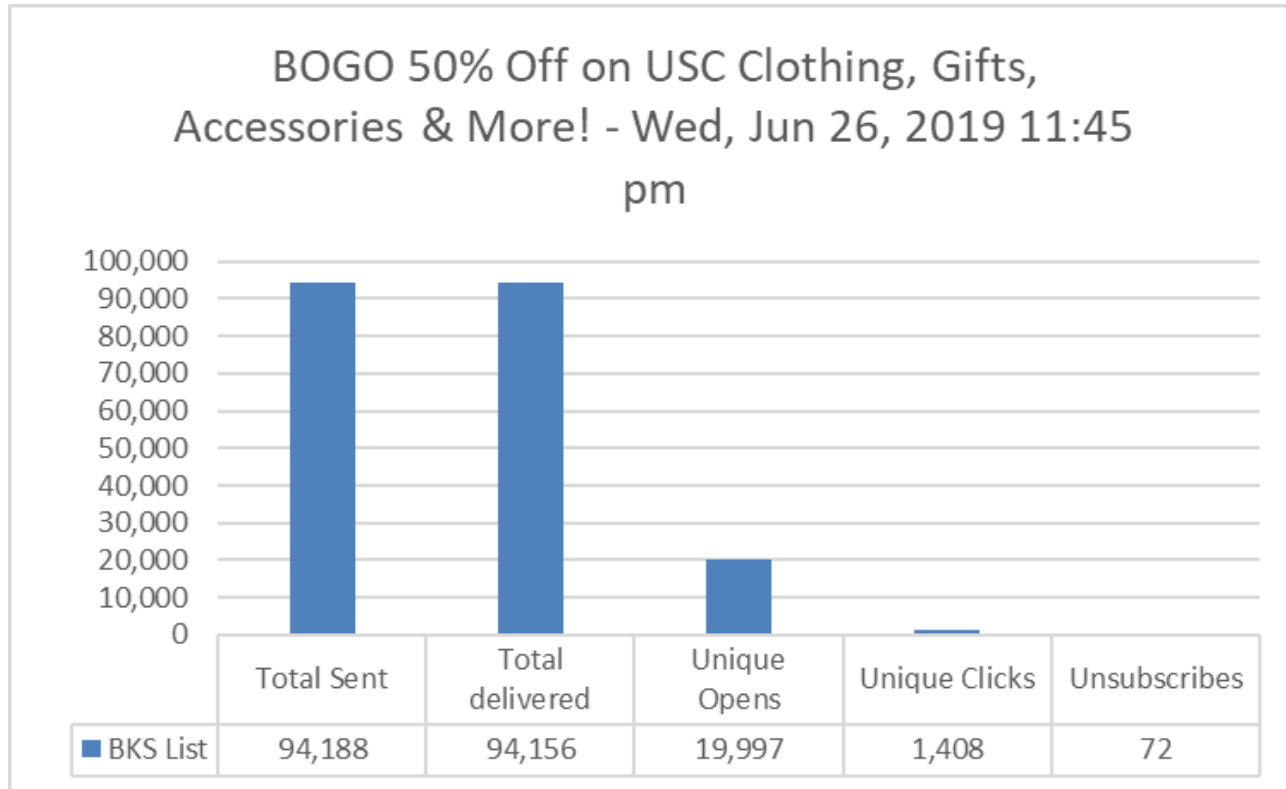


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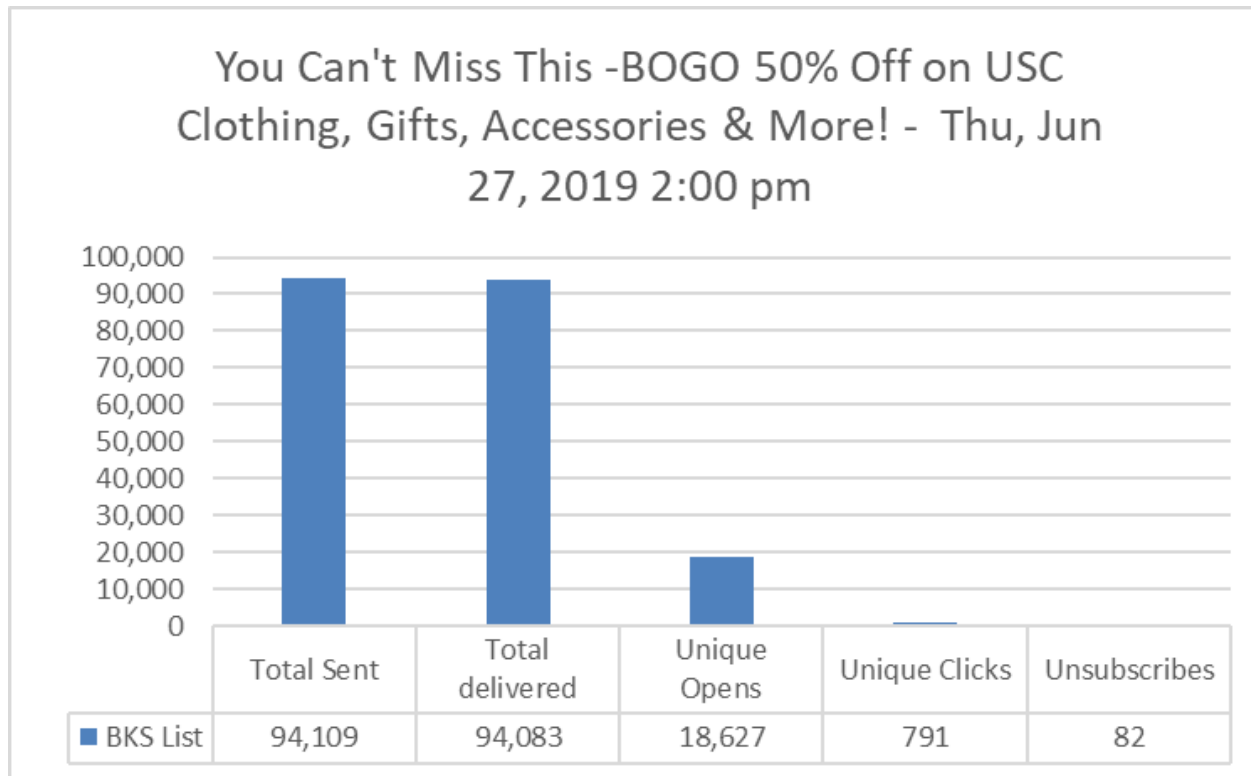


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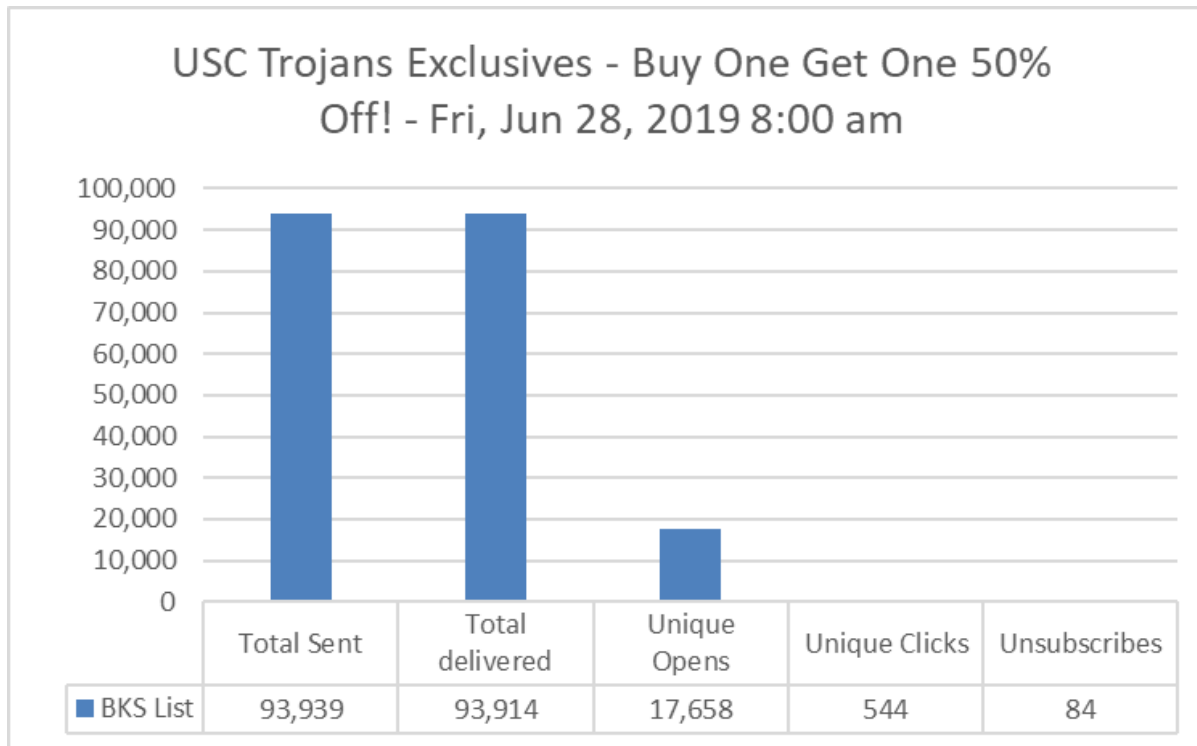


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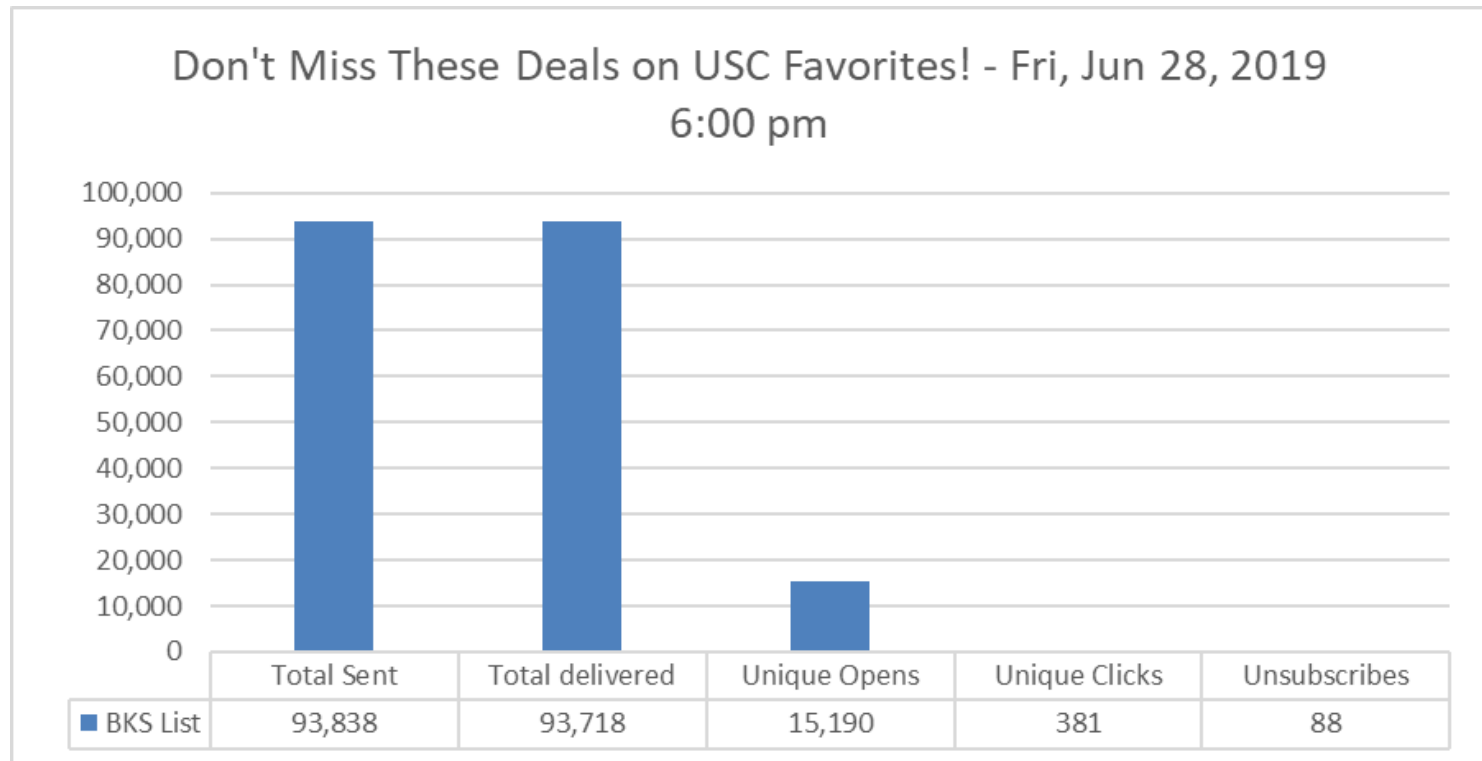


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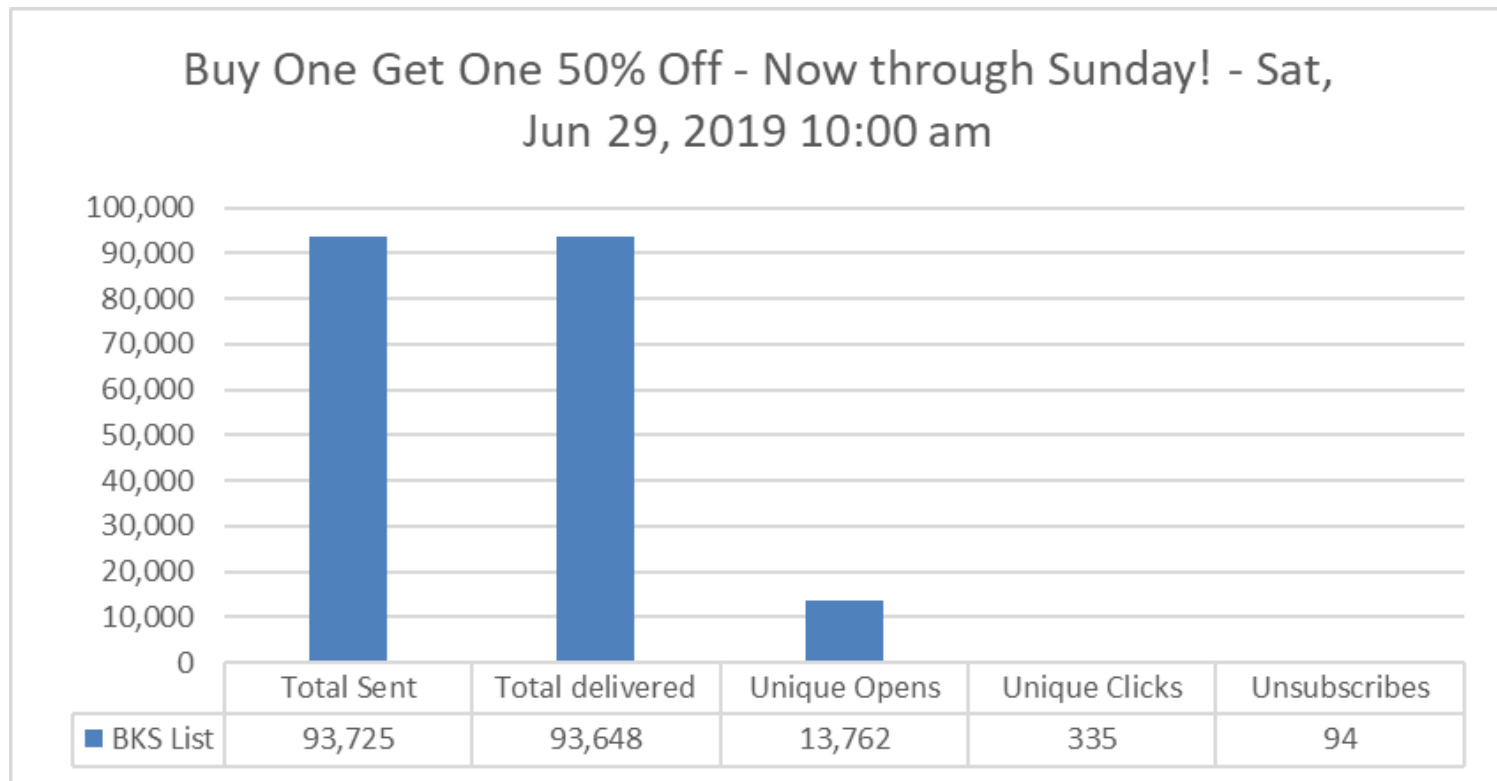


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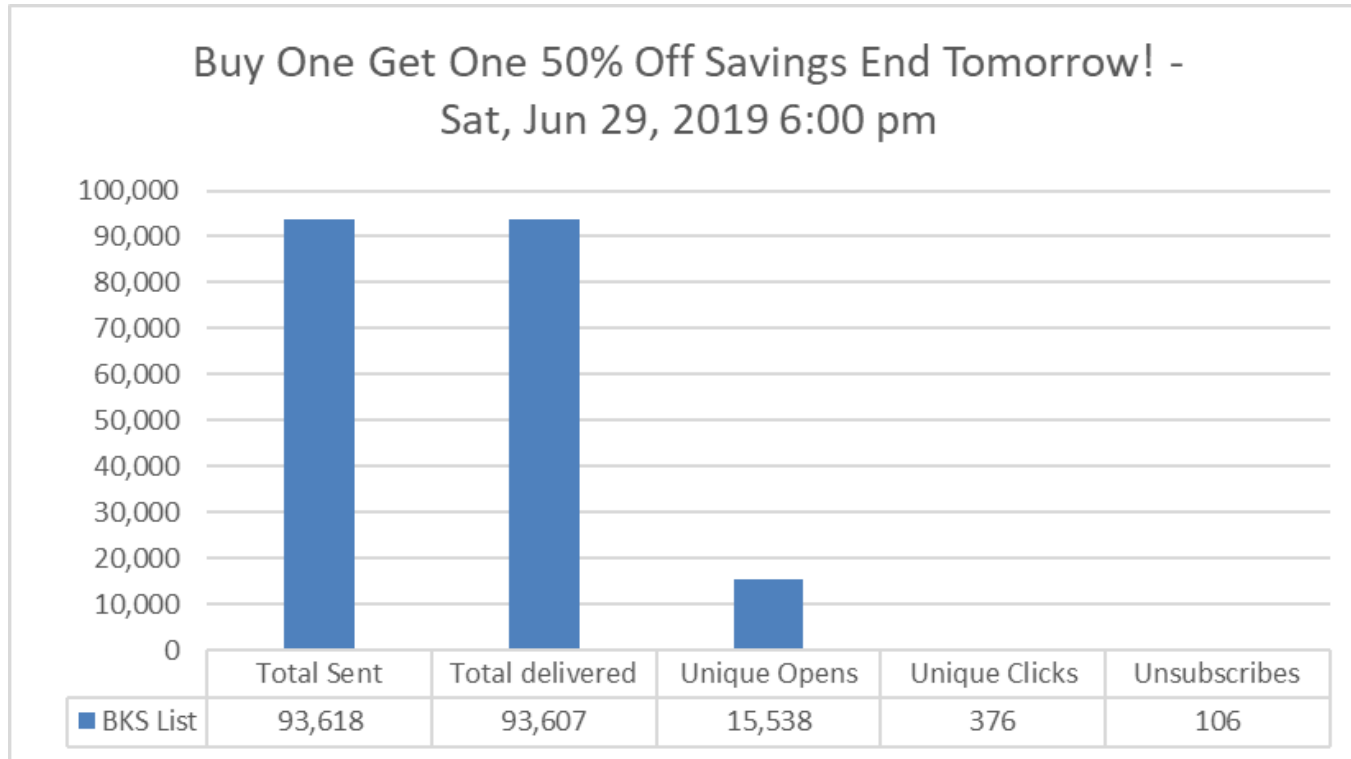


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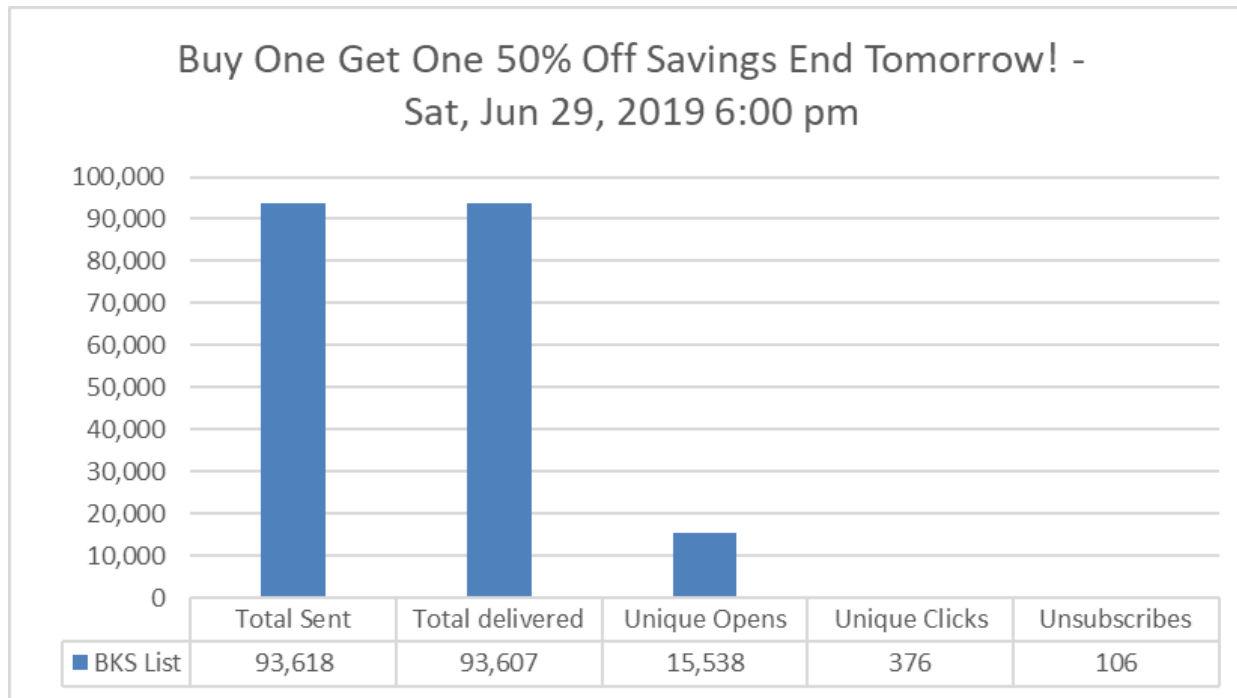


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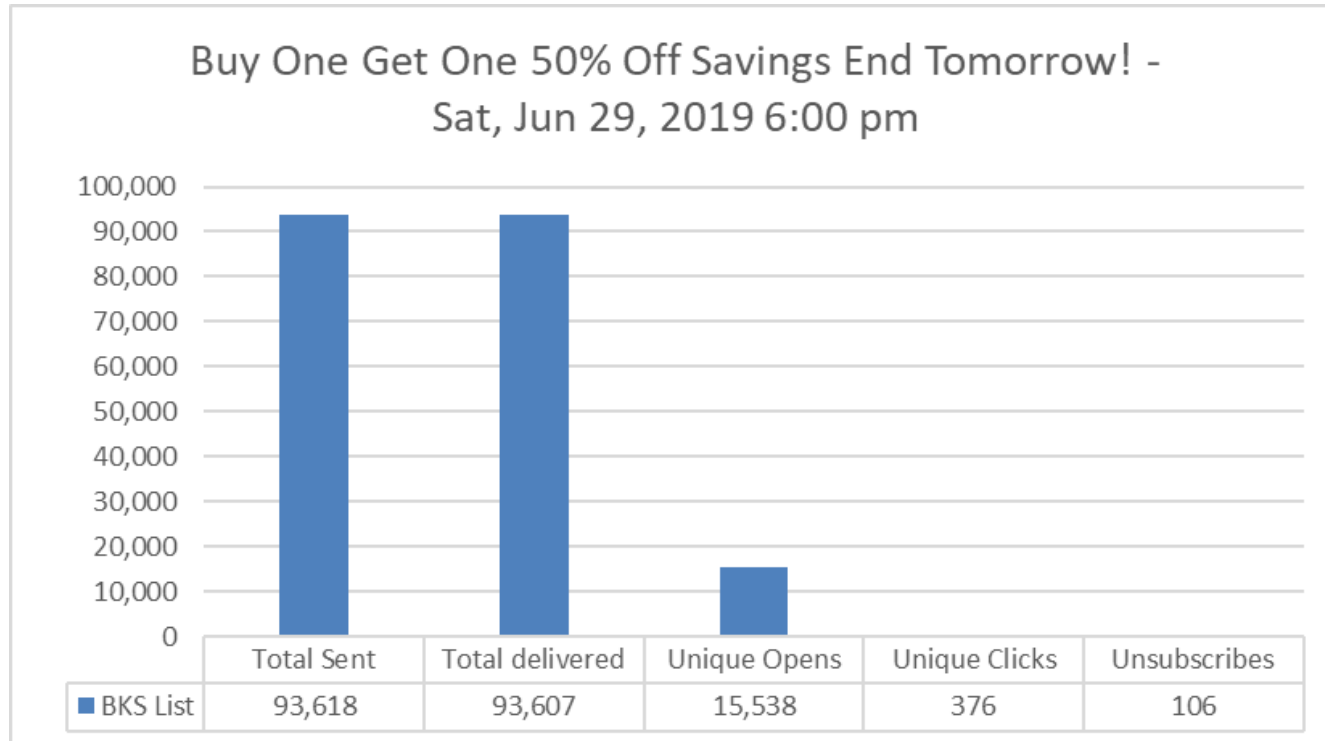
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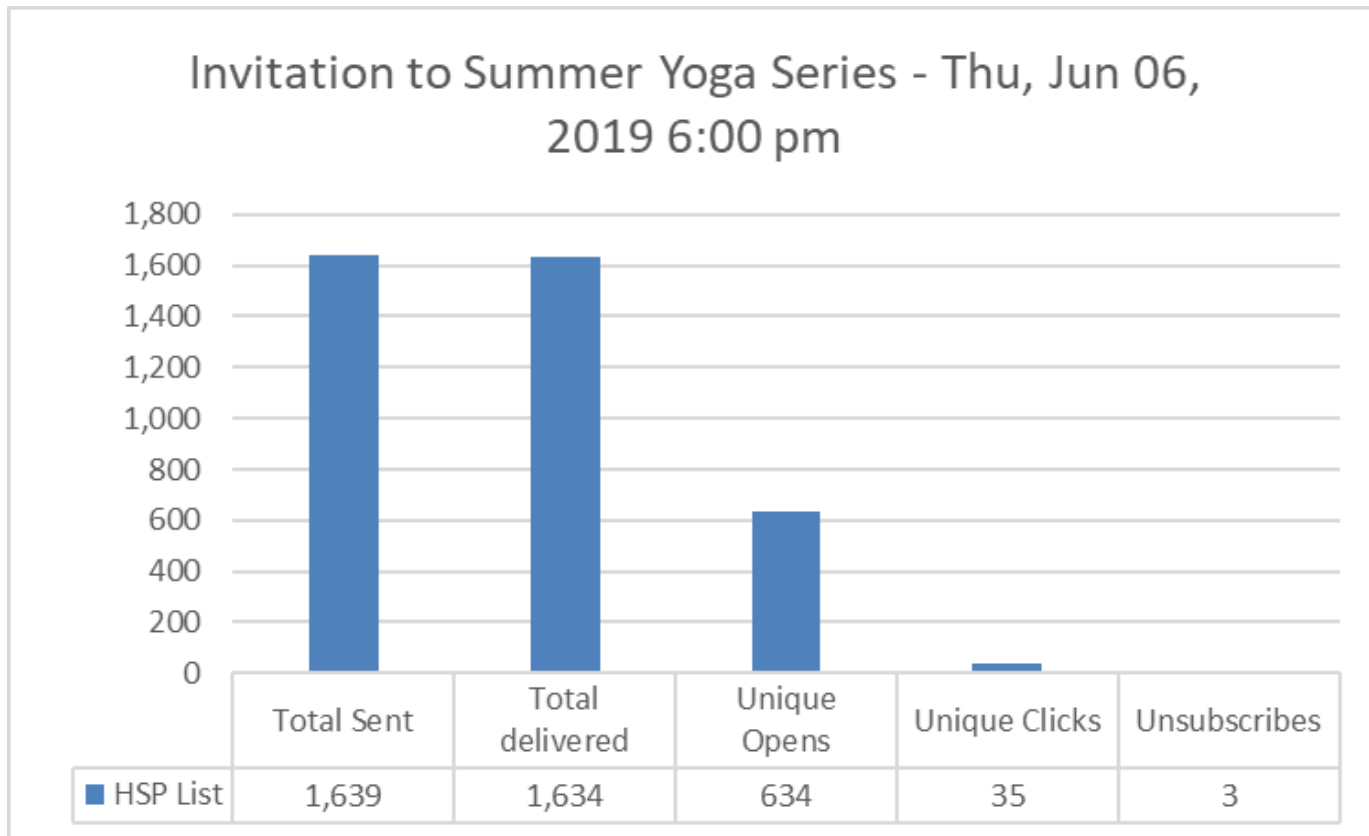


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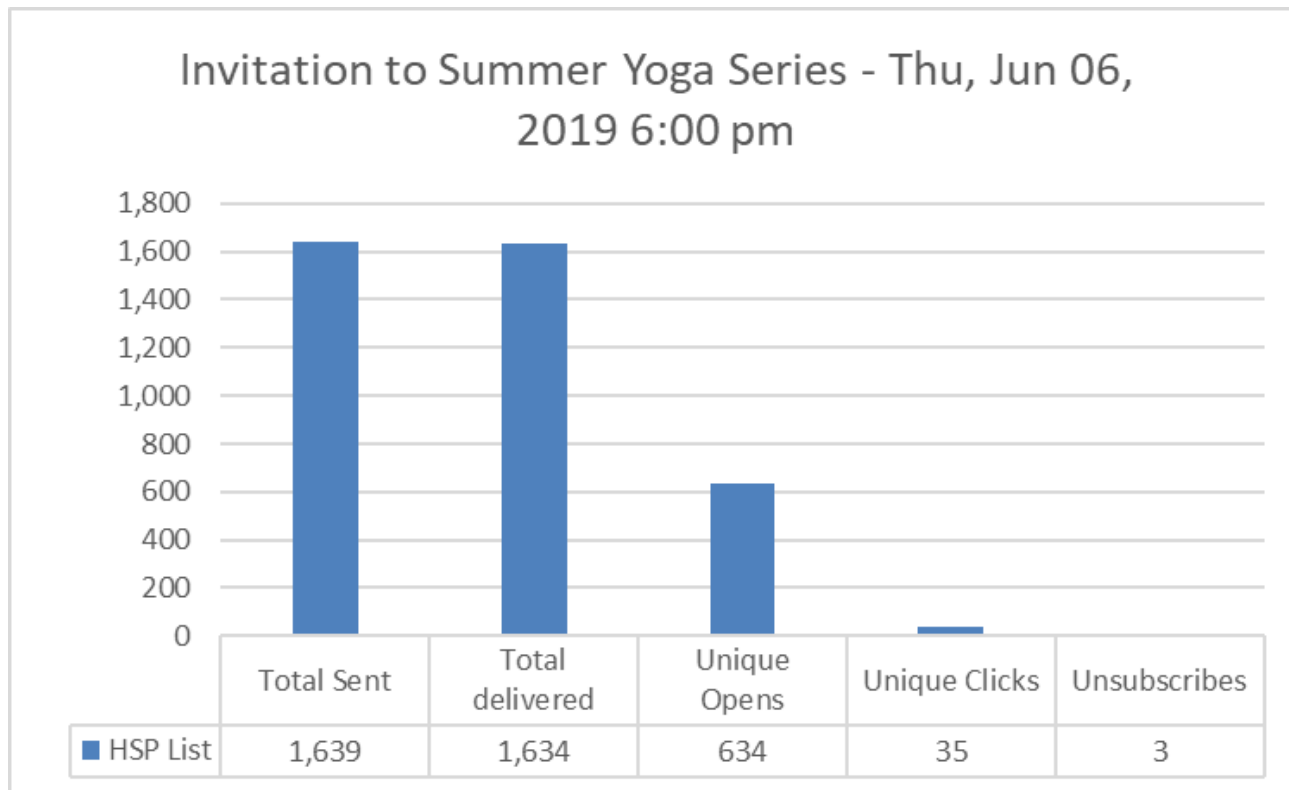


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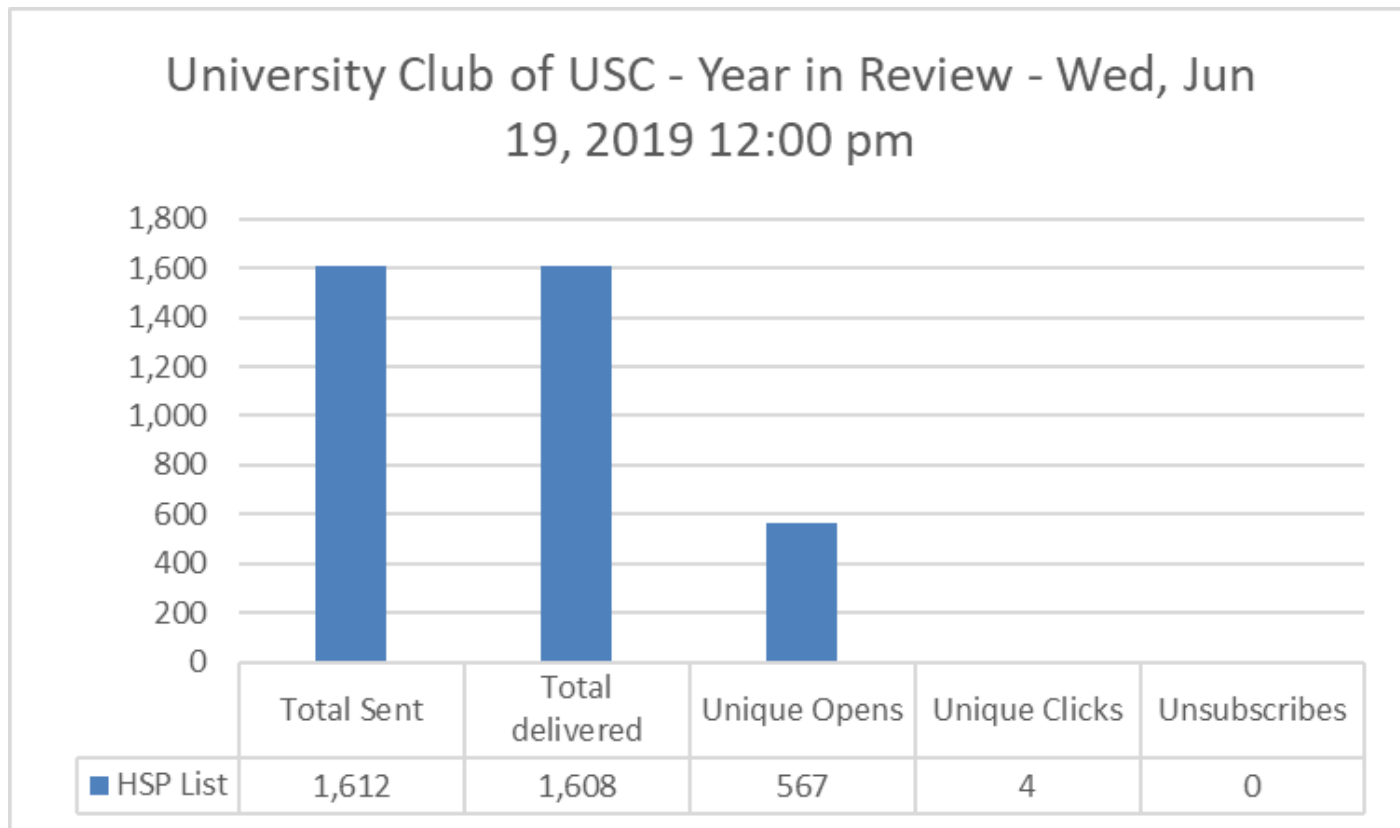


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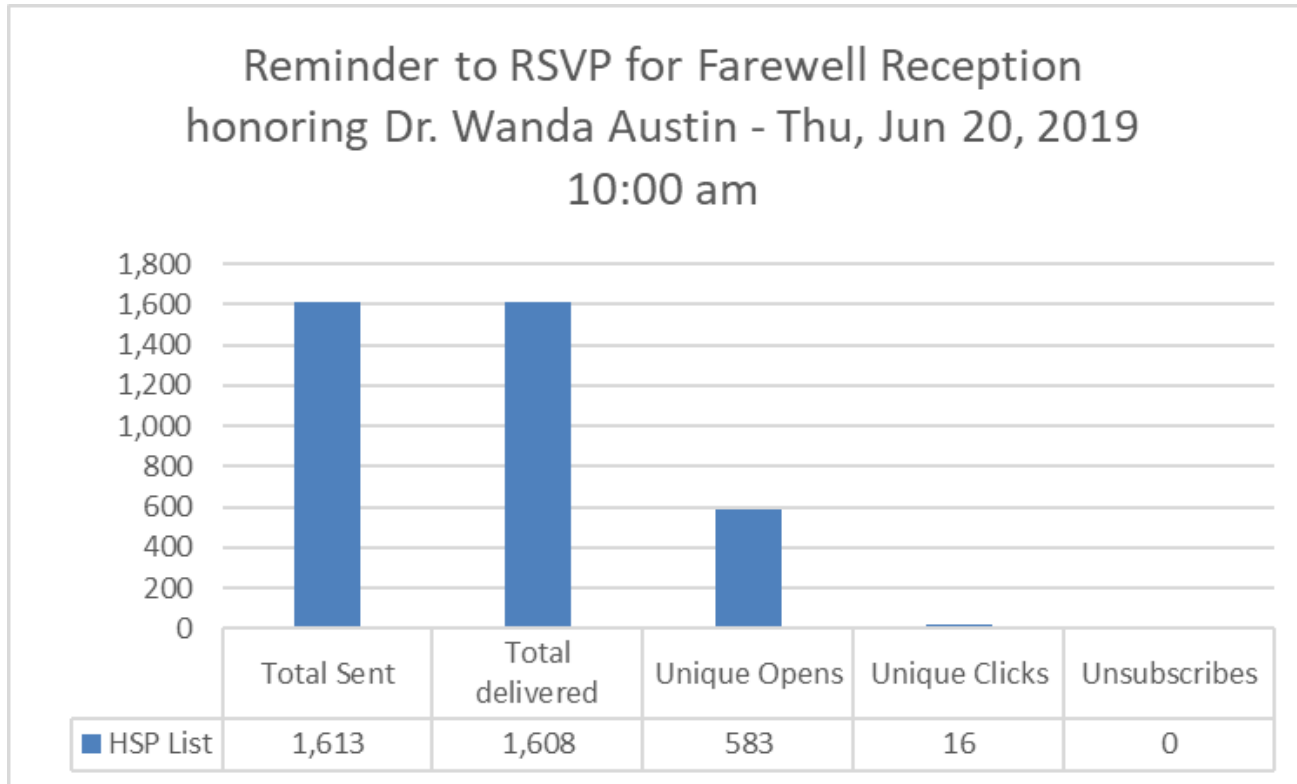


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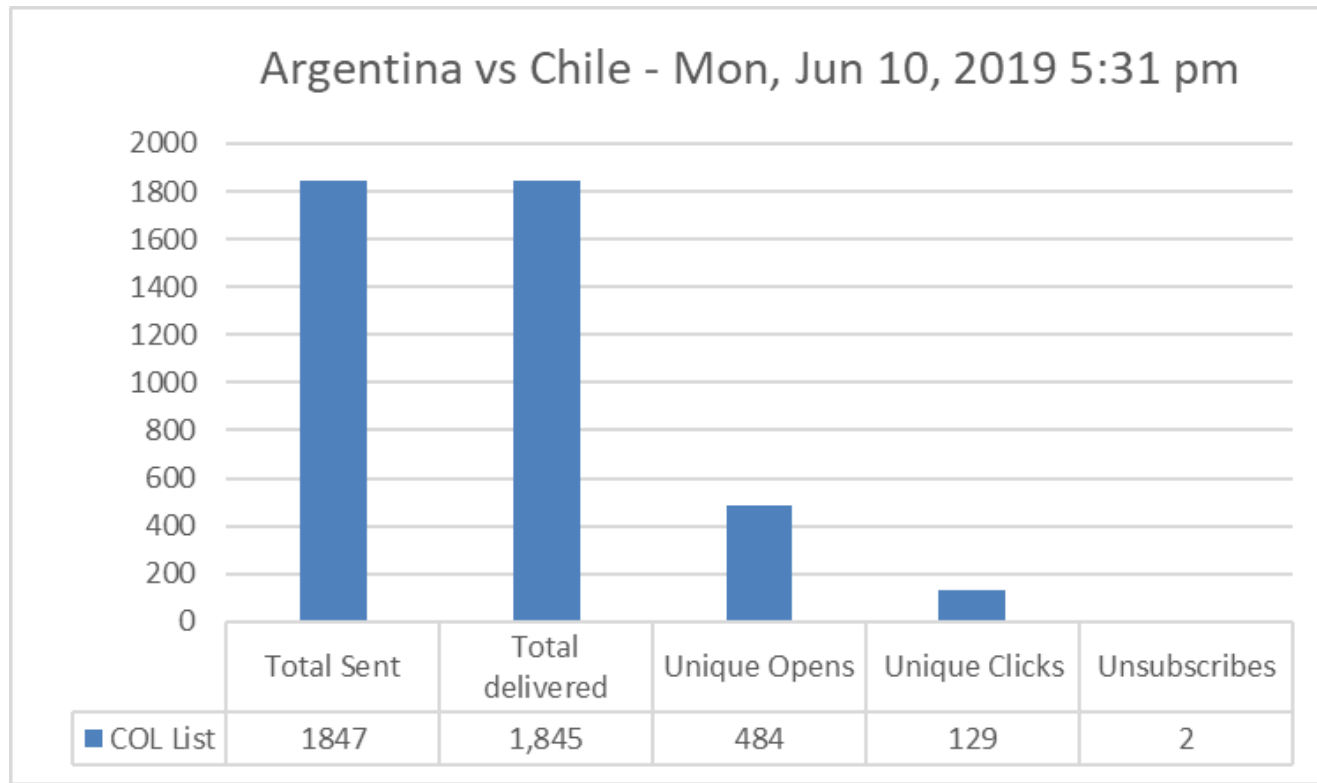


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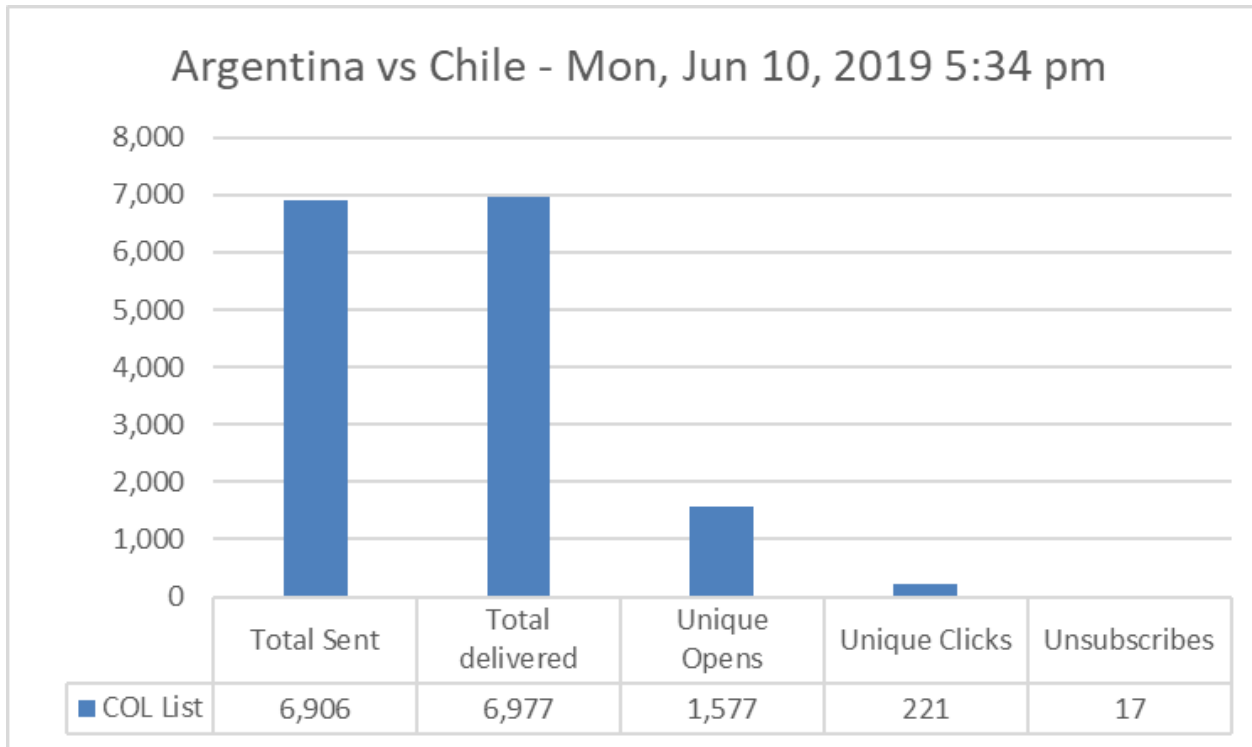


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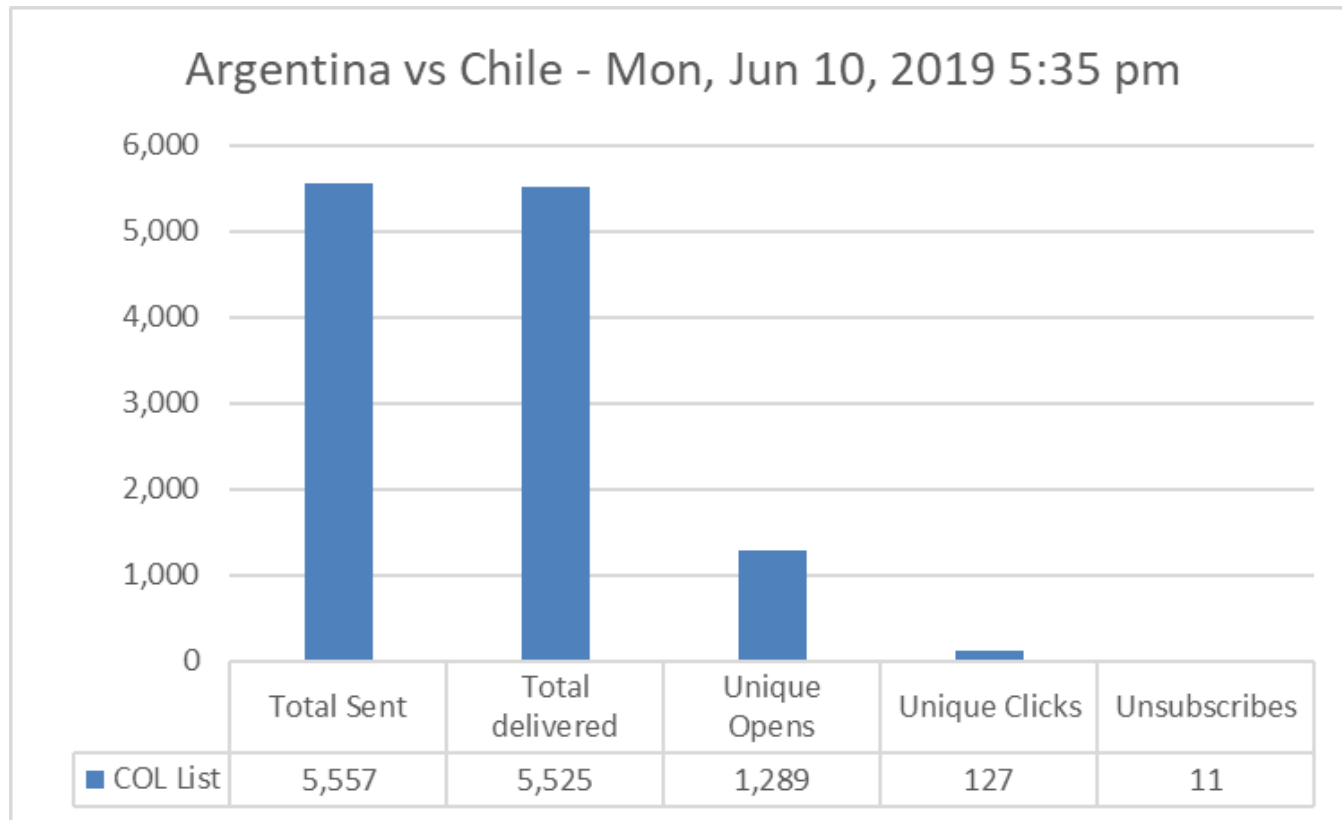


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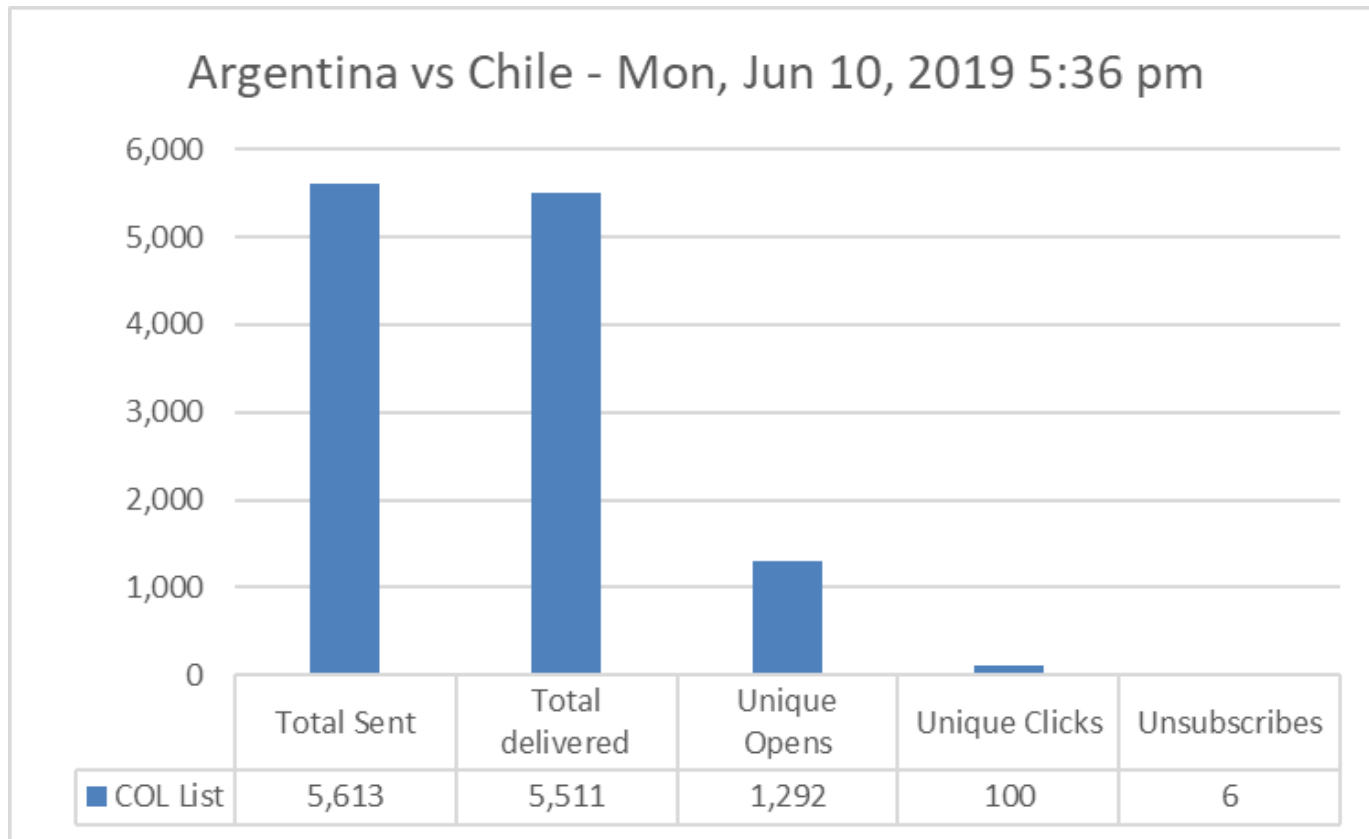
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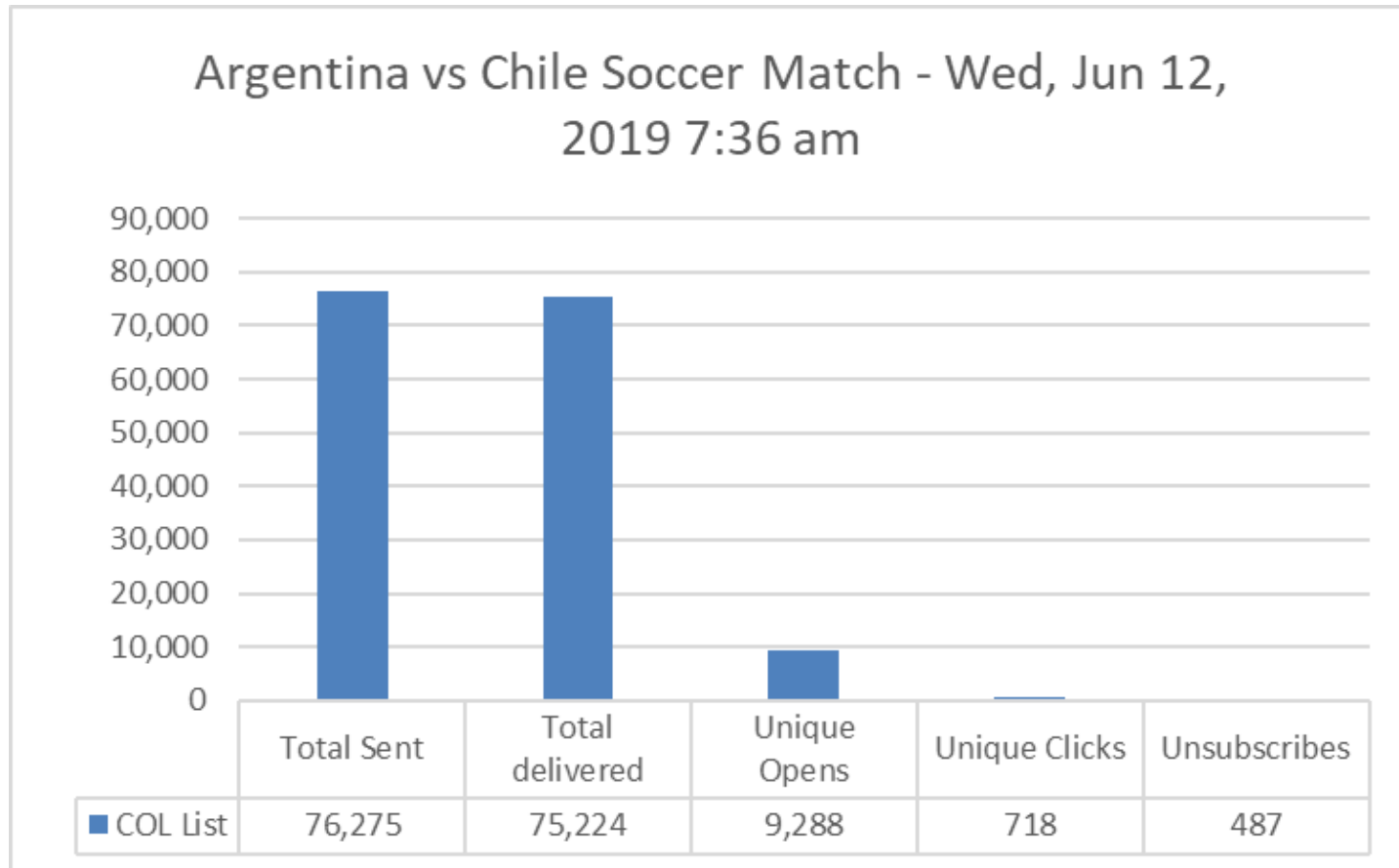


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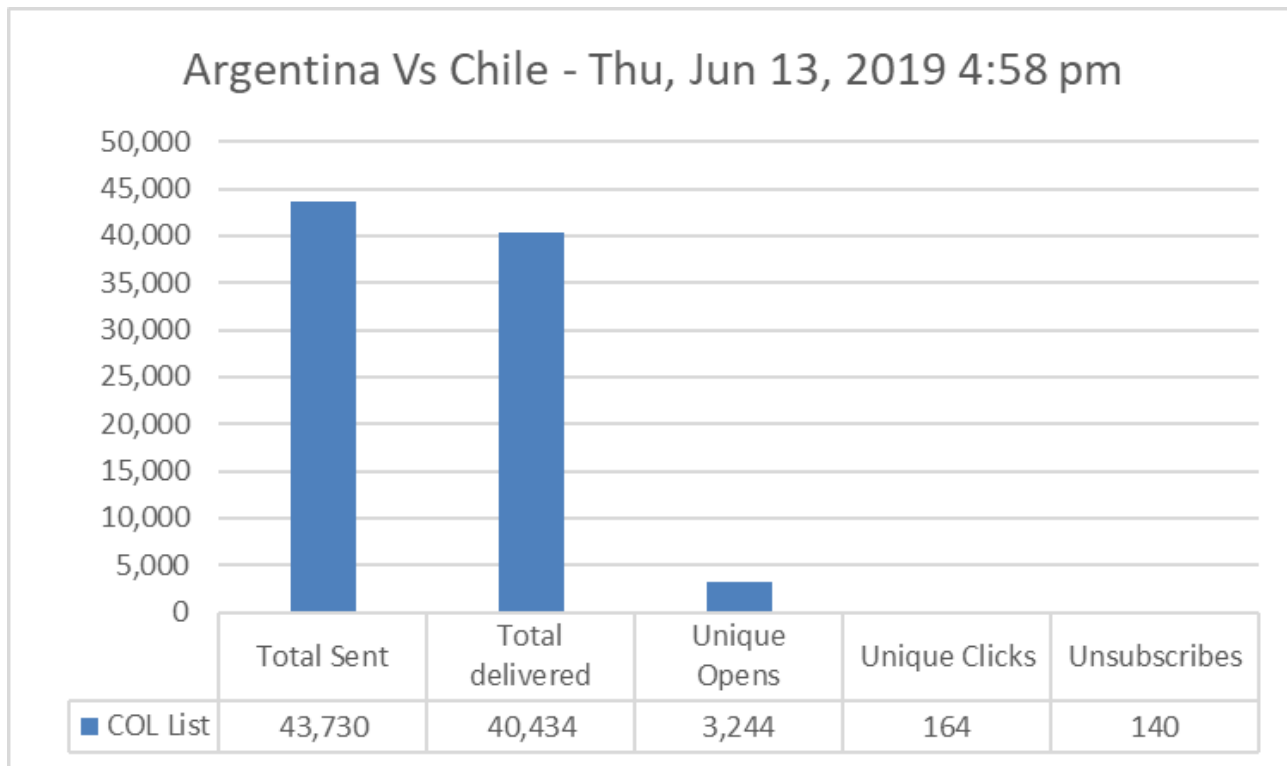


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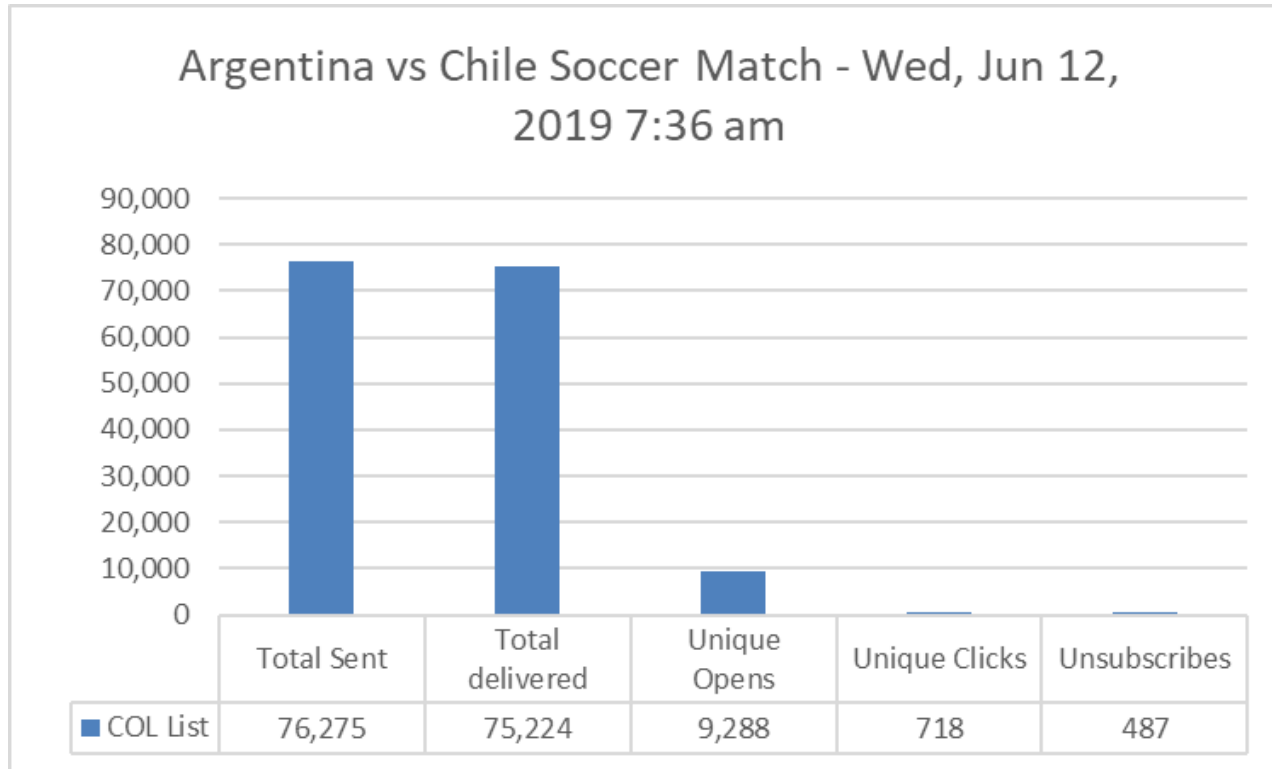


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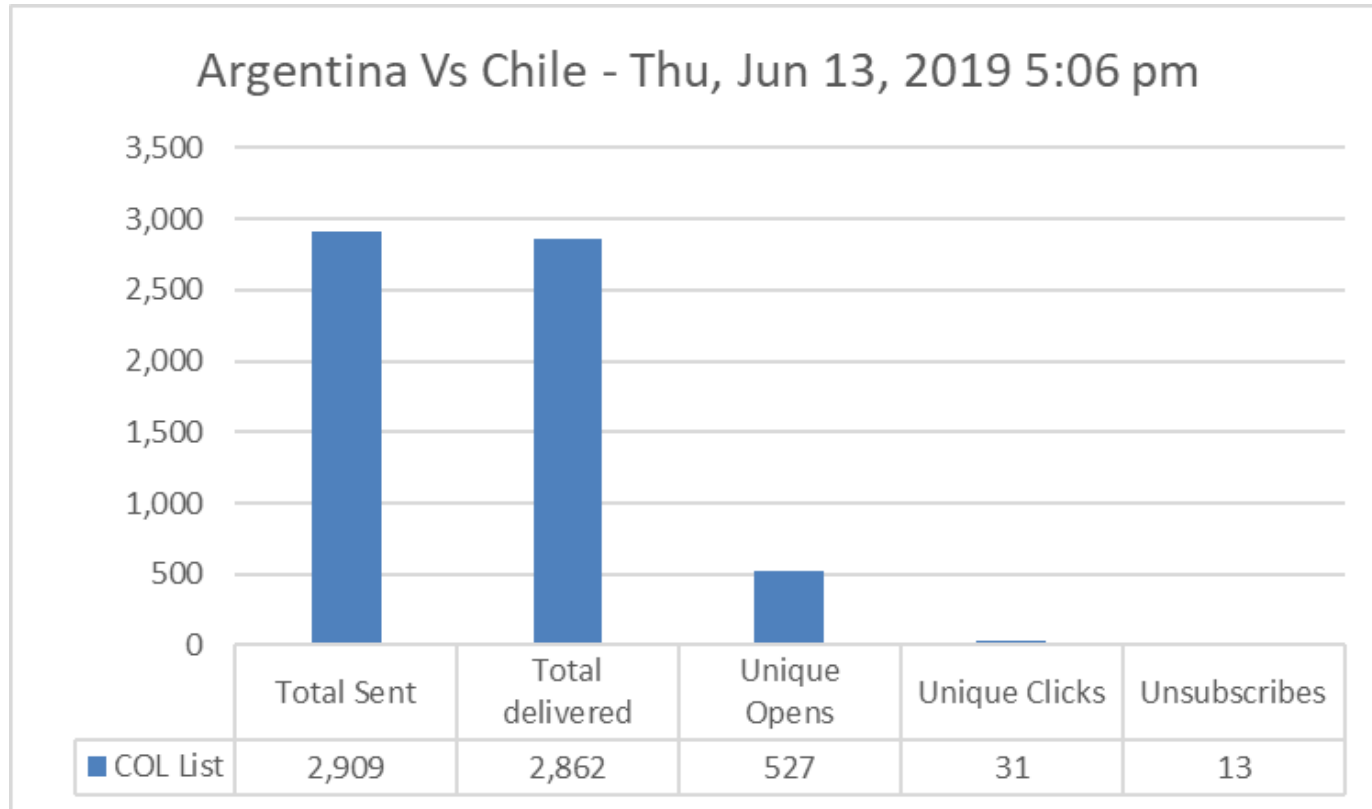


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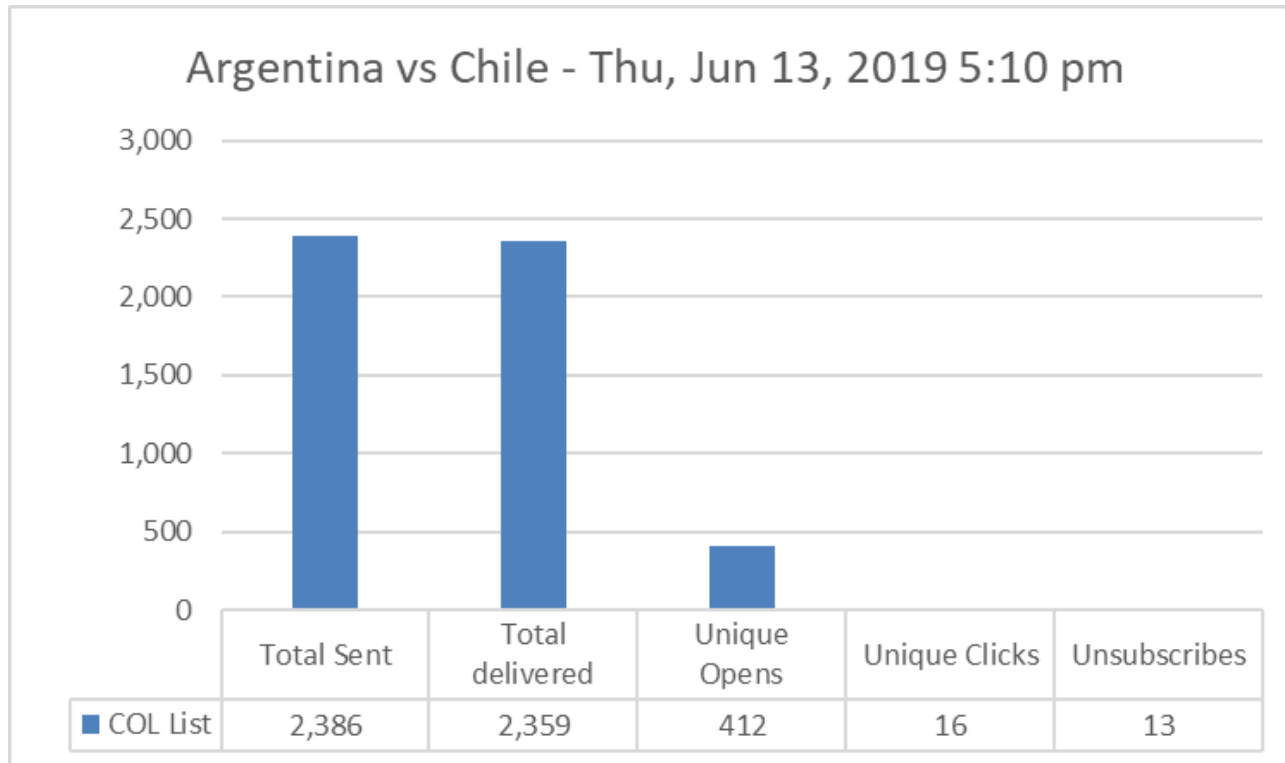


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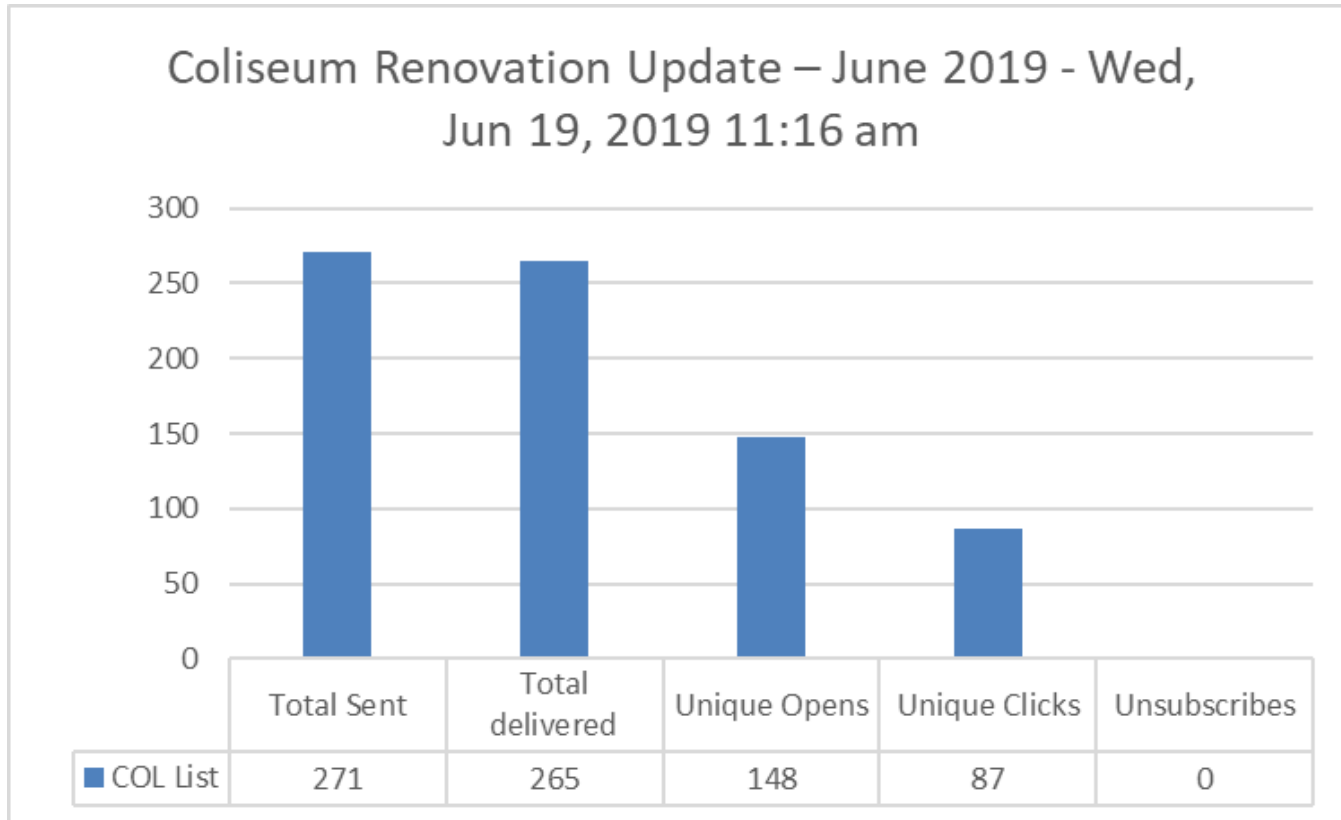


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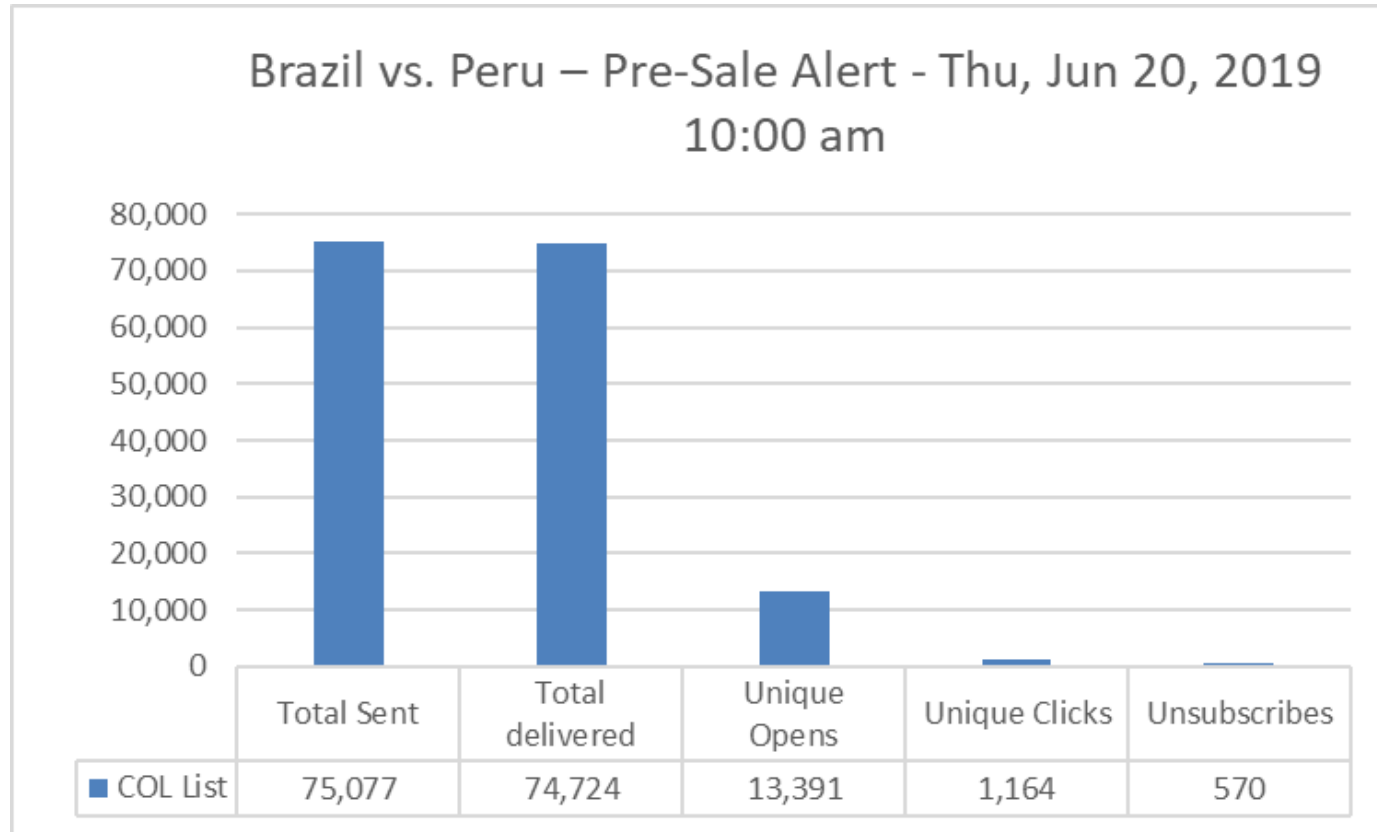


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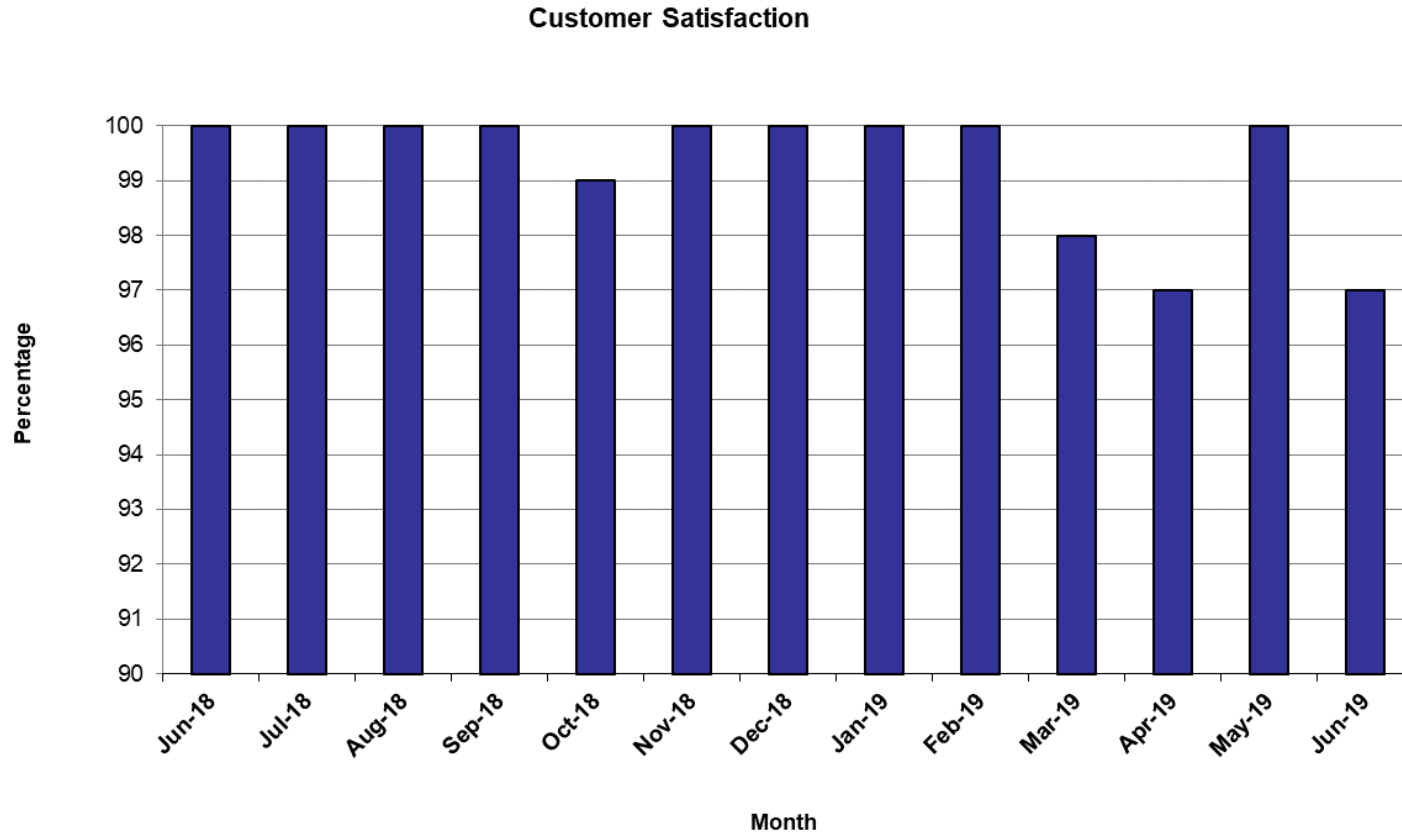
## Email Campaign Reports June 2019







## Customer Satisfaction Report June 2019





**Thank You !!**