



AS IT MONTHLY REPORTS

For May 2019

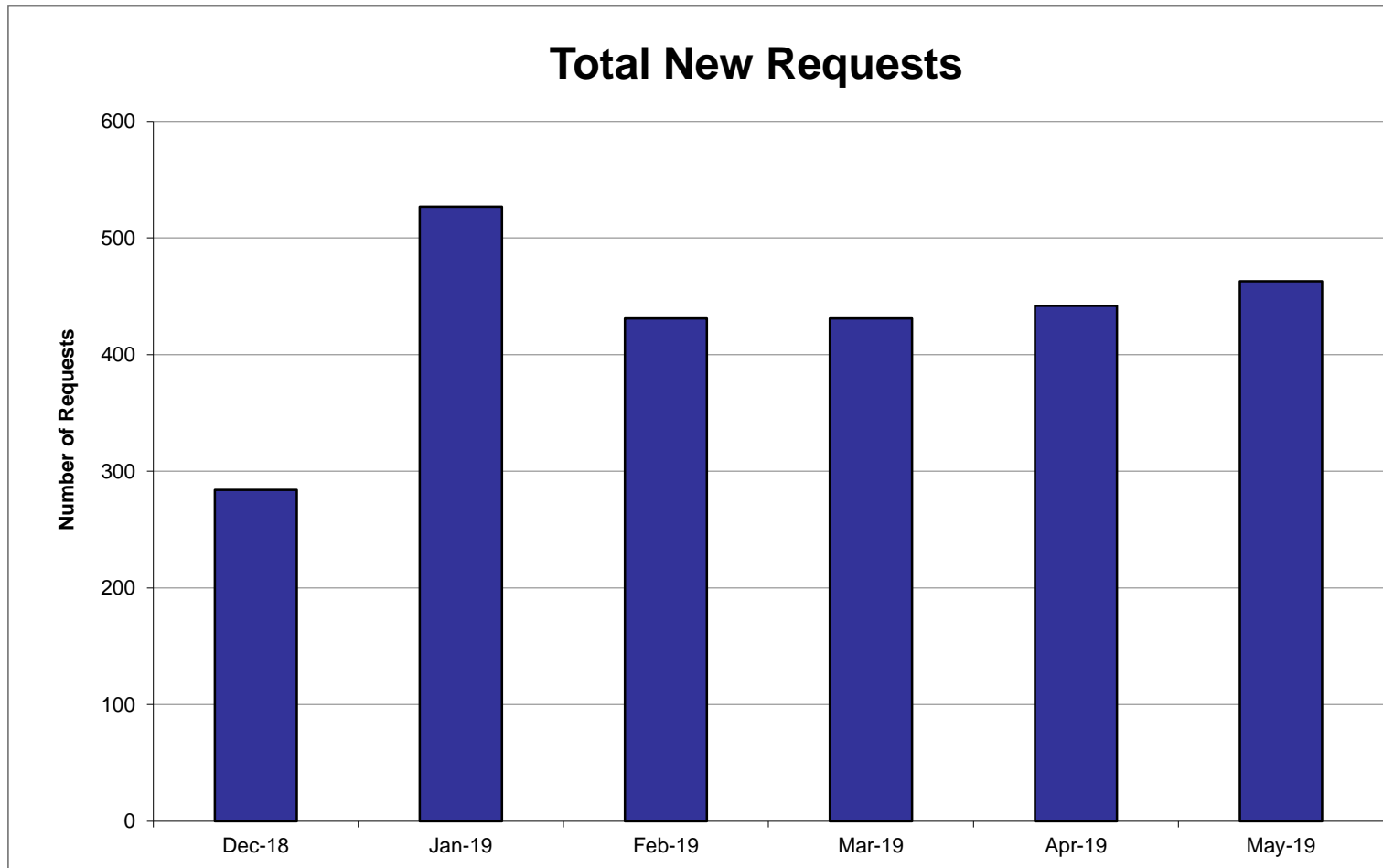


Agenda

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



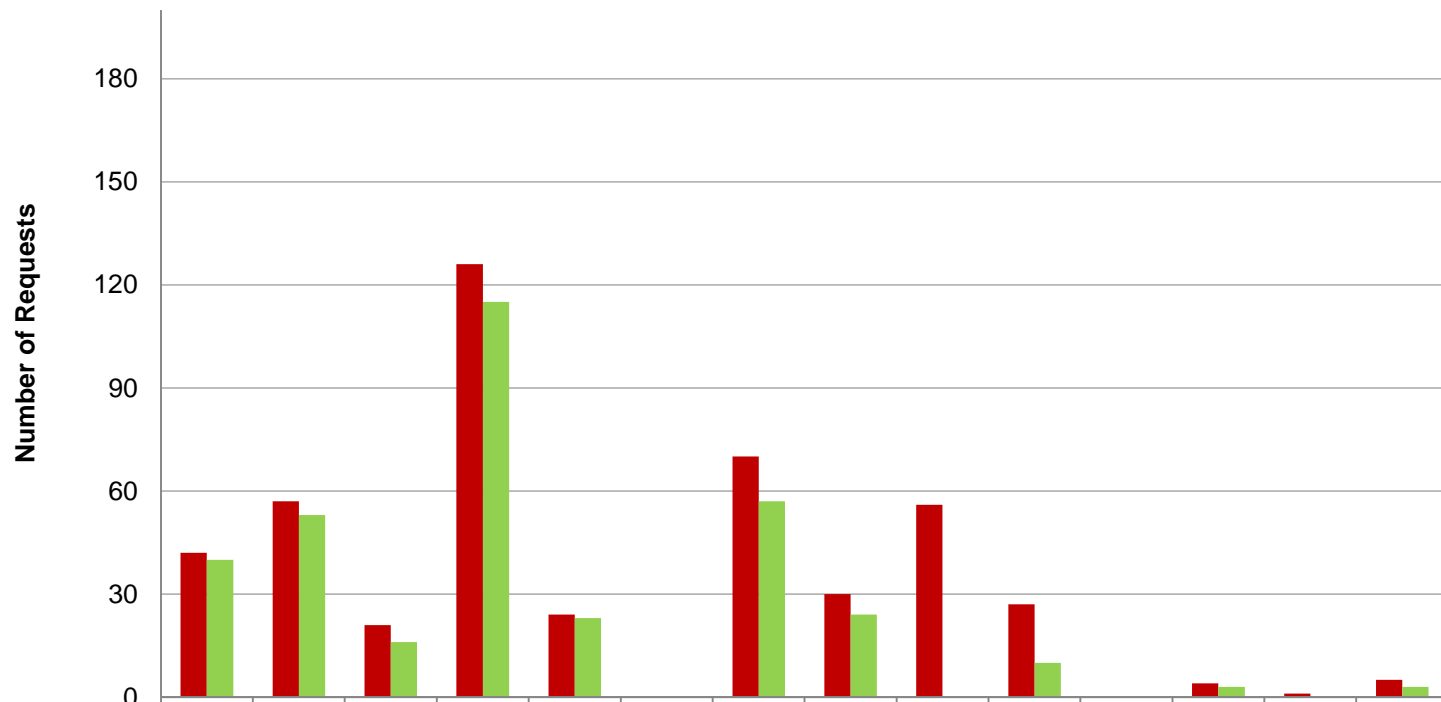
Service Desk Reports May 2019





Service Desk Reports May 2019

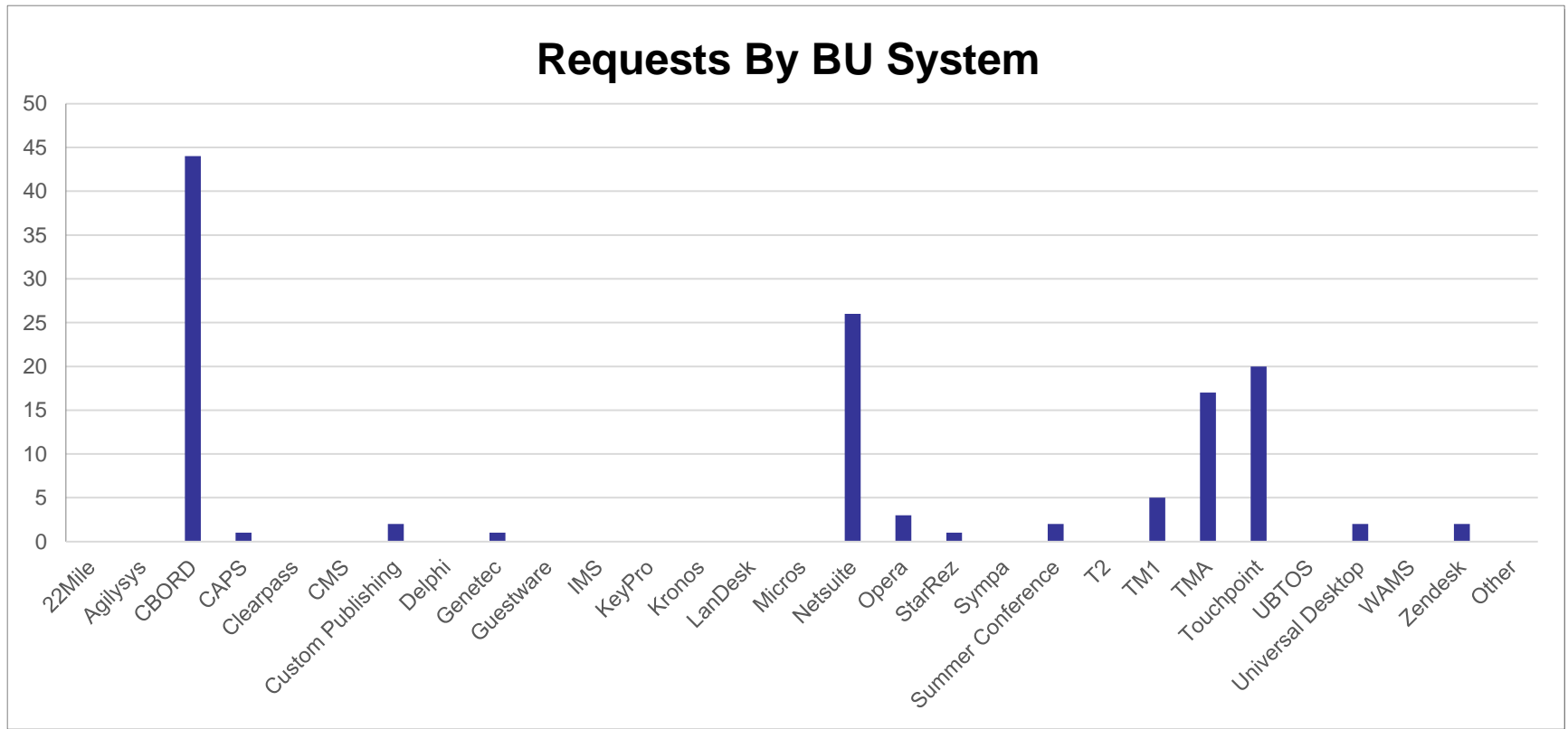
Total New Vs Closed Requests



■ Total Requests	42	57	21	126	24	0	70	30	56	27	0	4	1	5
■ Closed Requests	40	53	16	115	23	0	57	24	0	10	0	3	0	3

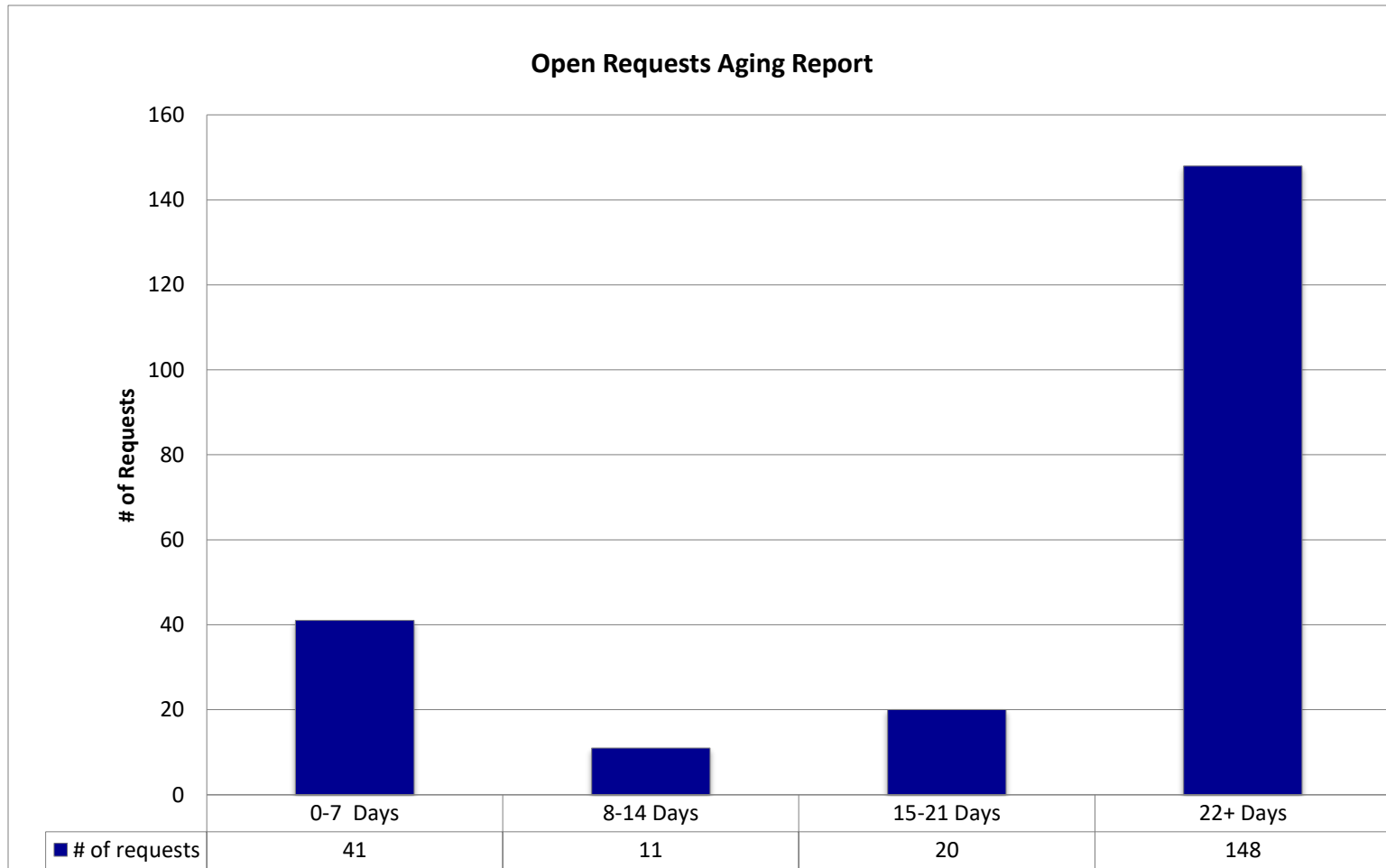


Service Desk Reports May 2019



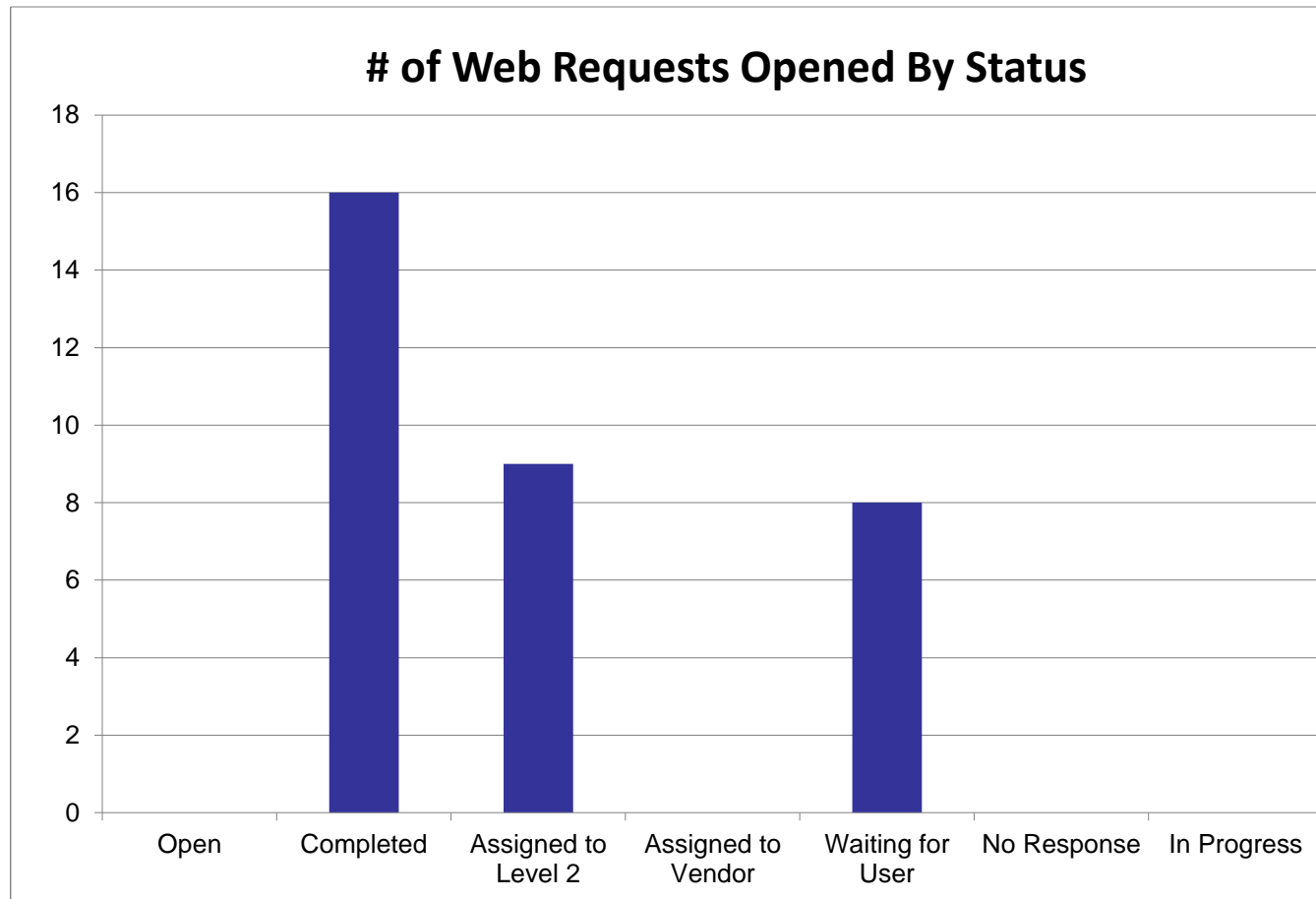


Service Desk Reports May 2019



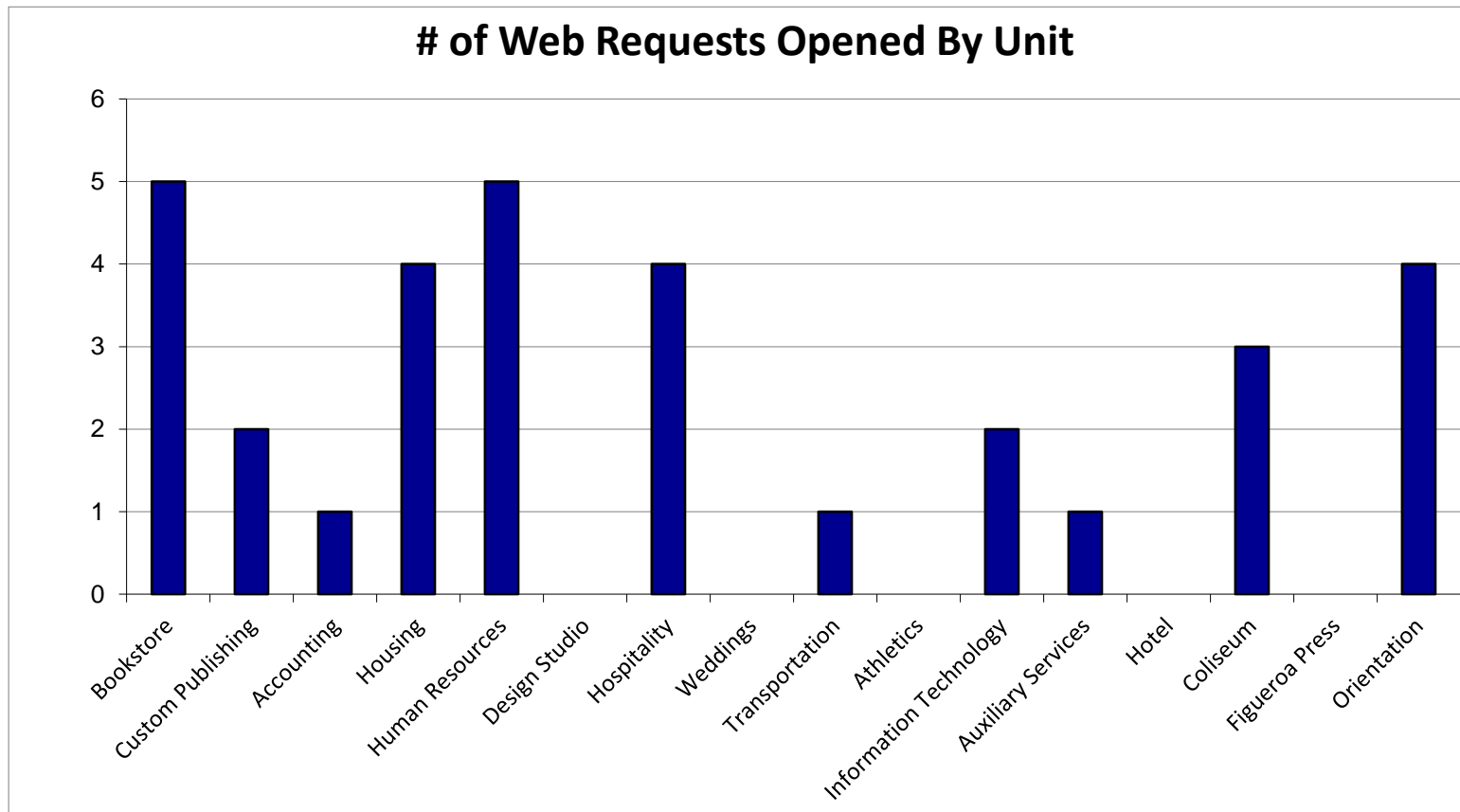


Service Desk Reports May 2019



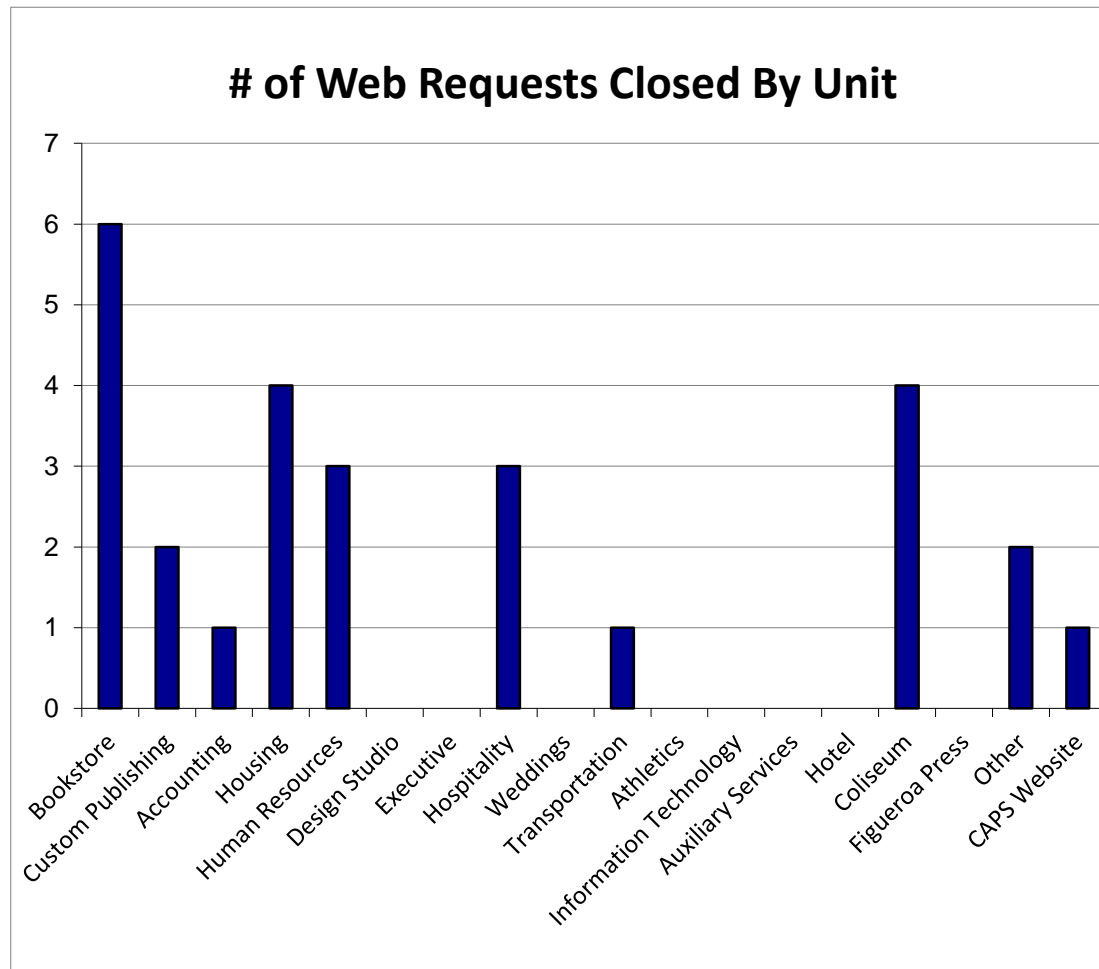


Service Desk Reports May 2019





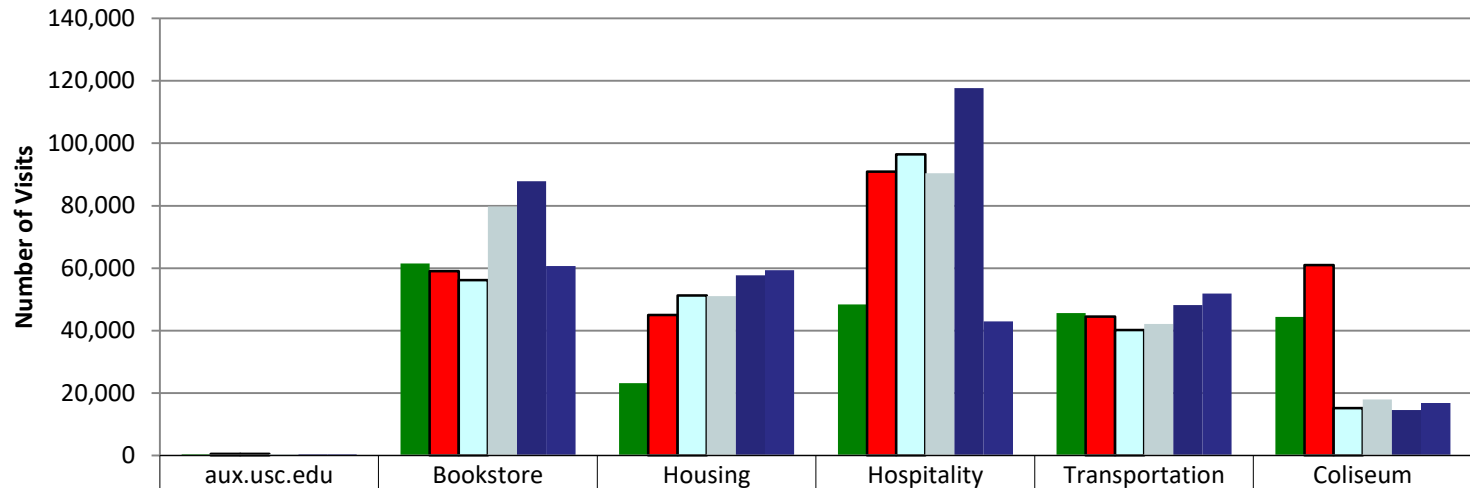
Service Desk Reports May 2019





Website Reports May 2019

Web Visits Per Month - BU Main Sites

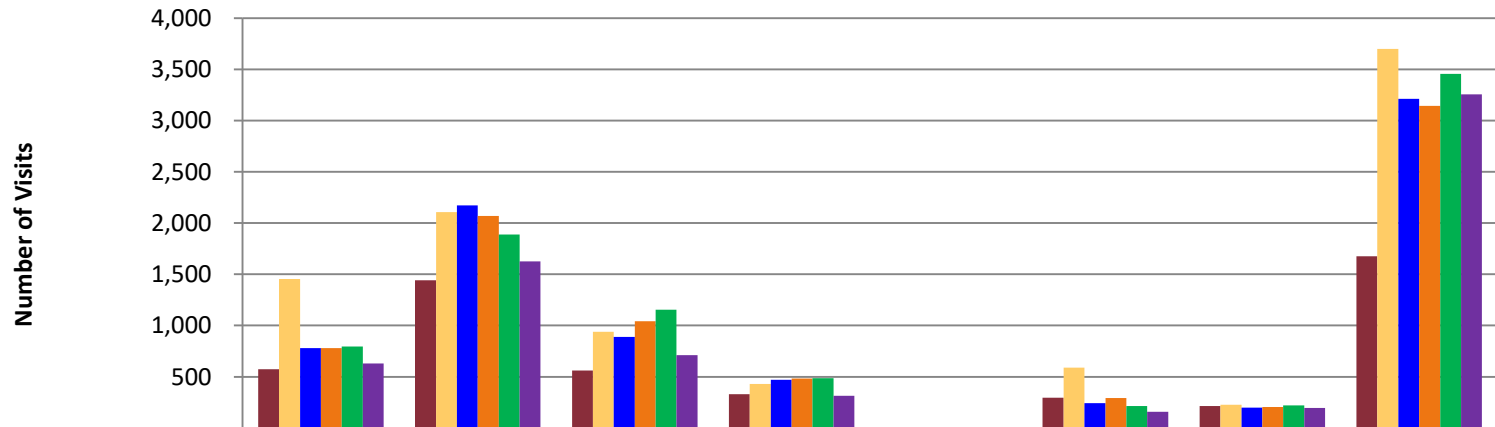


	aux.usc.edu	Bookstore	Housing	Hospitality	Transportation	Coliseum
■ Dec-18	394	61,502	23,220	48,438	45,678	44,389
■ Jan-19	556	59,029	44,971	90,966	44,468	61,001
■ Feb-19	507	56,150	51,246	96,448	40,211	15,167
■ Mar-19	434	79,732	51,088	90,365	42,133	17,915
■ Apr-19	482	87,828	57,683	117,632	48,178	14,593
■ May-19	479	60,739	59,358	42,996	51,835	16,884



Website Reports May 2019

Web Visits Per Month - HSP Micro Sites

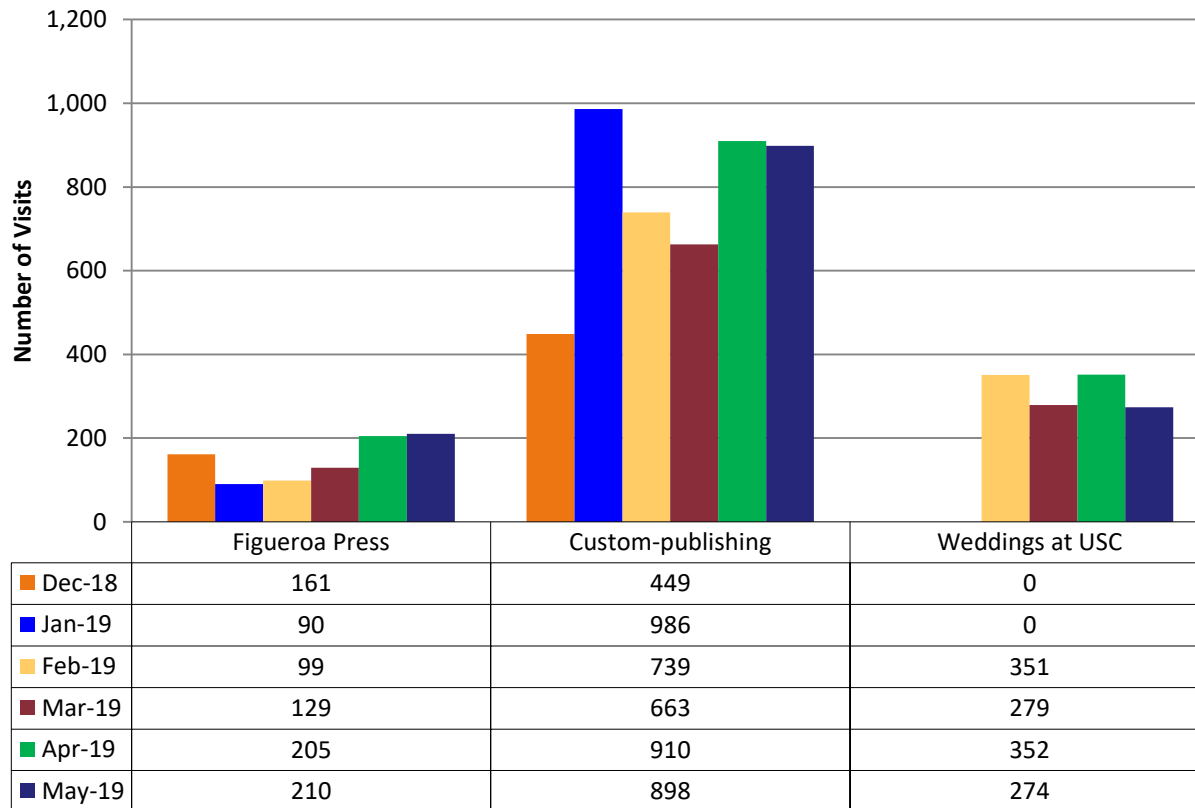


	McKays	The Lab	Moreton Fig	Rosso Oro's Pizzeria	Seeds Marketplace	Traditions	The Edmondson	University Club
■ Dec-18	575	1,441	561	329	-	296	213	1,675
■ Jan-19	1,454	2,107	939	429	-	589	227	3,701
■ Feb-19	780	2,172	888	470	-	242	199	3,213
■ Mar-19	781	2,069	1,042	484	-	292	205	3,145
■ Apr-19	796	1,889	1,154	487	0	215	220	3,457
■ May-19	630	1,626	711	313	0	158	197	3,256



Website Reports May 2019

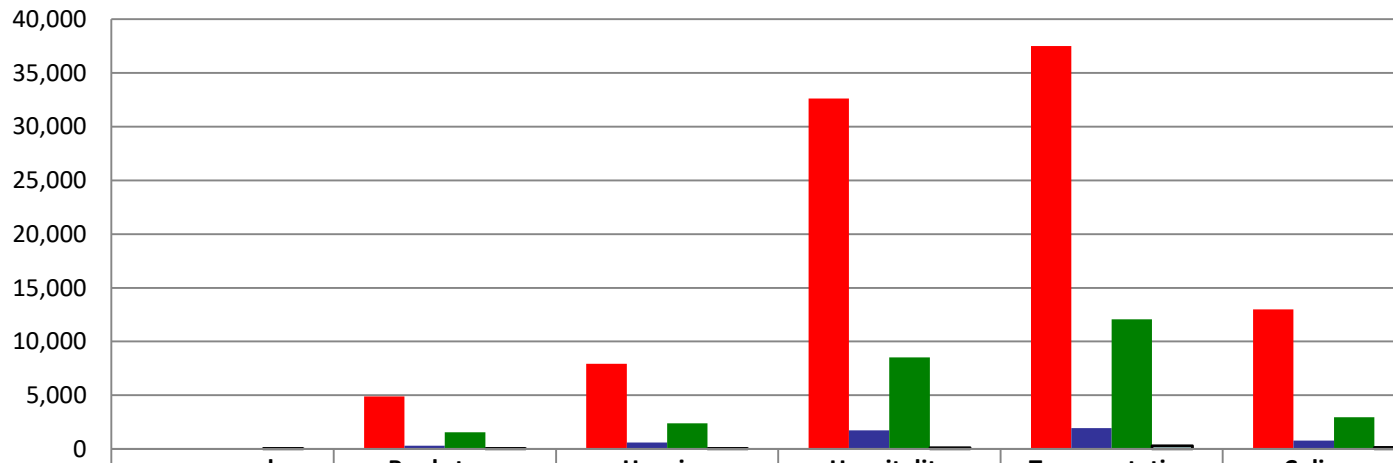
Web Visits Per Month - Other Sites





Website Reports May 2019

May 2019 Traffic Sources - BU Main Sites

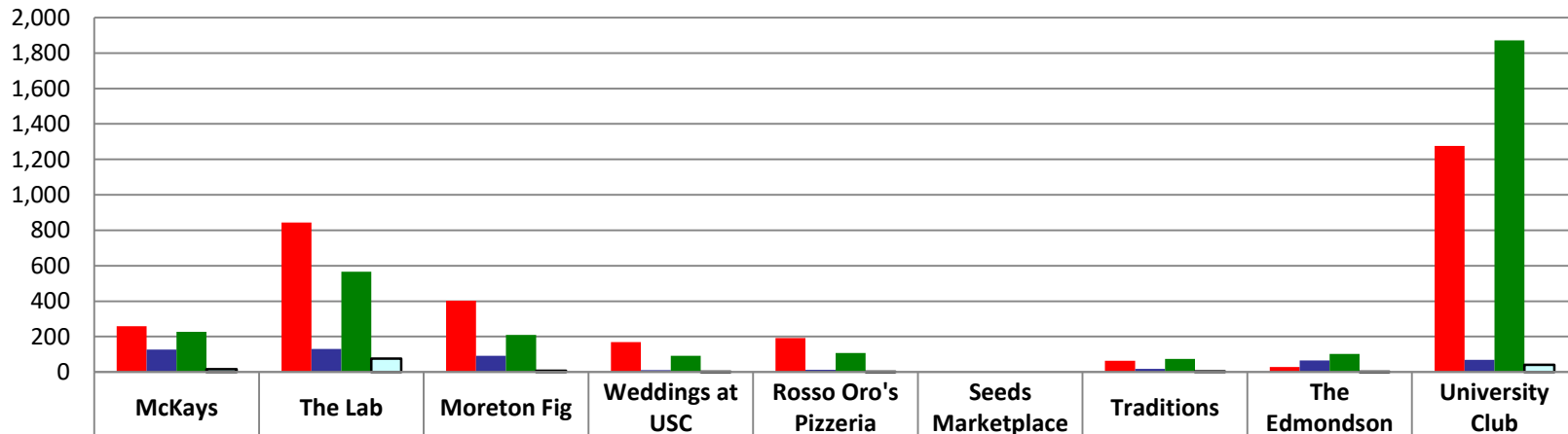


	aux.usc.edu	Bookstore	Housing	Hospitality	Transportation	Coliseum
Search Engine	49	4,891	7,938	32,618	37,496	12,991
Referring Sites	1	301	591	1,729	1,940	784
Direct Traffic	75	1,556	2,389	8,518	12,076	2,961
Campaigns	15	42	28	125	306	148



Website Reports May 2019

May 2019 Traffic Sources - HSP Micro Sites

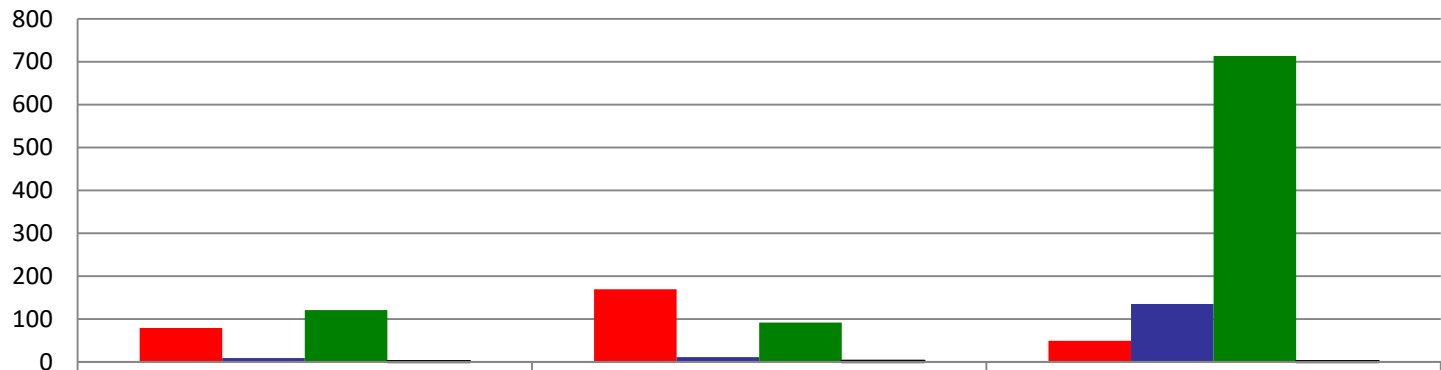


	McKays	The Lab	Moreton Fig	Weddings at USC	Rosso Oro's Pizzeria	Seeds Marketplace	Traditions	The Edmondson	University Club
Search Engine	259	844	403	169	192	0	63	28	1,276
Referring Sites	127	130	92	11	12	0	18	66	68
Direct Traffic	227	566	209	92	108	0	74	102	1,872
Campaigns	17	76	7	2	1	0	3	1	40



Website Reports May 2019

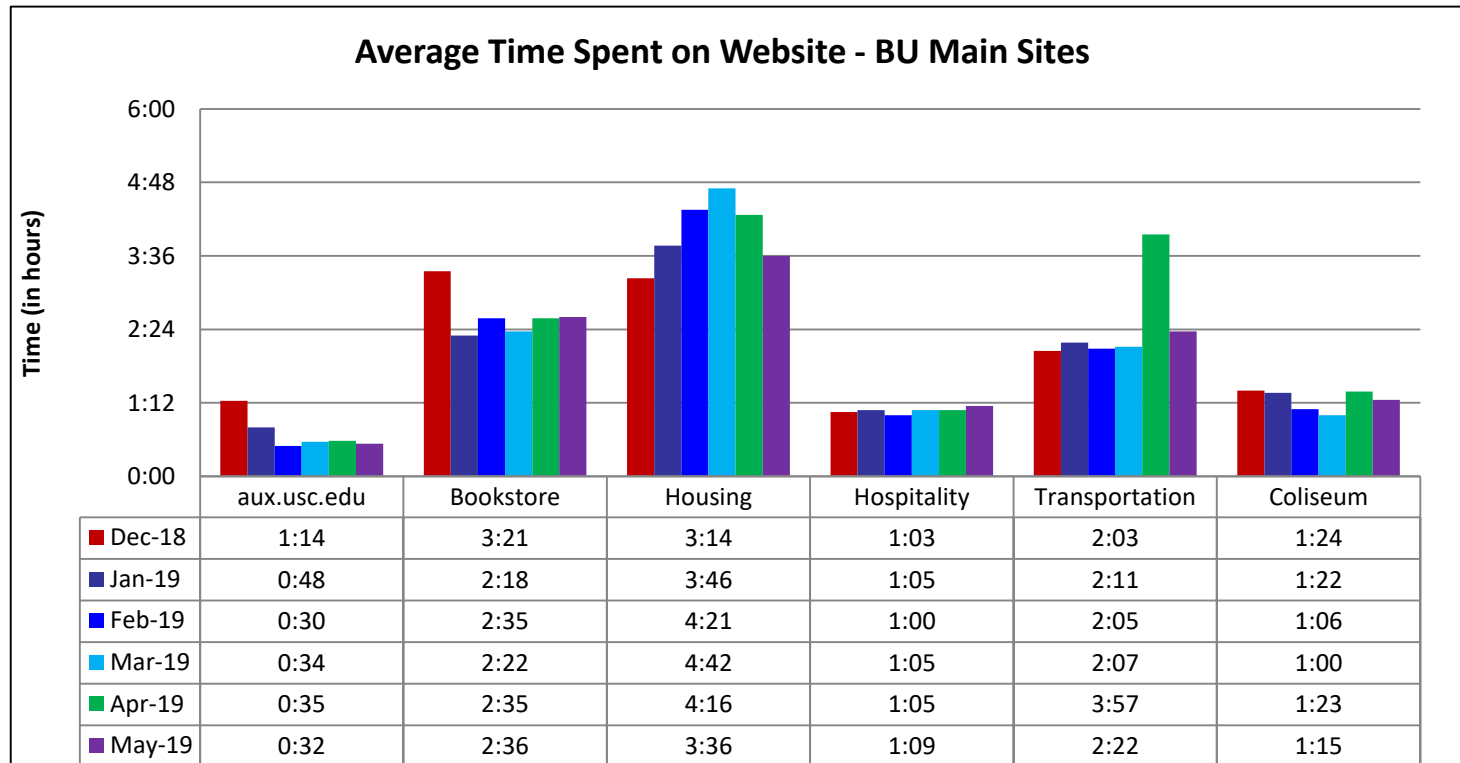
May 2019 Traffic Sources - Other Sites



	Figueroa Press	Weddings at USC	Custom-publishing
■ Search Engine	79	169	49
■ Referring Sites	9	11	135
■ Direct Traffic	121	92	713
□ Campaigns	1	2	1

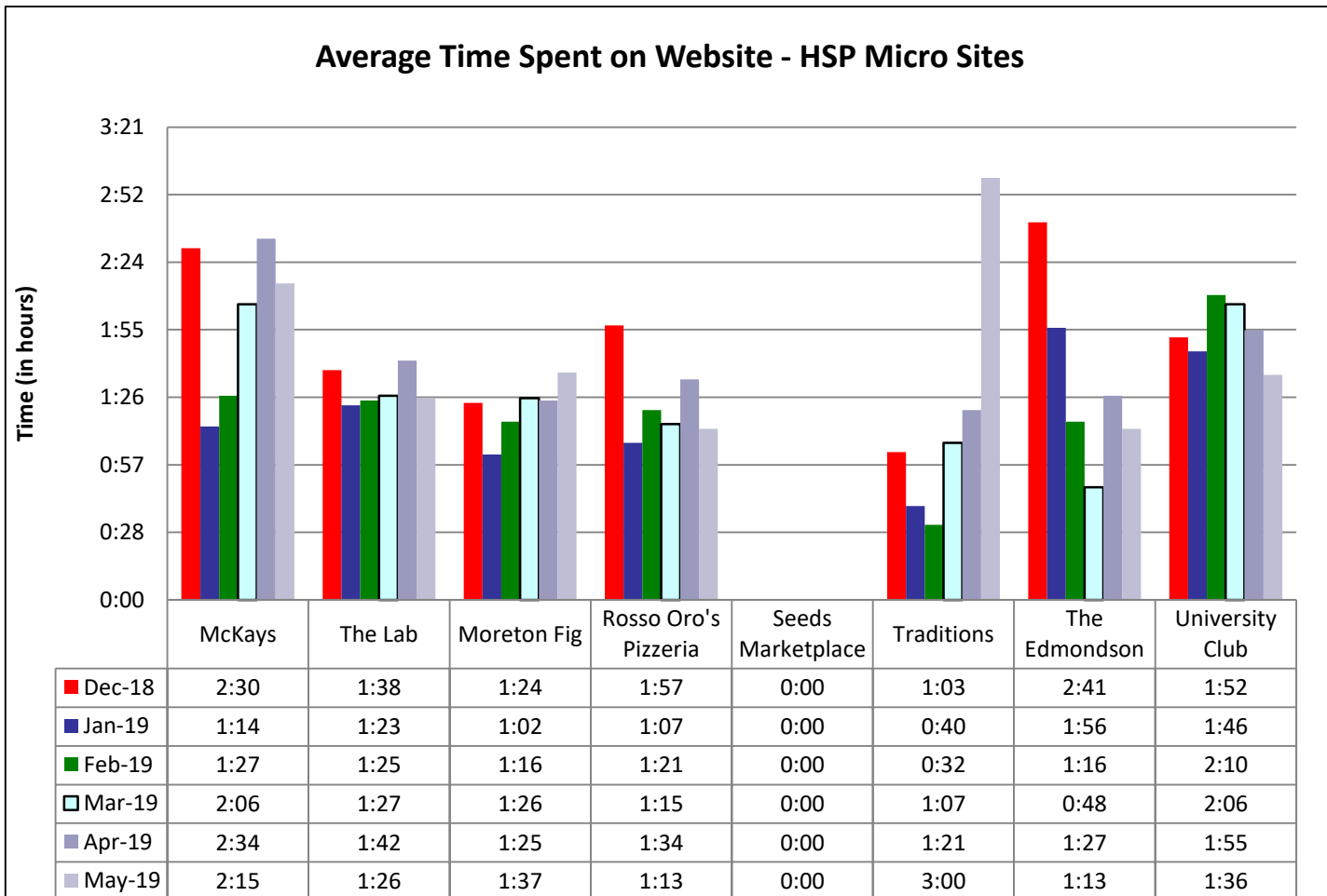


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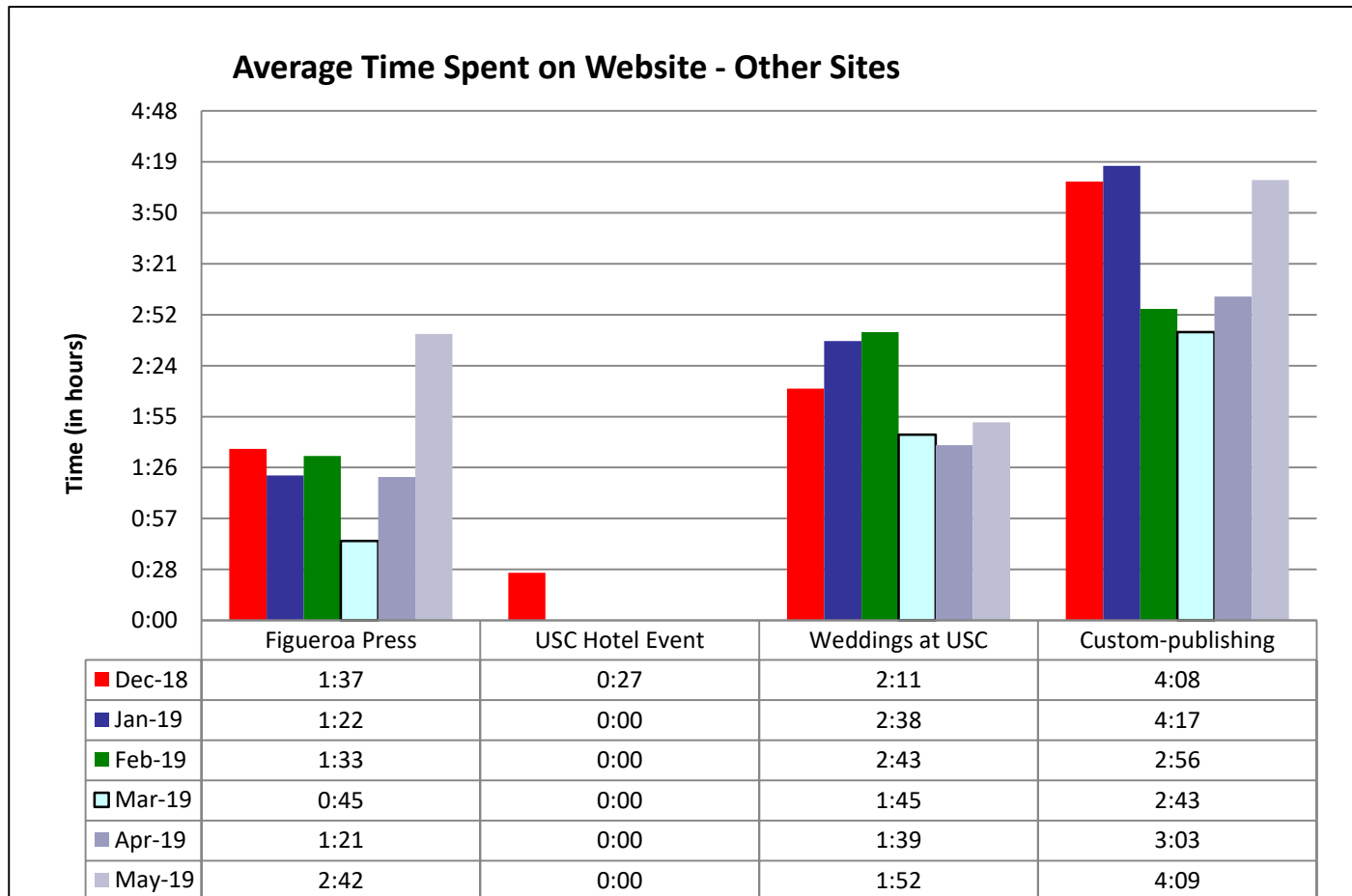


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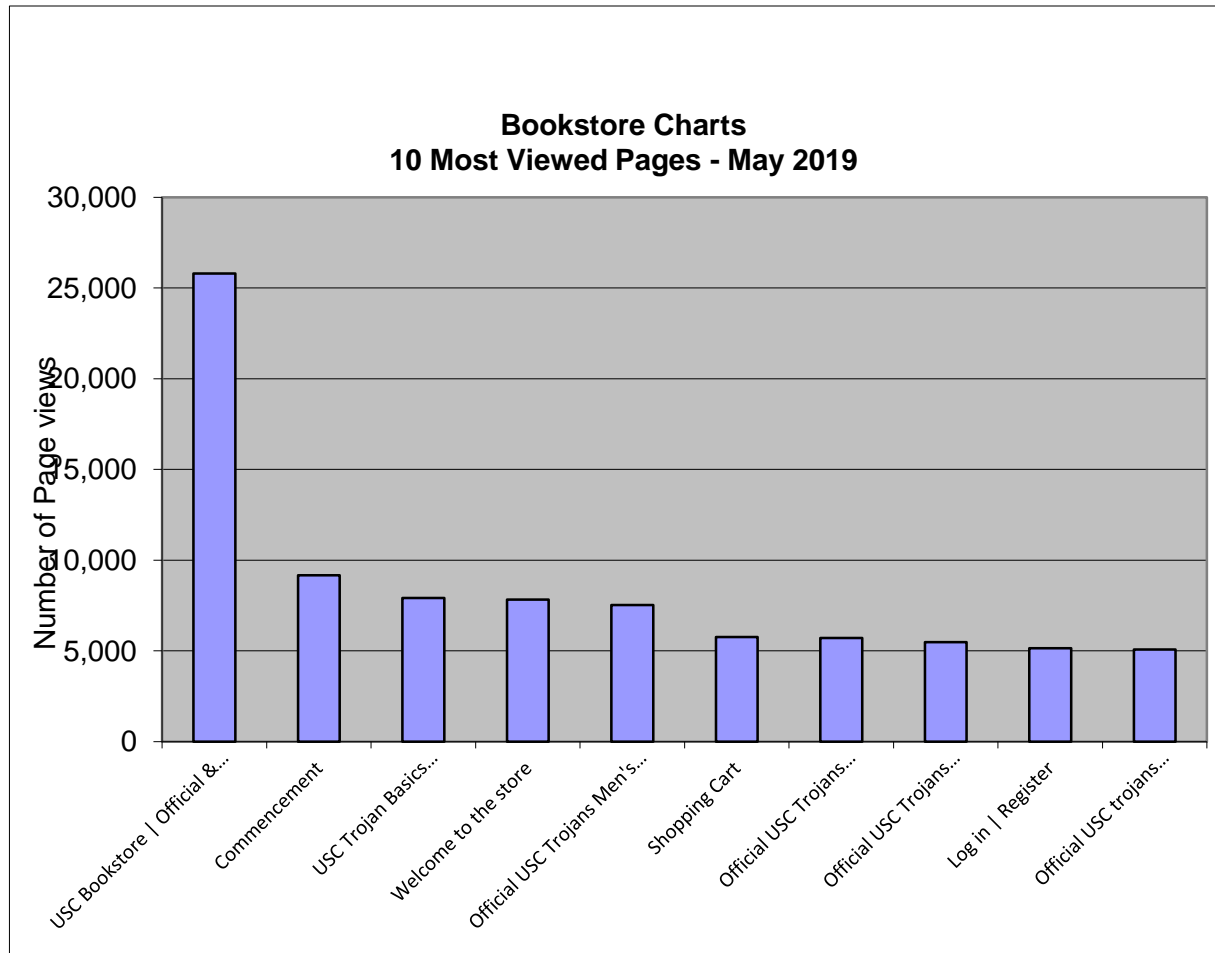


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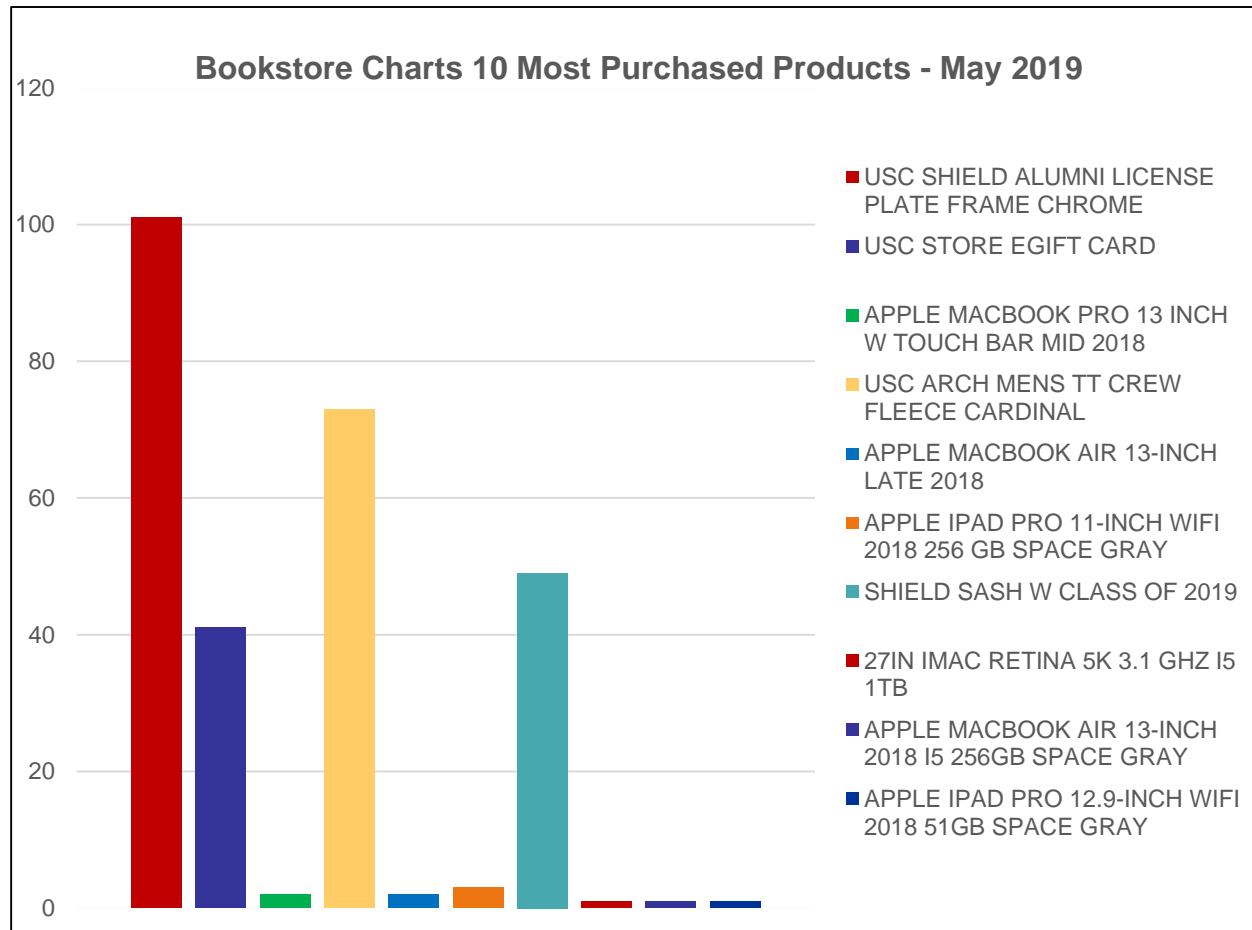


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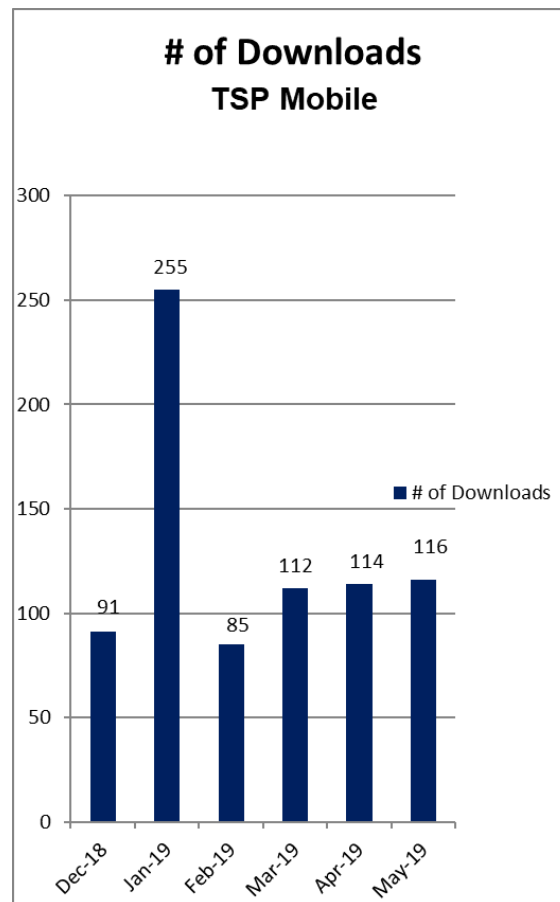


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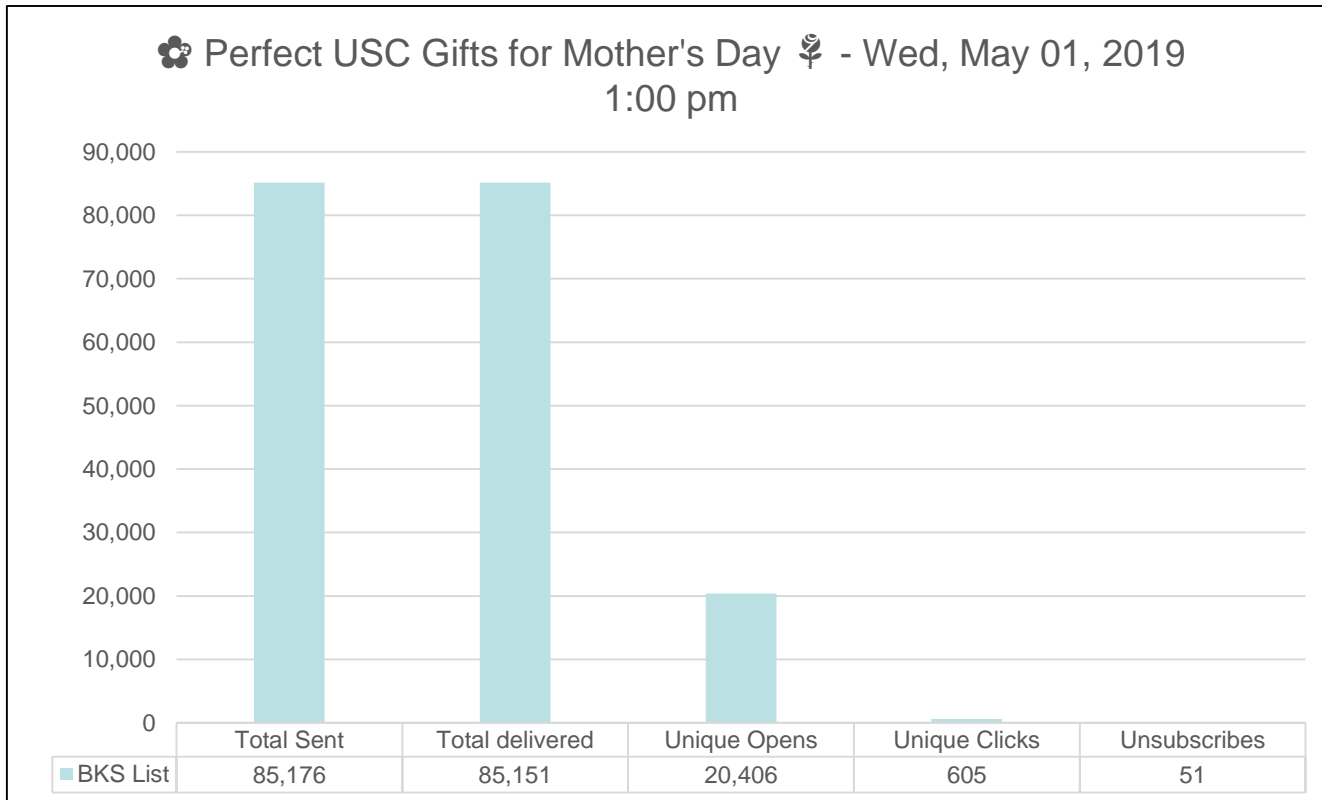


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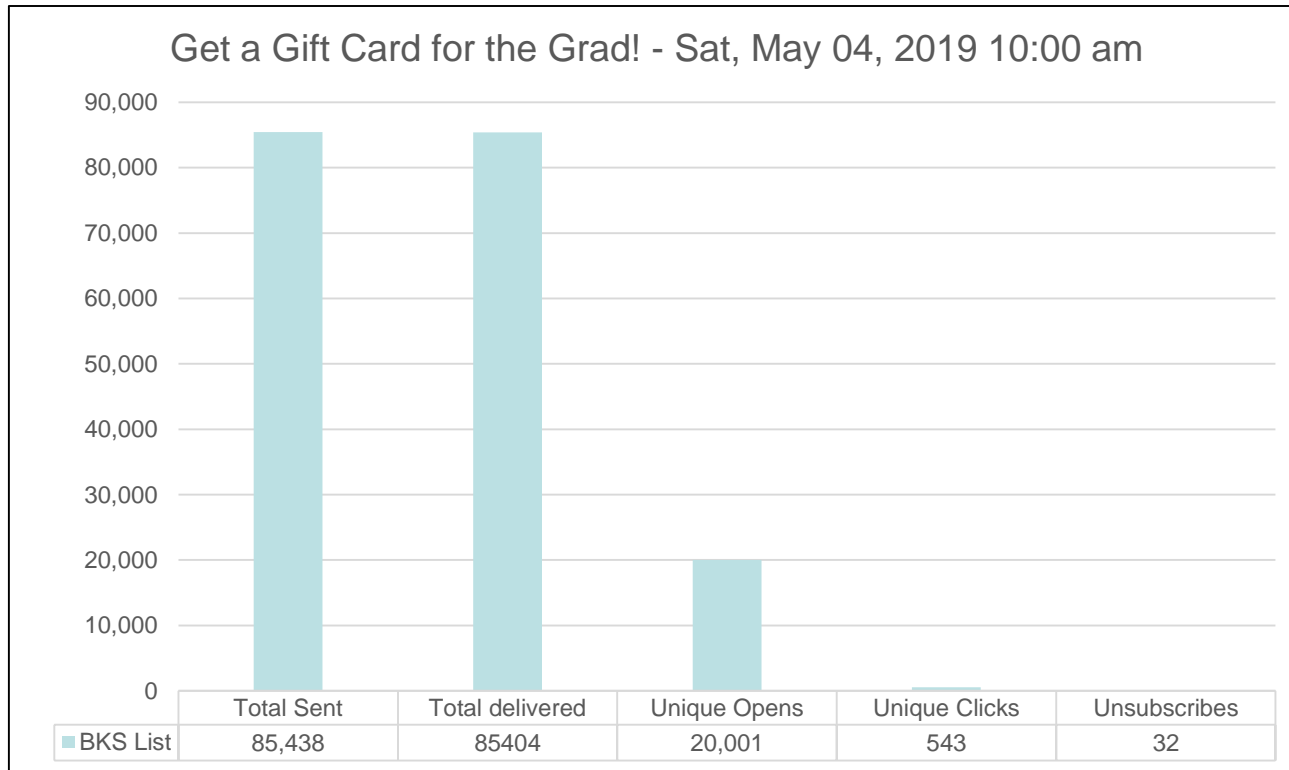


Email Campaign Reports May 2019



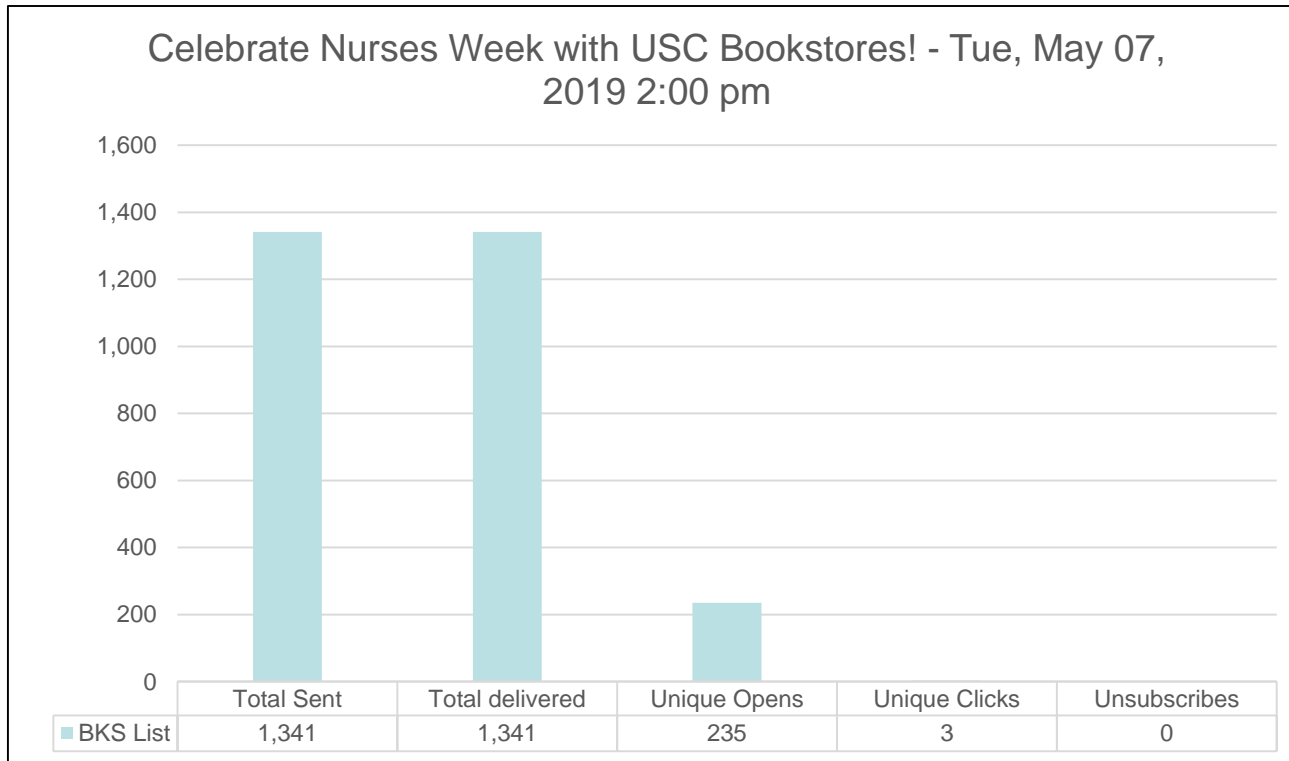


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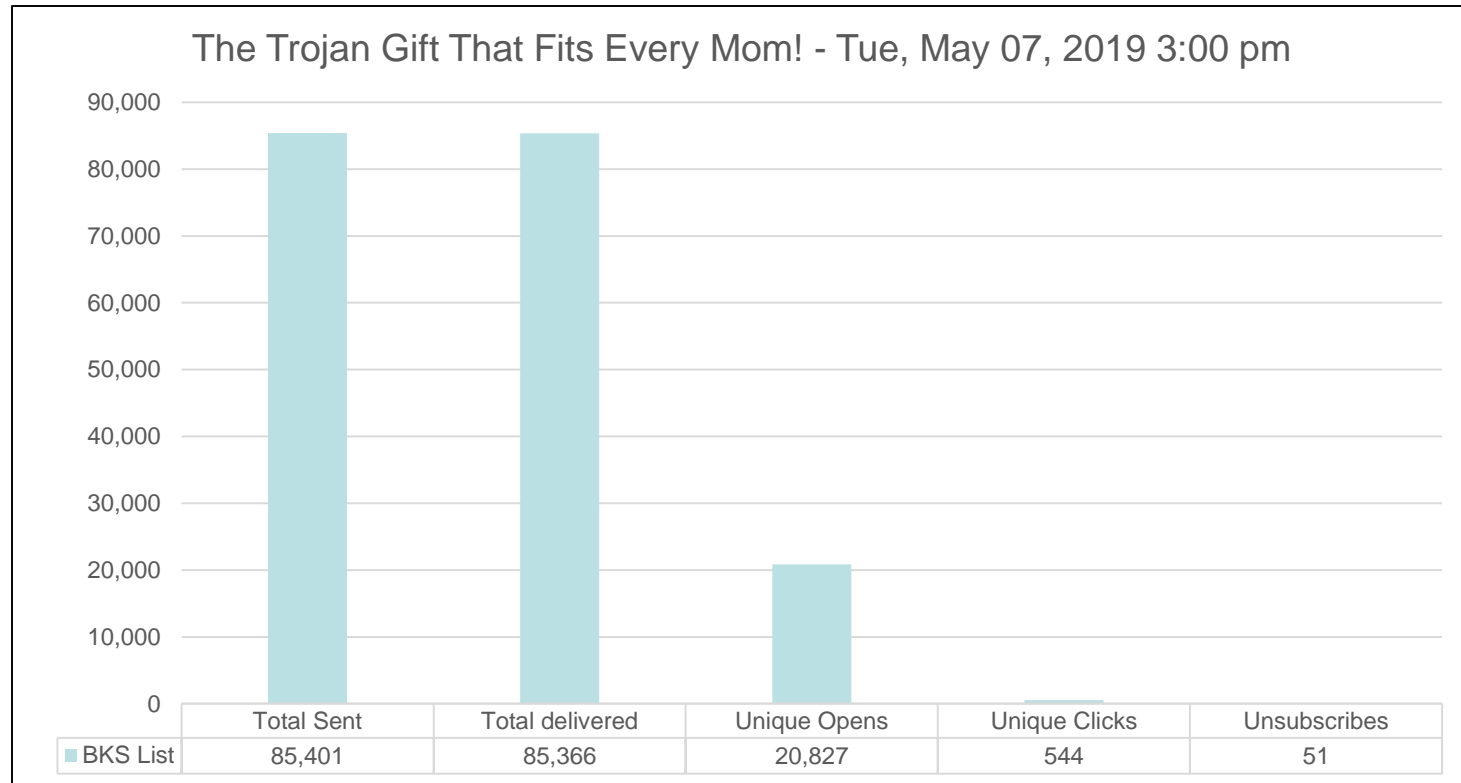


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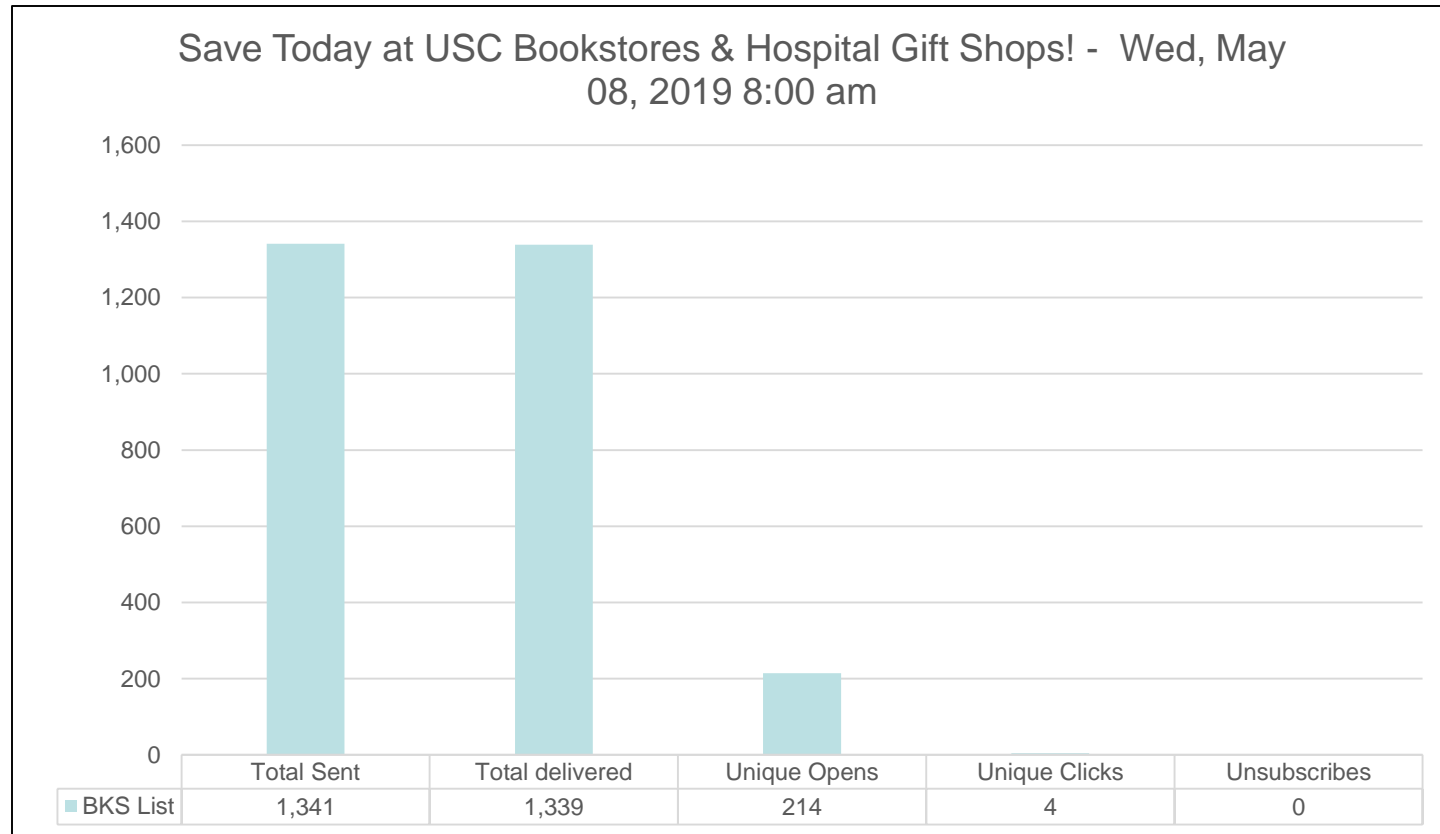


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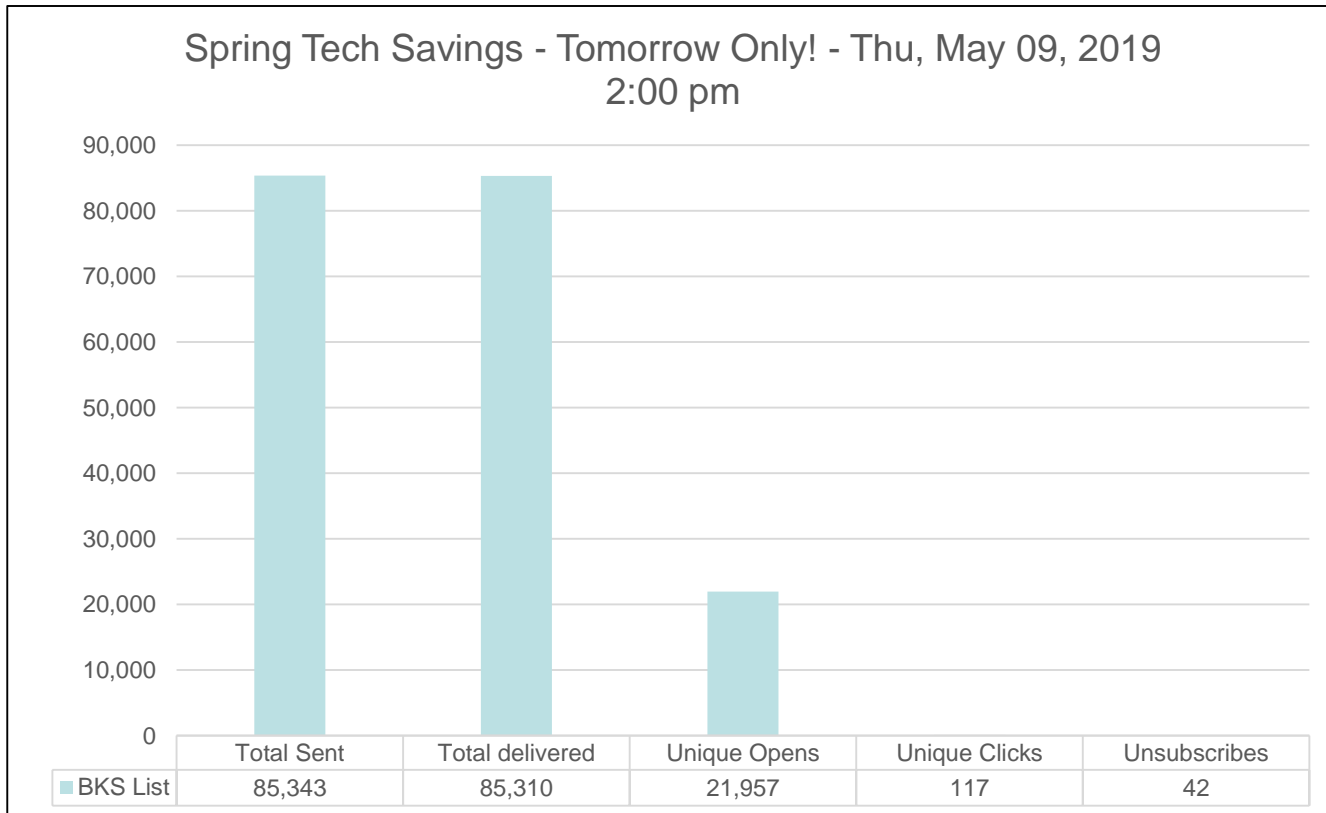


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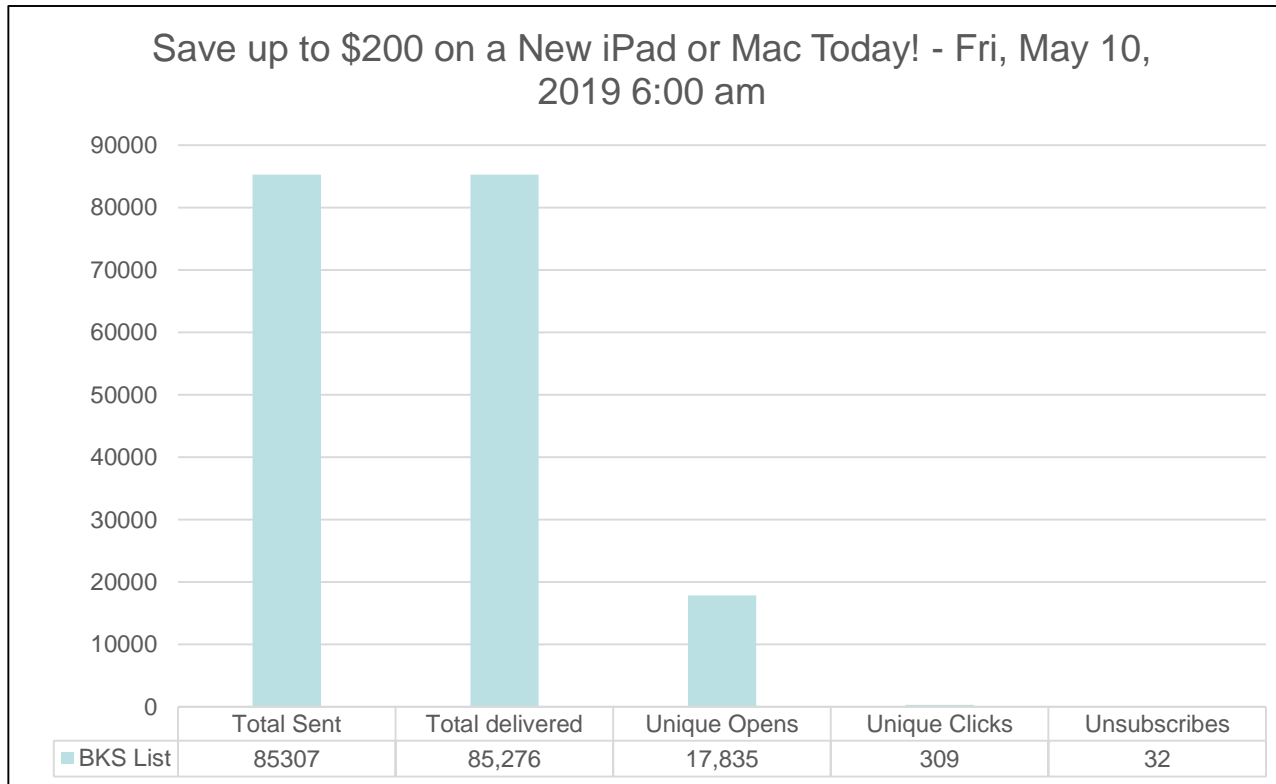


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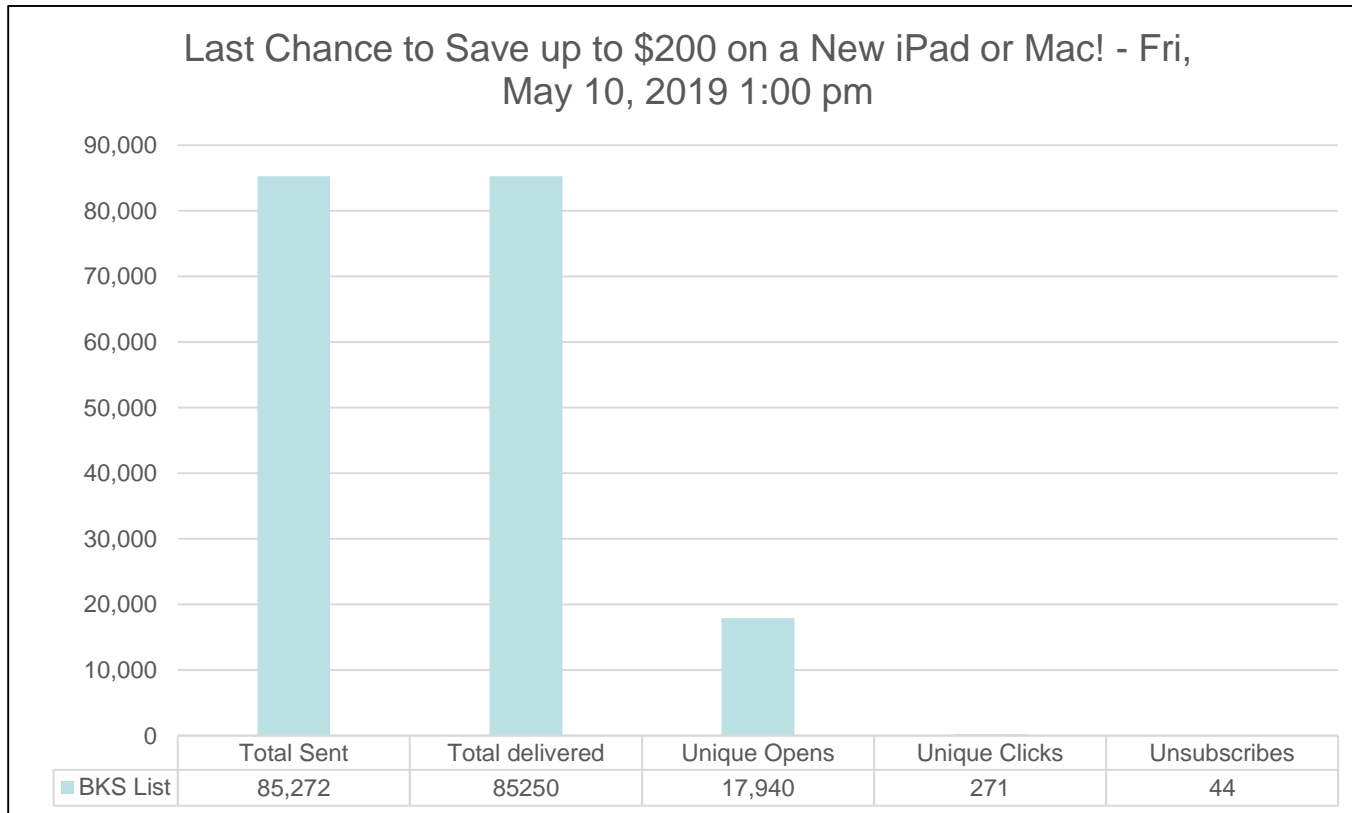


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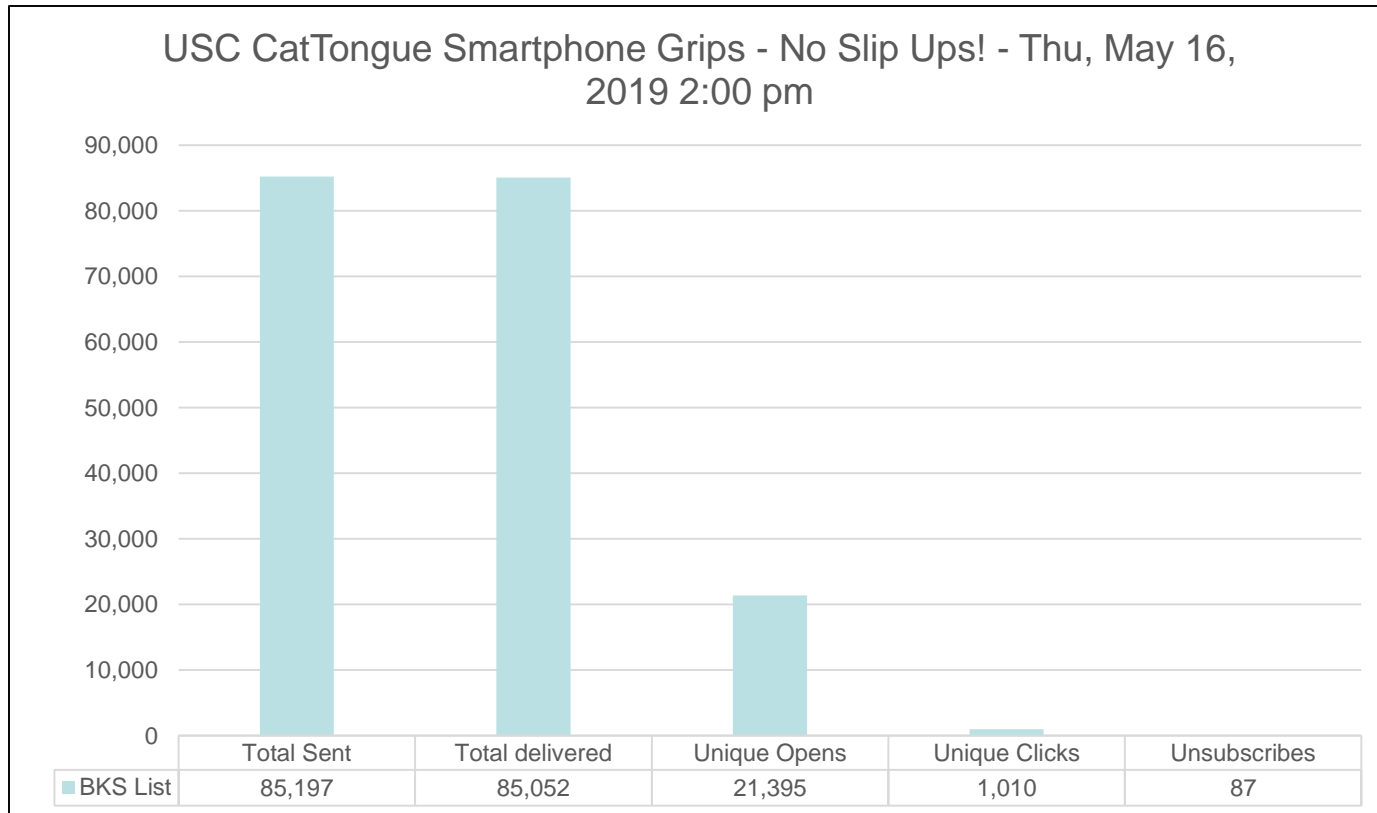


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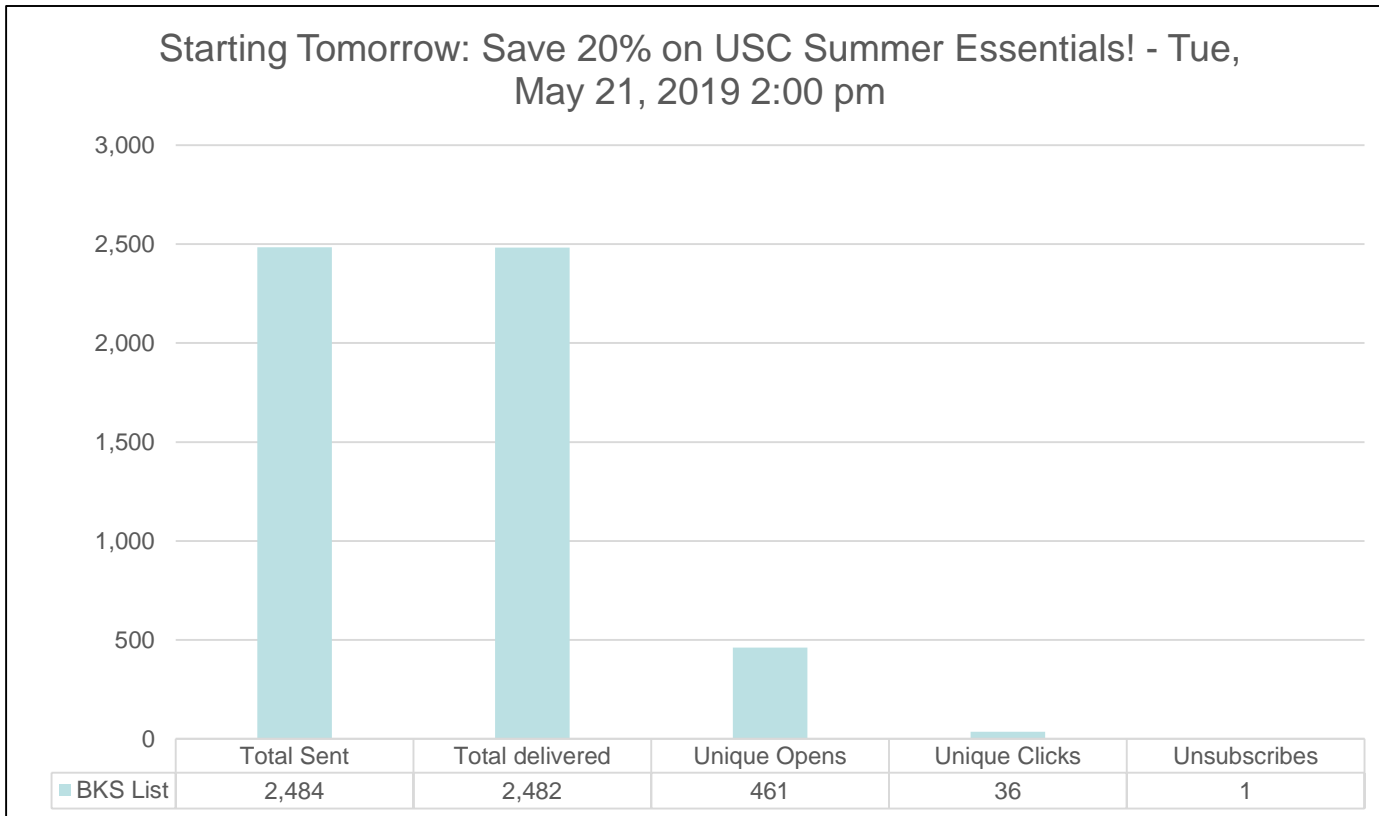


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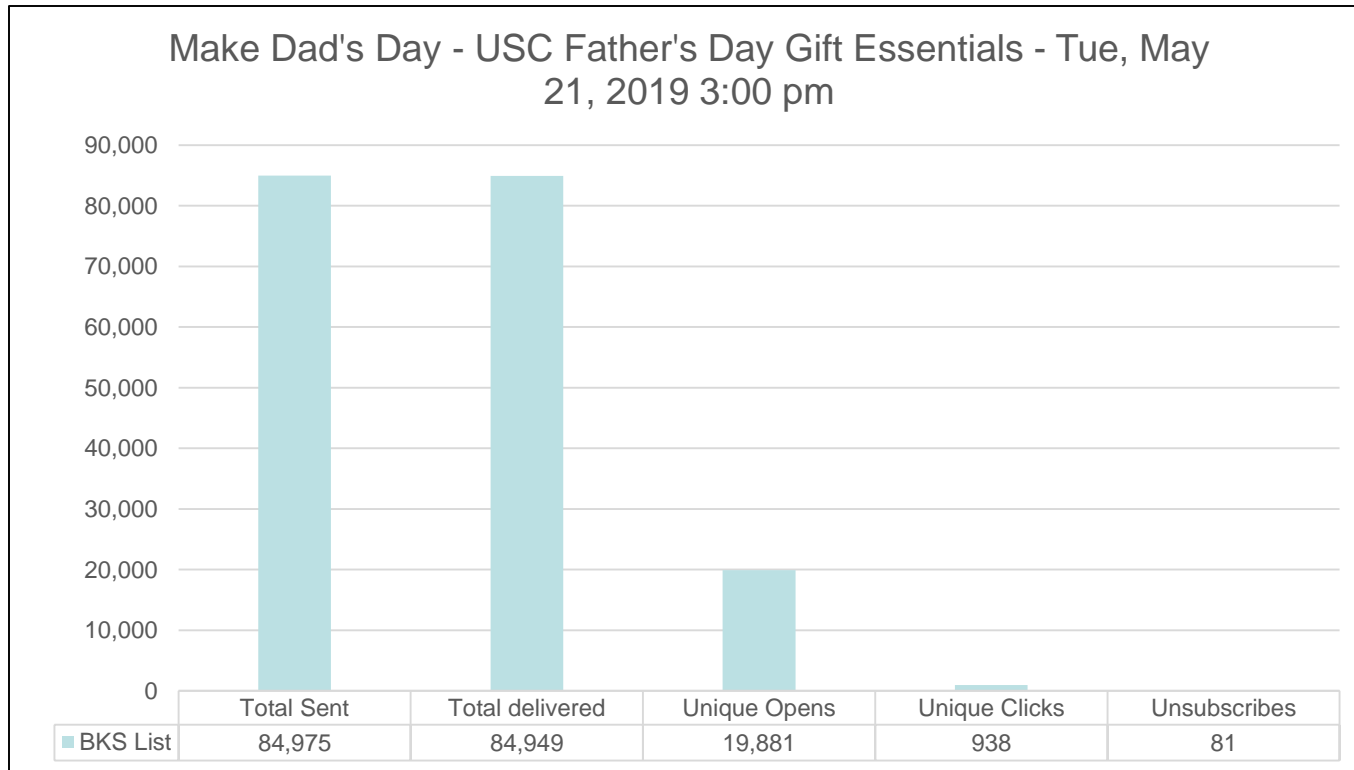


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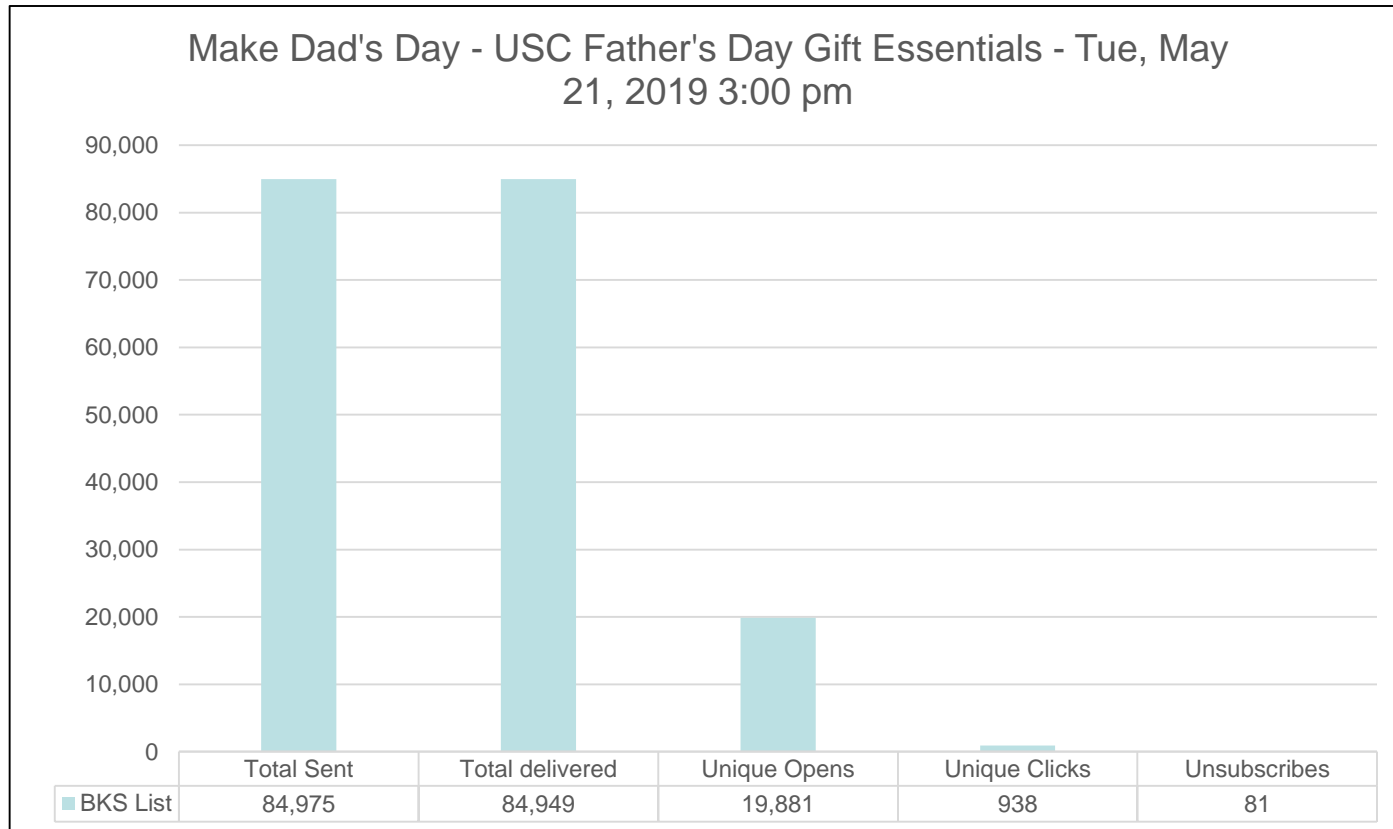


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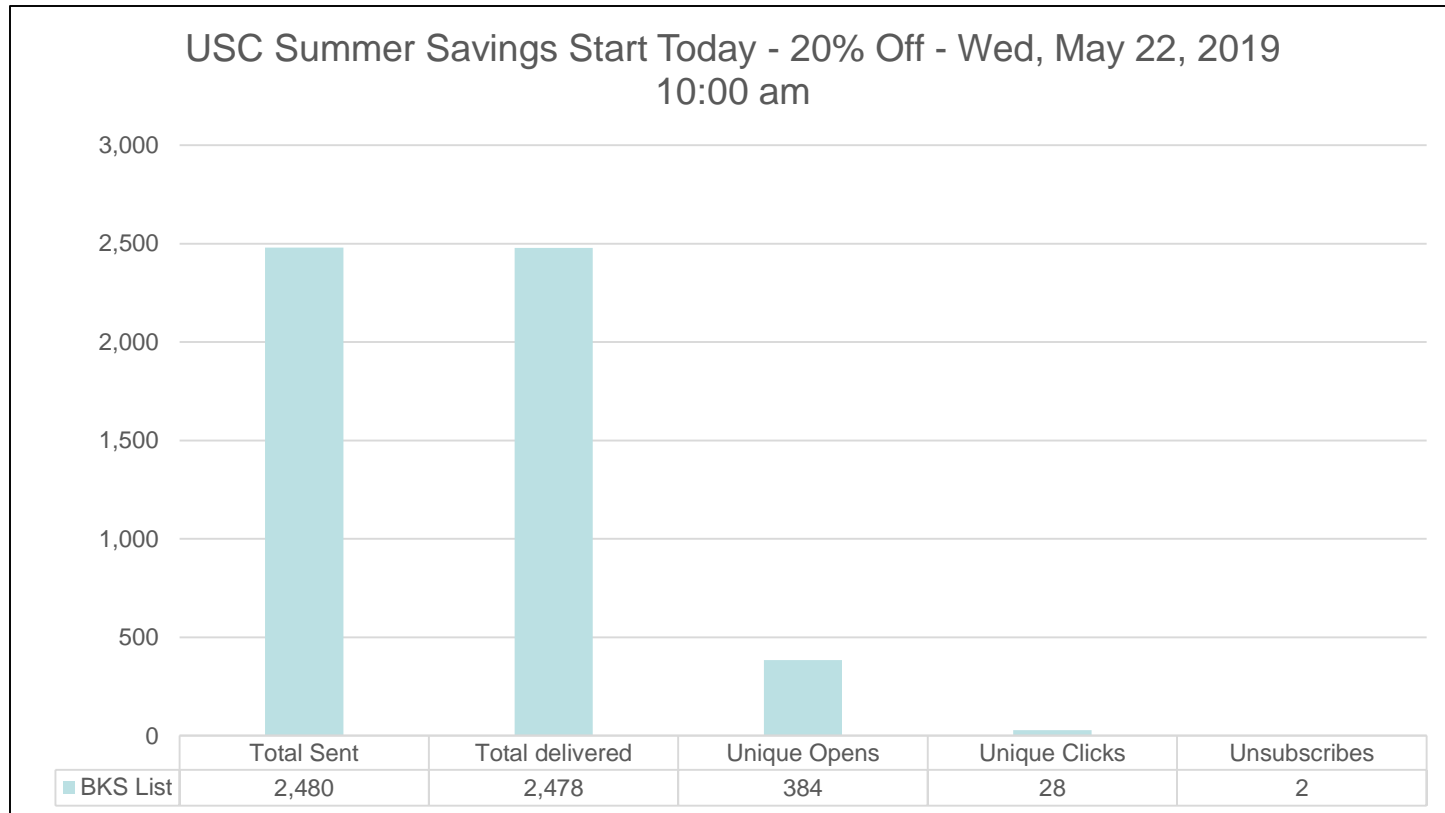


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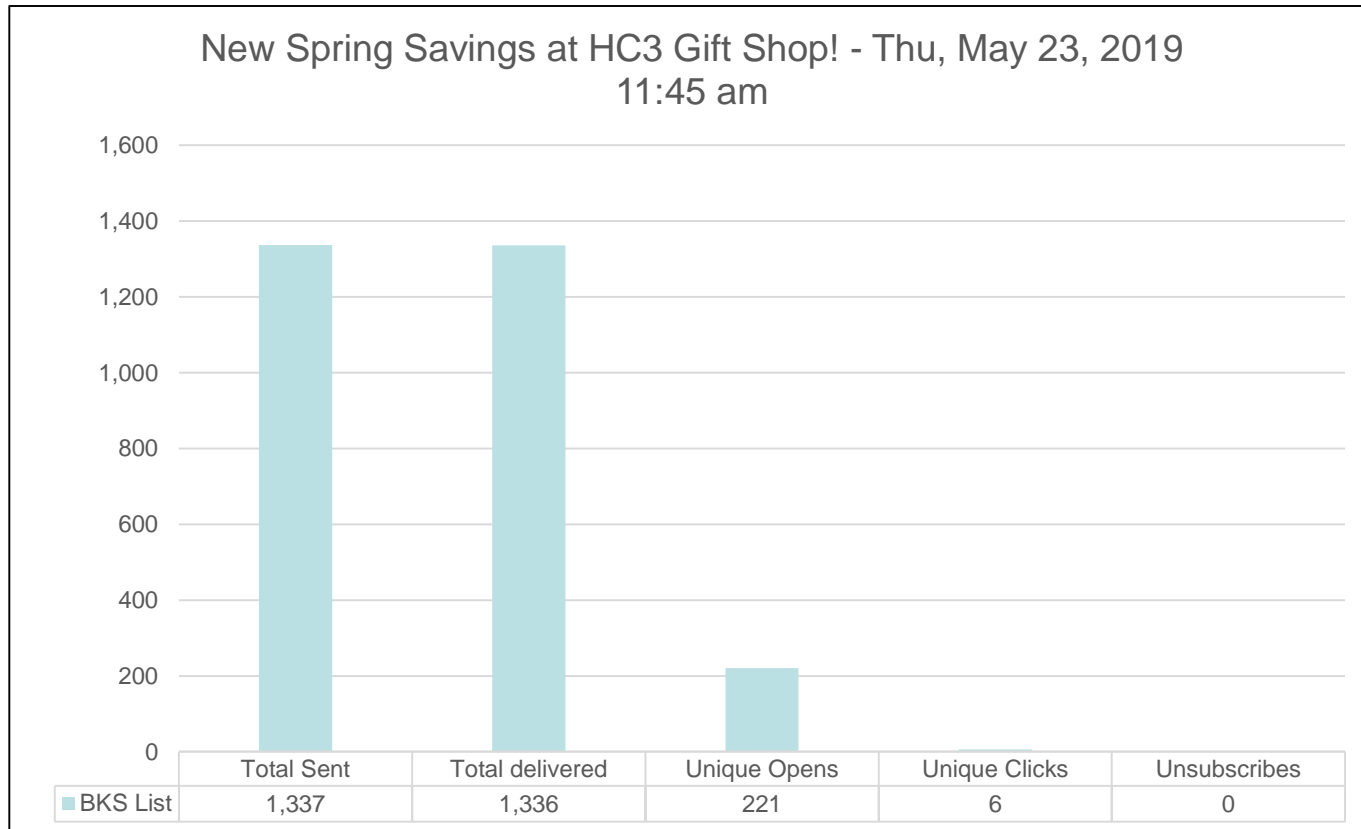


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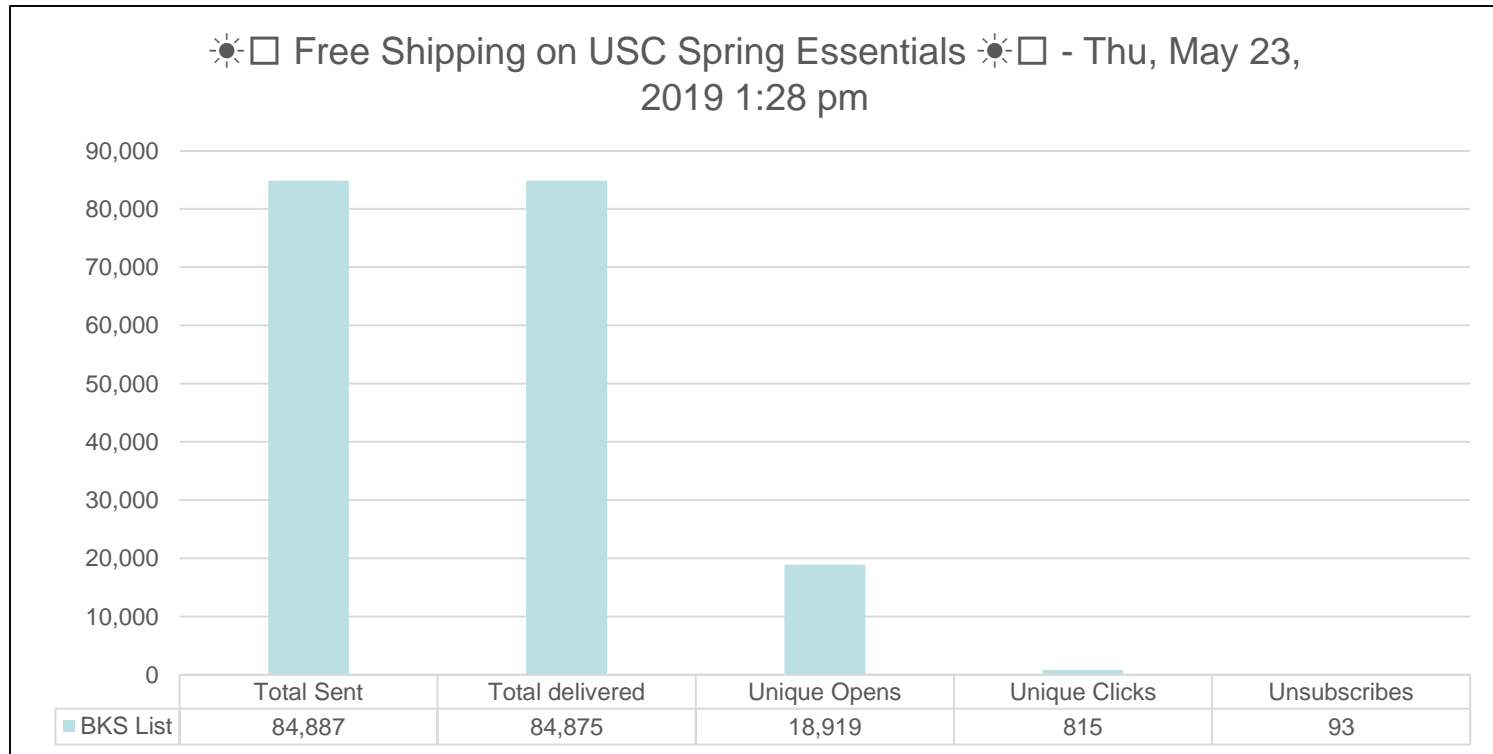


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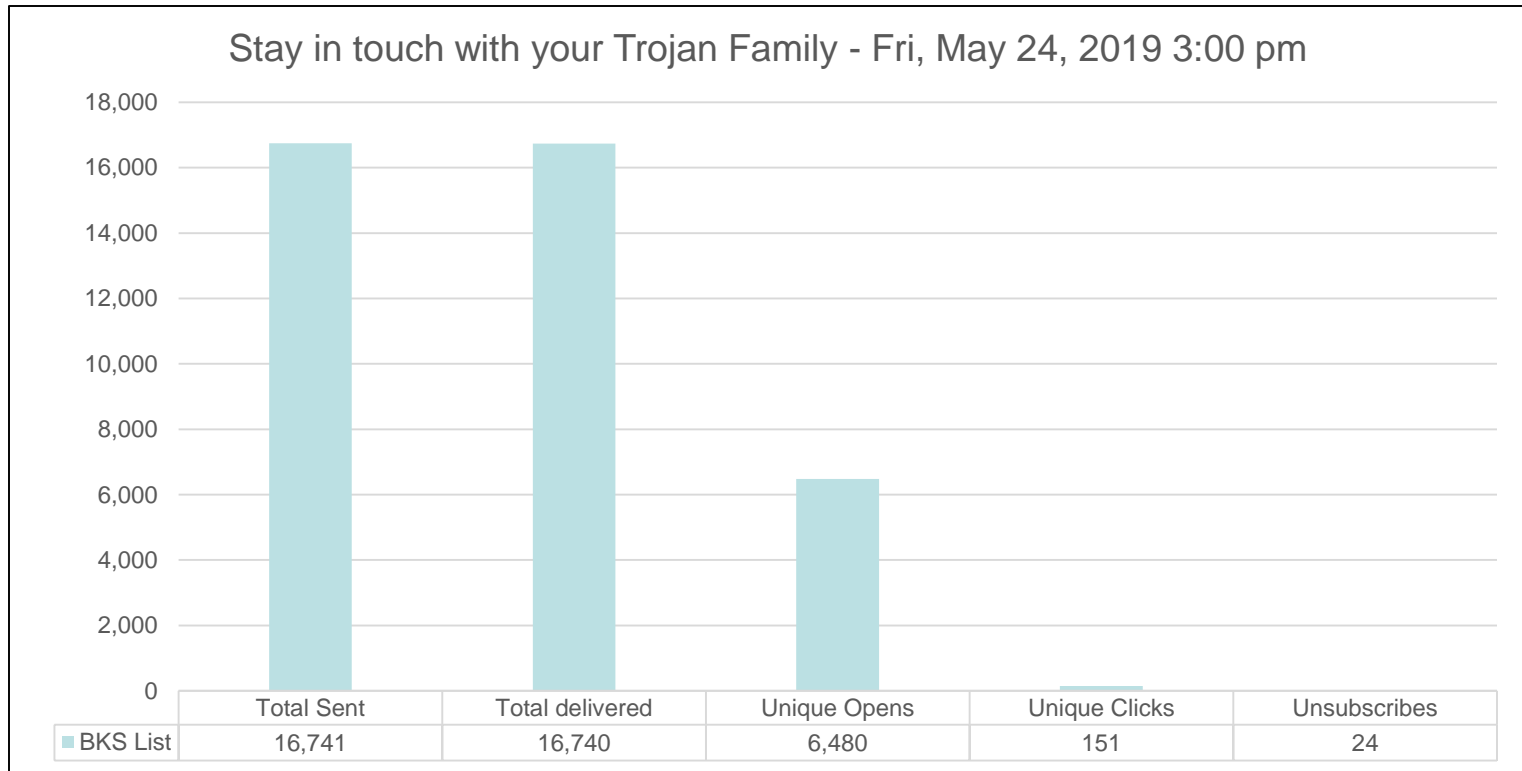


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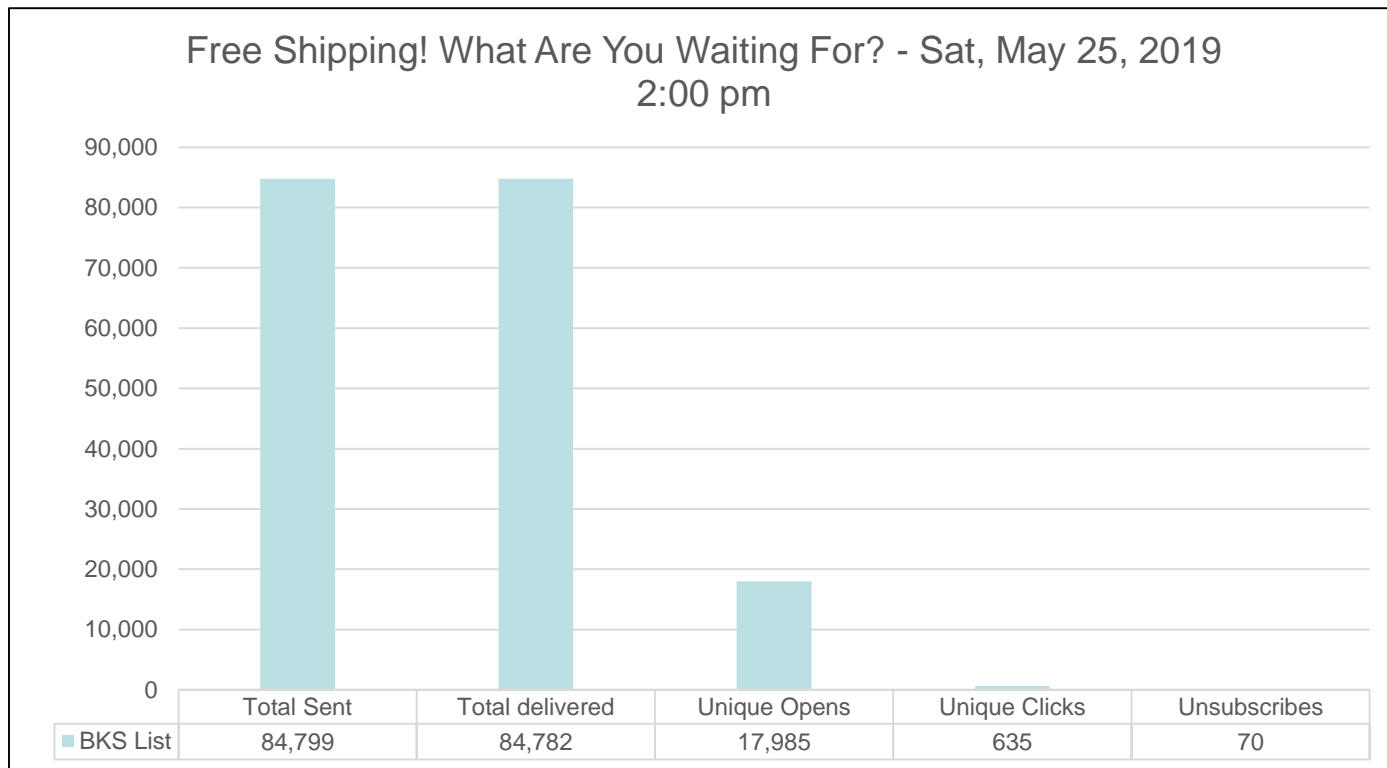


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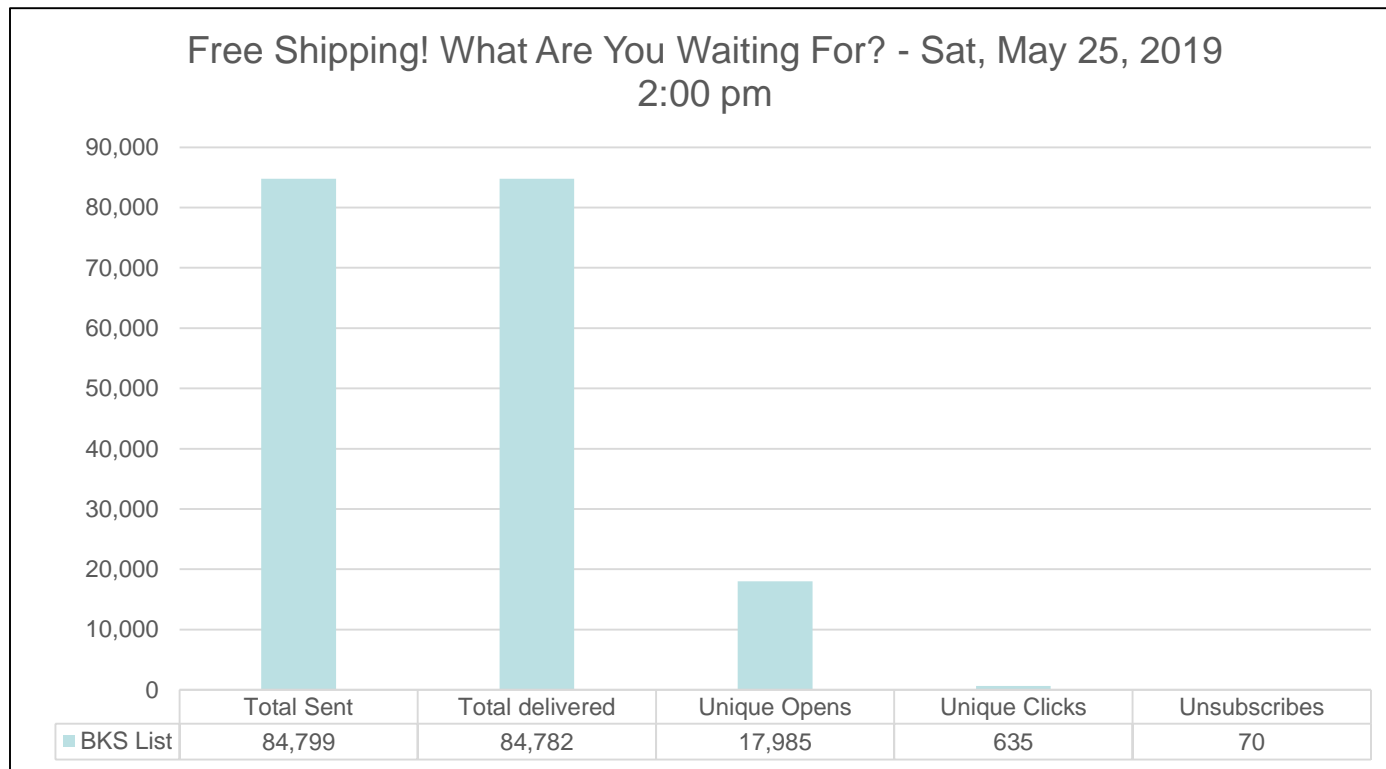


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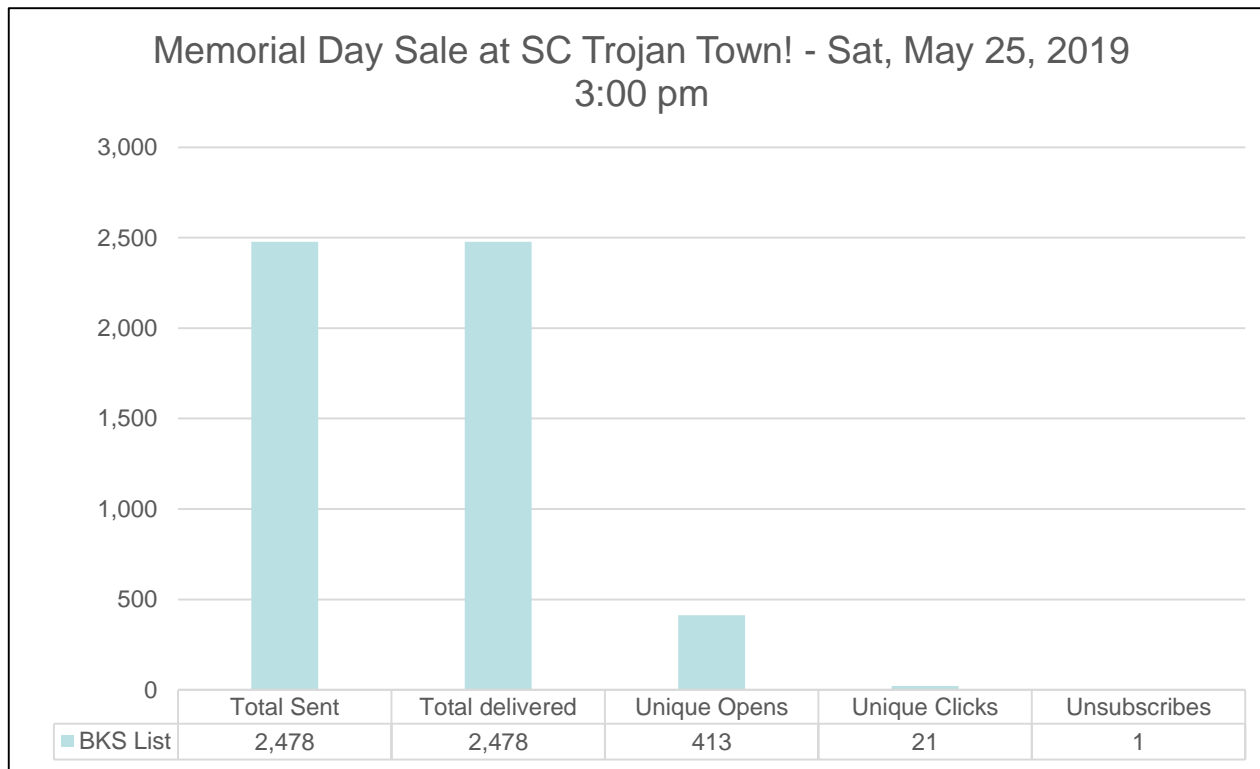


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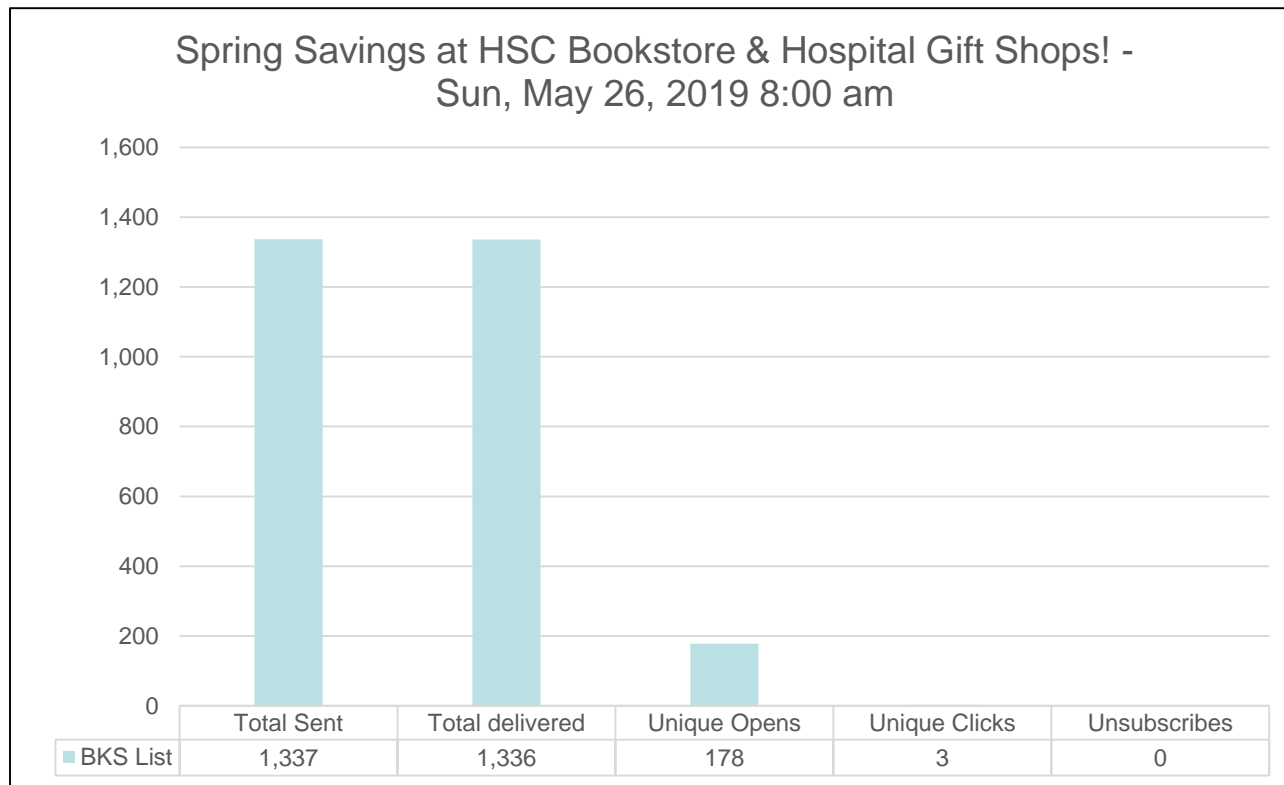


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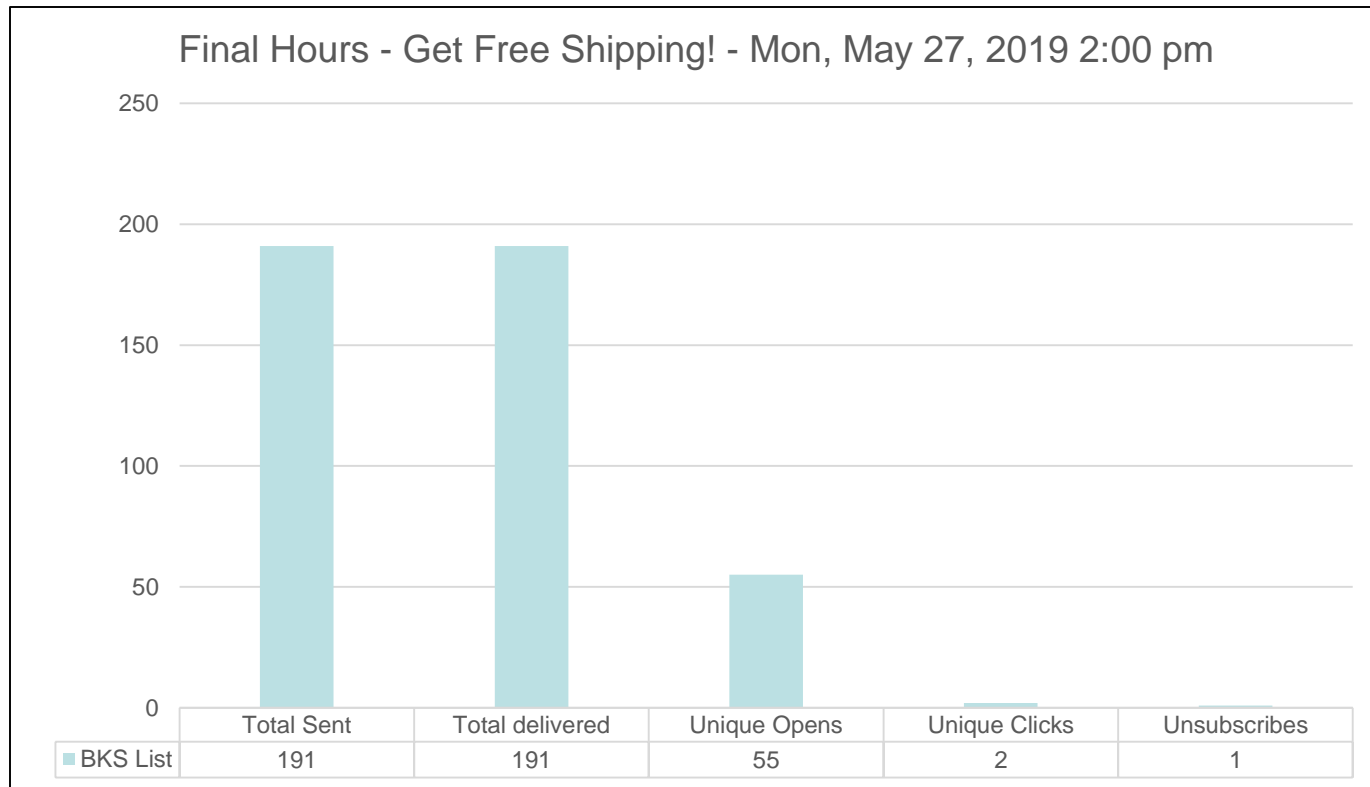


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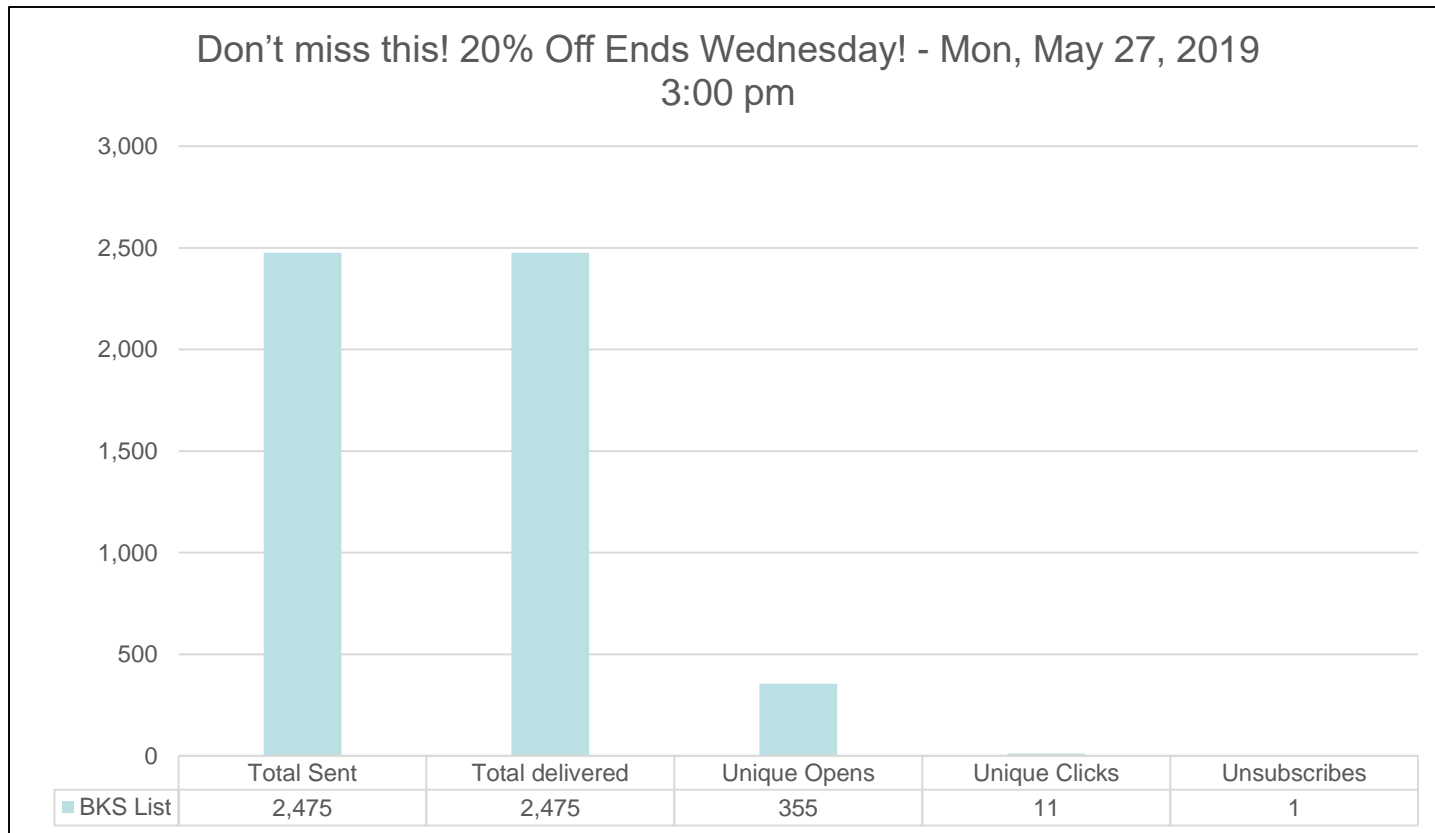


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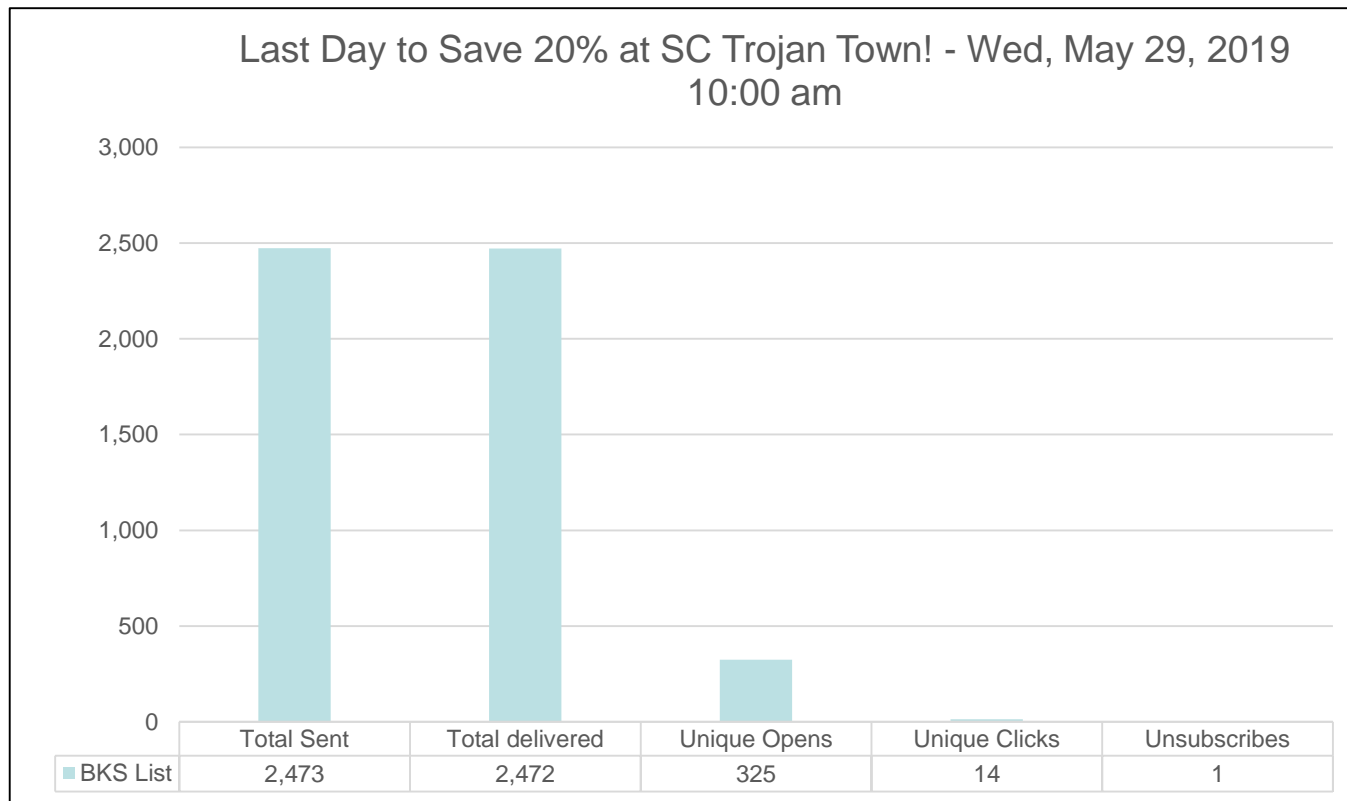


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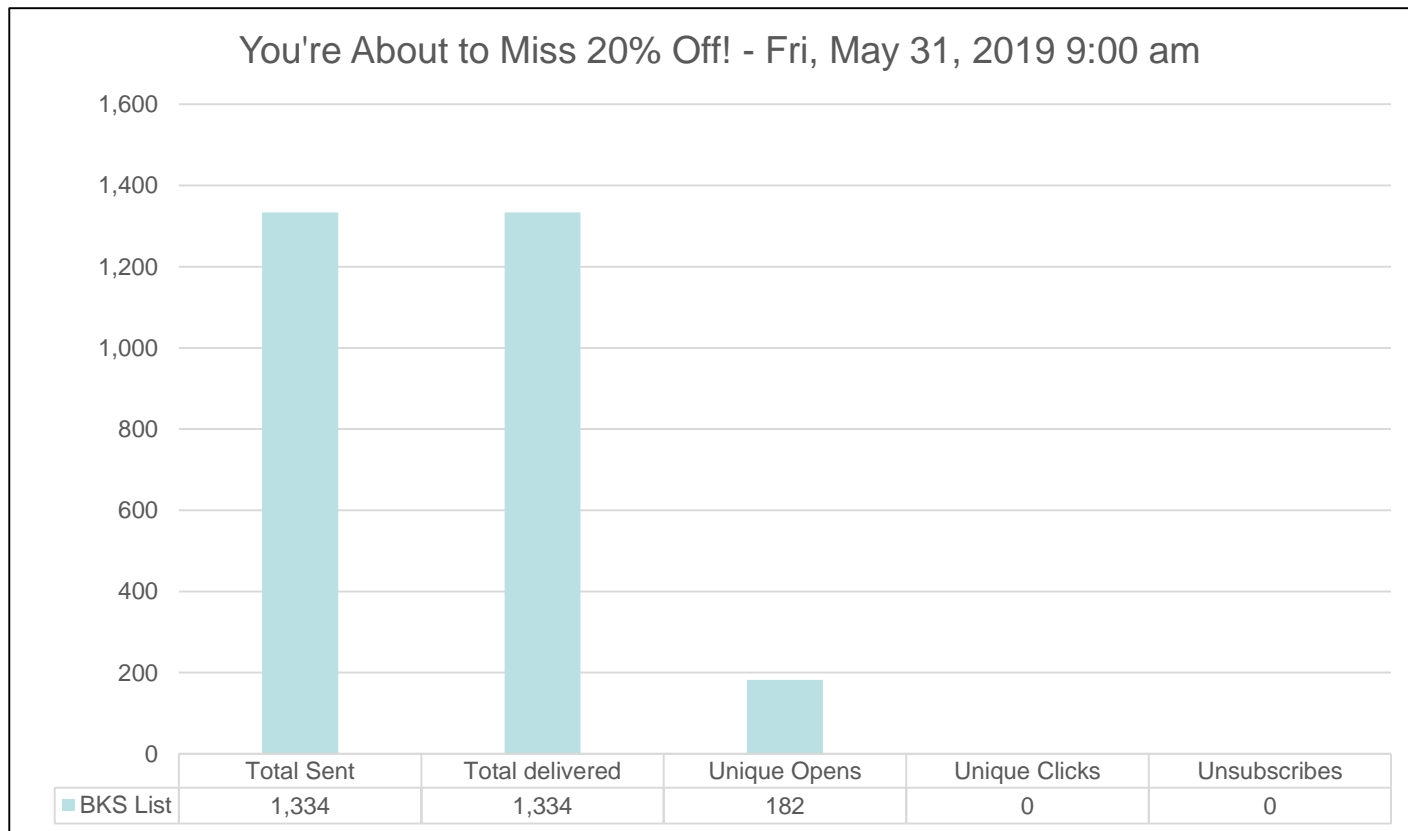


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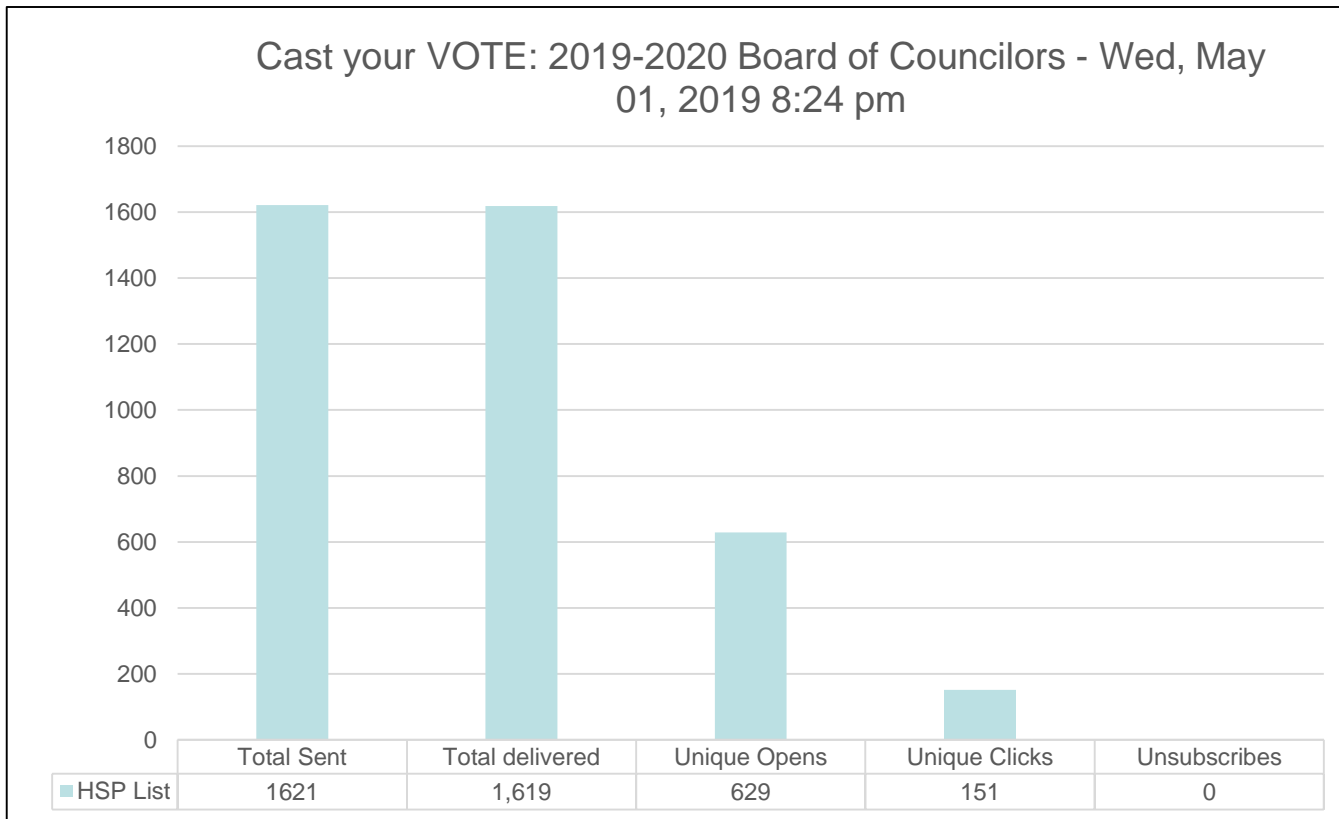


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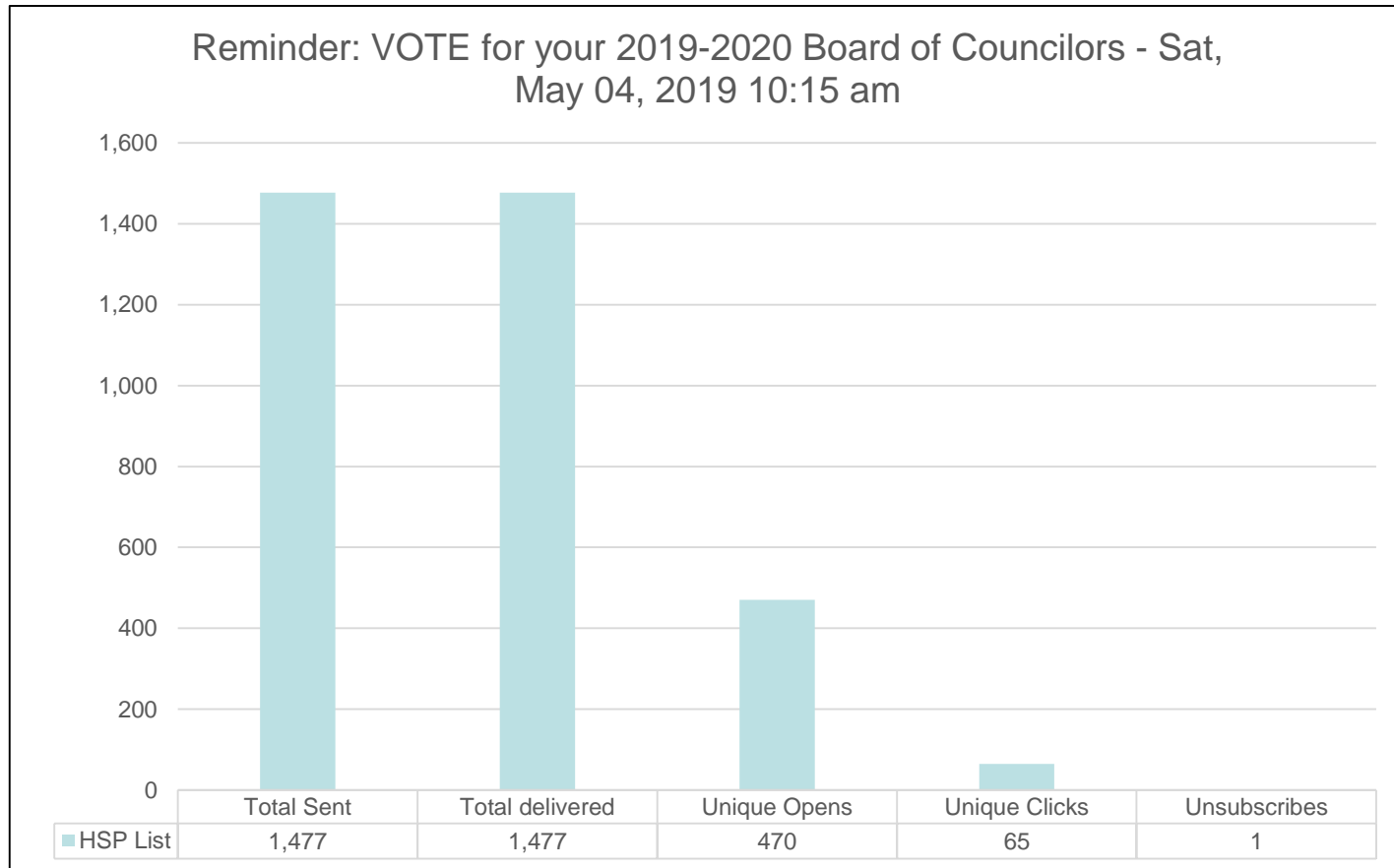


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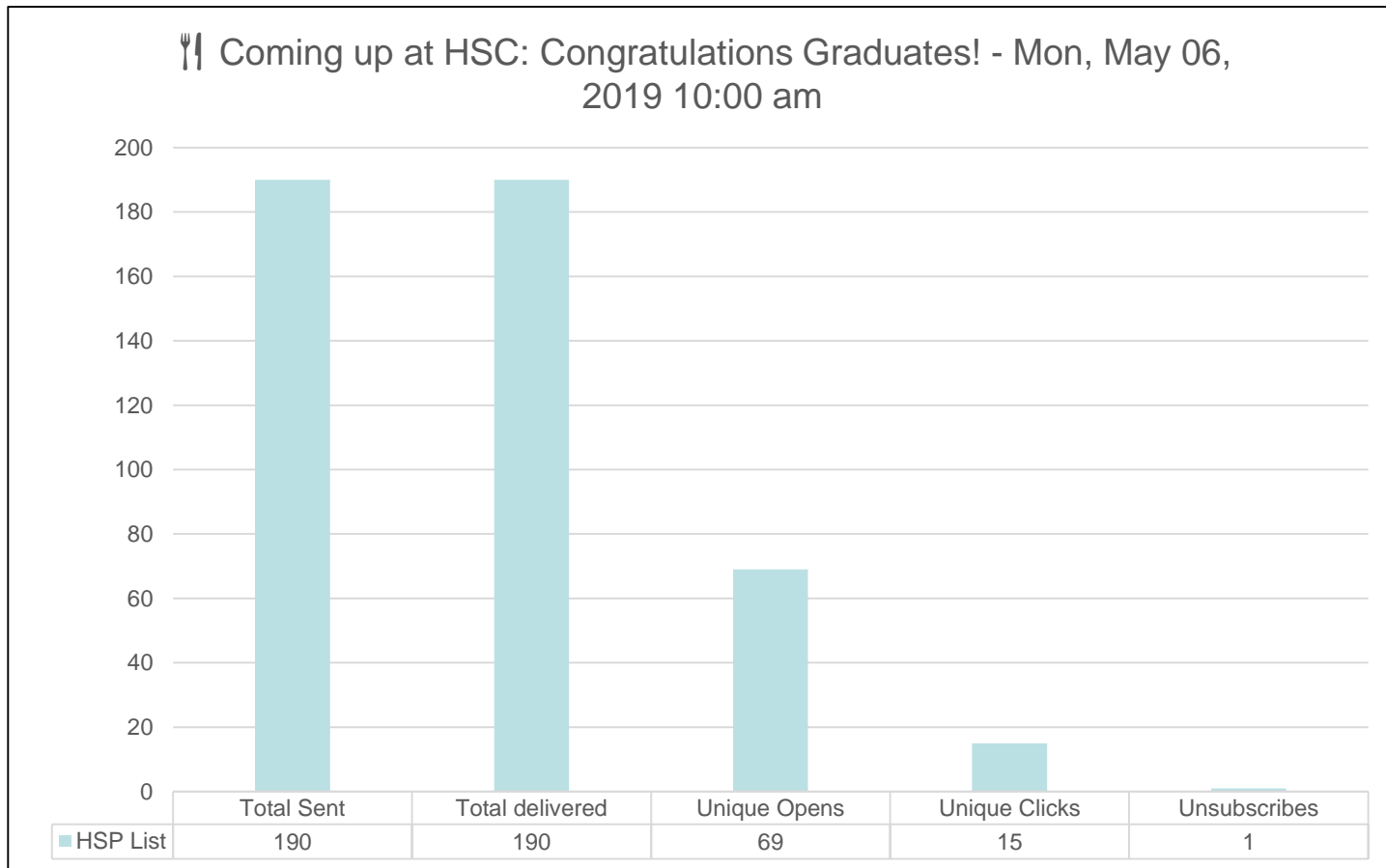


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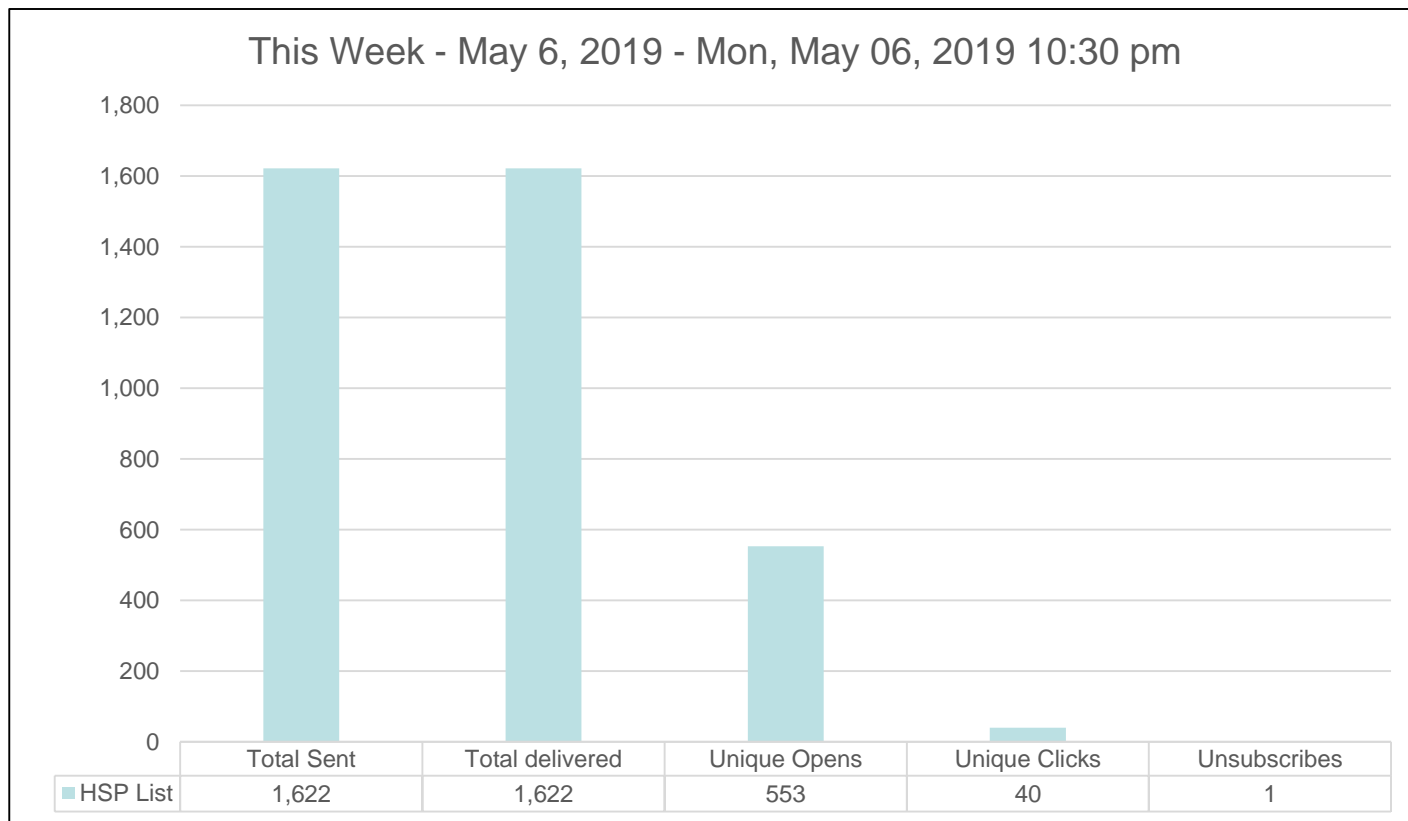


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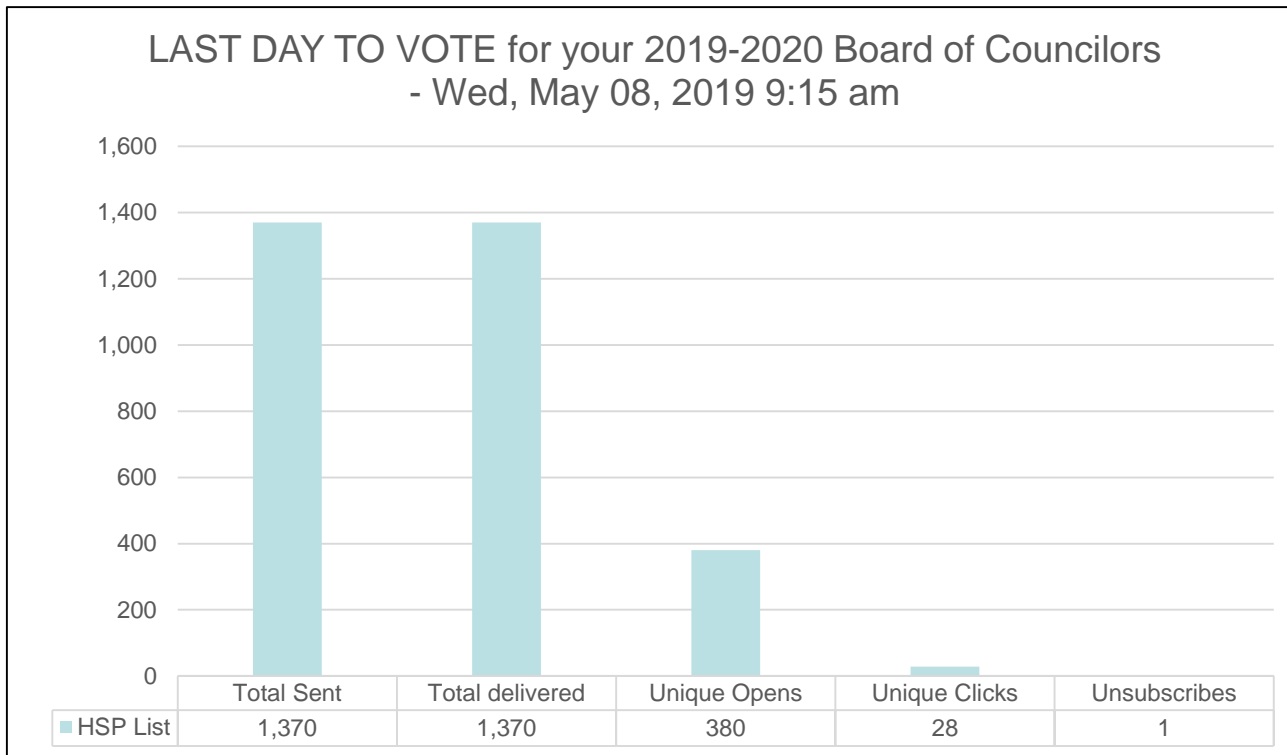


Email Campaign Reports May 2019





Email Campaign Reports May 2019





Customer Satisfaction Report May 2019





Thank You !!