



AUXILIARY SERVICES IT

AS IT MONTHLY REPORTS

For November 2016

TO CREATE
THE BEST USC
EXPERIENCE.

BESTPEOPLE.
BESTPRODUCT.
BESTSERVICE.

USCBOOKSTORES. USCHOSPITALITY.
USCHOUSING. USCTRANSPORTATION.
USCRADISSON. USCCOLISEUM.

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USCAUXILIARY SERVICESIT

AGENDA

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

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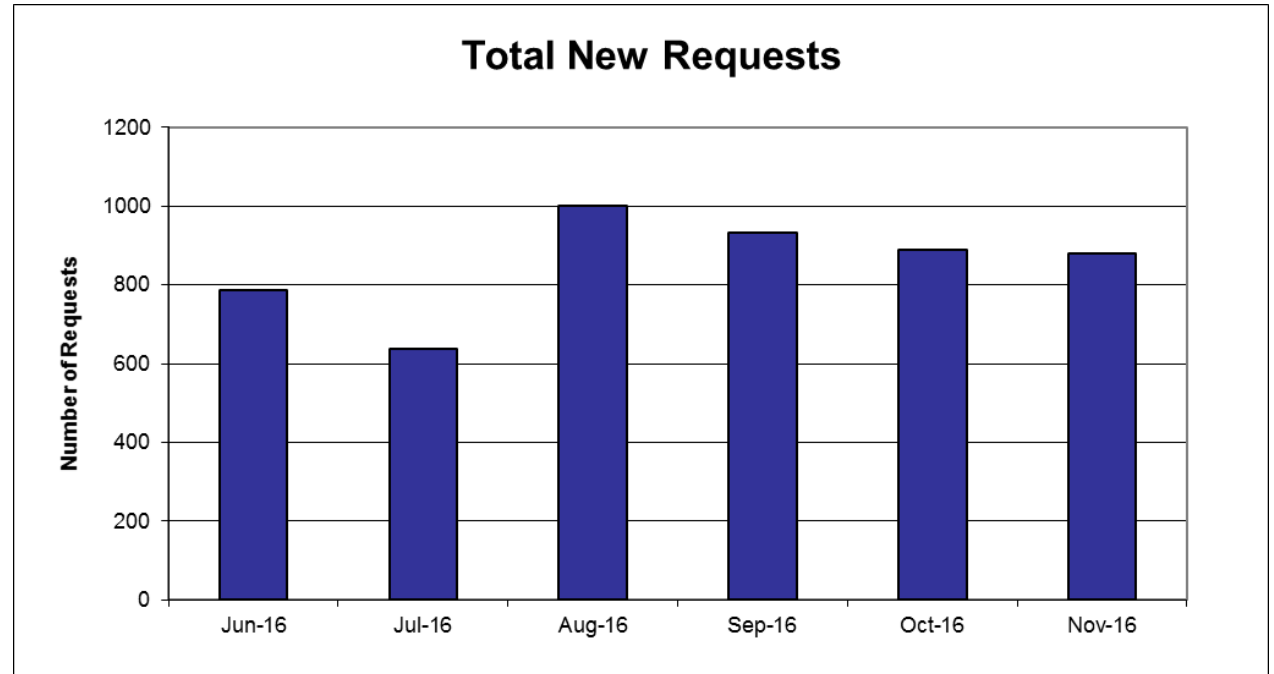
Service Desk Reports November 2016

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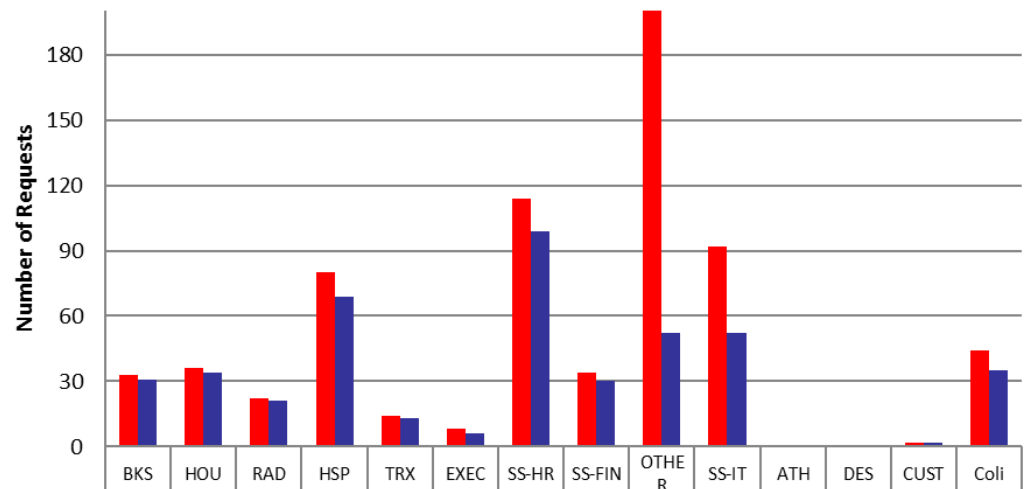
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Total New Vs Closed Requests



■ Total Requests	33	36	22	80	14	8	114	34	401	92	0	0	2	44
■ Closed Requests	31	34	21	69	13	6	99	30	52	52	0	0	2	35



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Service Desk Reports

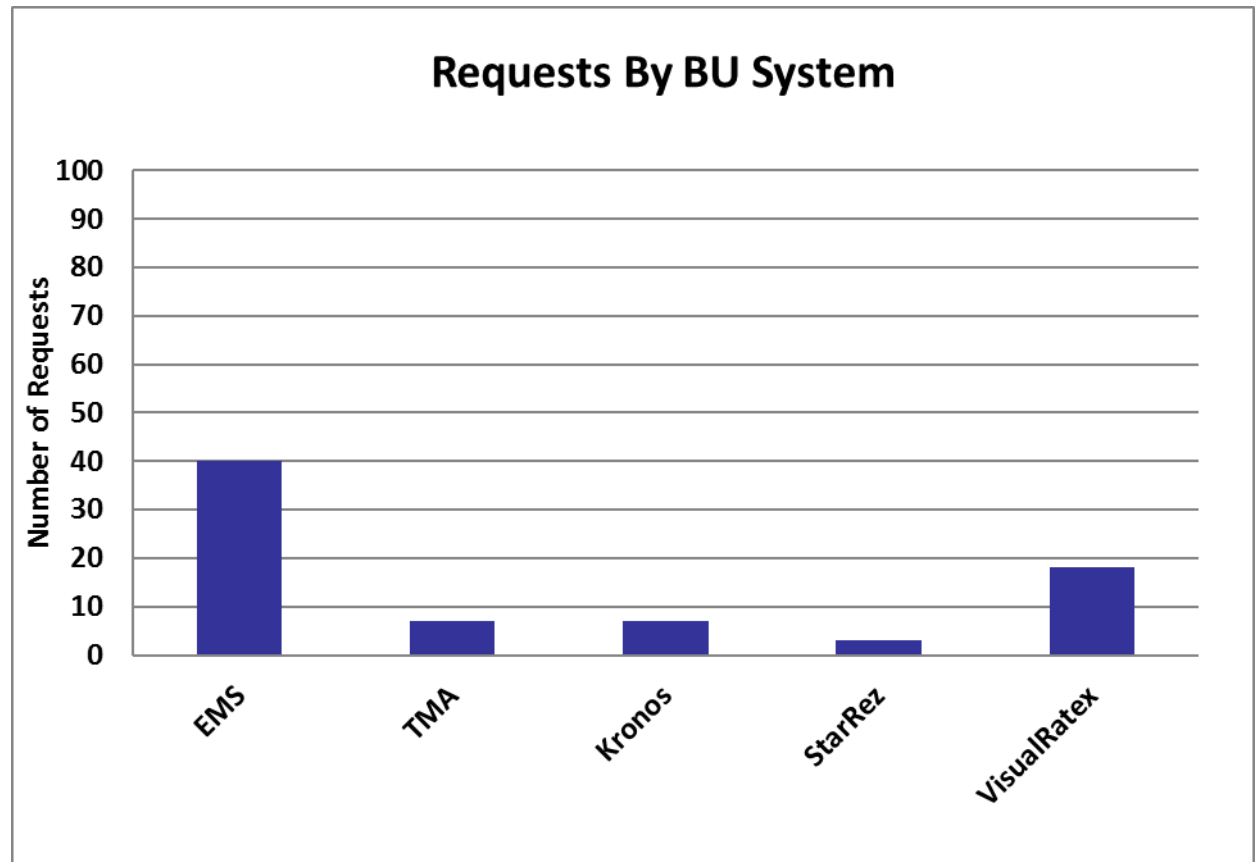
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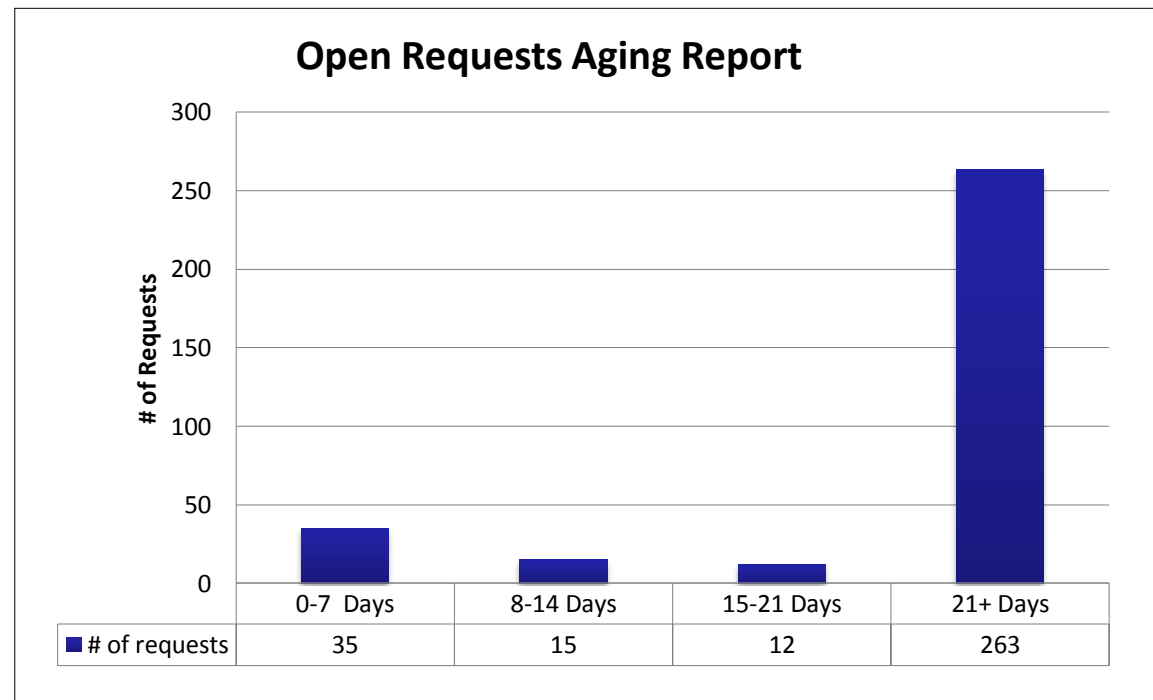
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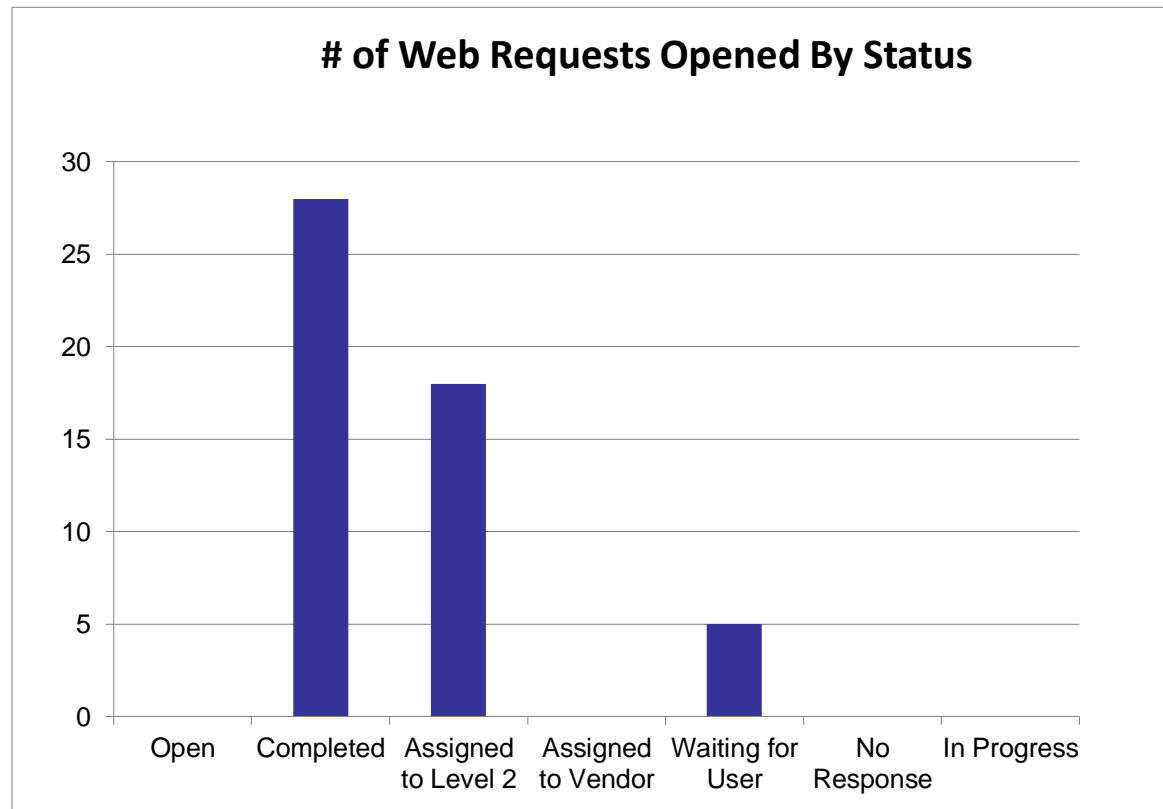
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of Web Requests Opened By Status





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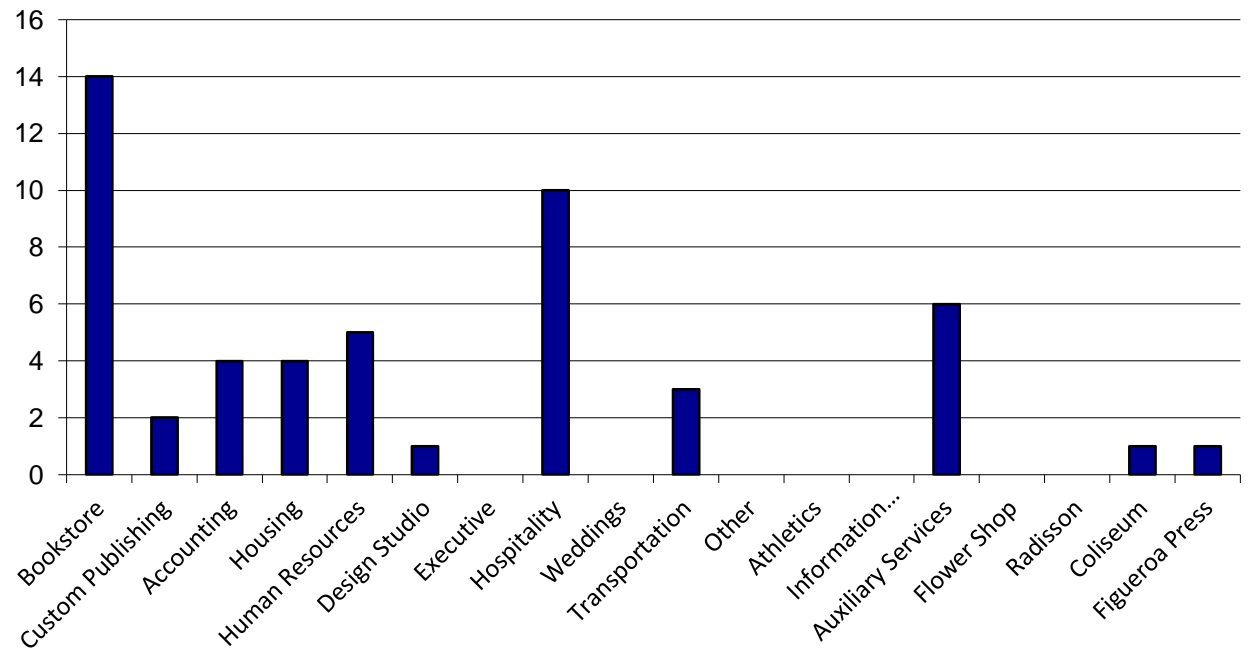
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of Web Requests Opened By Unit





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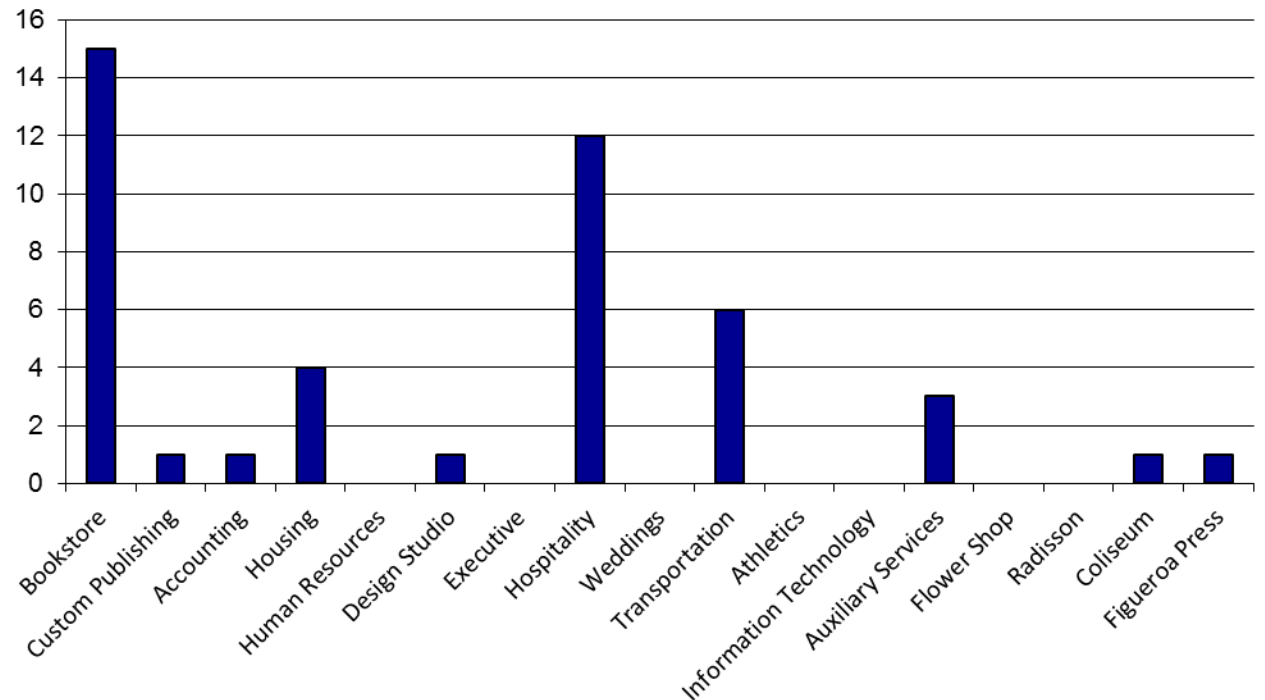
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of Web Requests Closed By Unit





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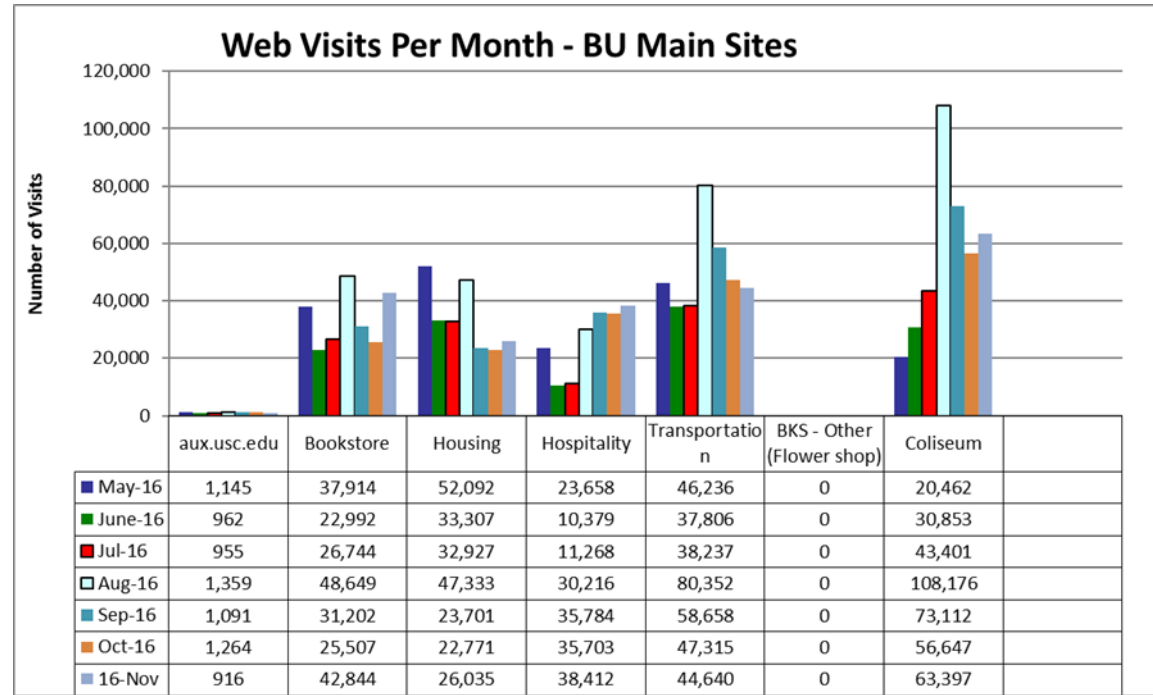
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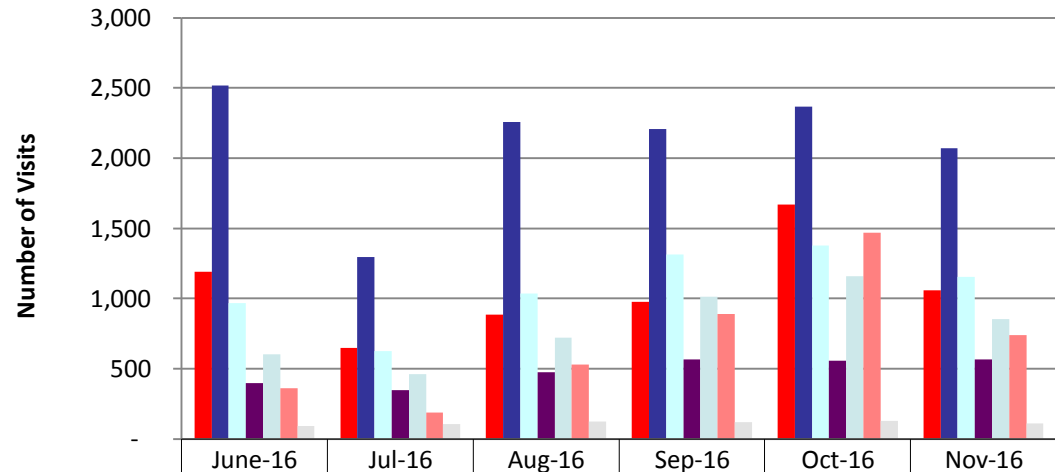
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Web Visits Per Month - HSP Micro Sites



	June-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
■ McKays	1,193	648	885	976	1,672	1,059
■ The Lab	2,516	1,295	2,257	2,207	2,366	2,073
■ Moreton Fig	966	626	1,035	1,316	1,379	1,153
■ Rosso Oro's Pizzeria	400	348	474	568	559	565
■ Seeds Marketplace	604	463	722	1,013	1,161	855
■ Traditions	362	186	528	889	1,467	741
■ The Edmondson	93	108	125	121	129	109



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Website Reports

November 2016

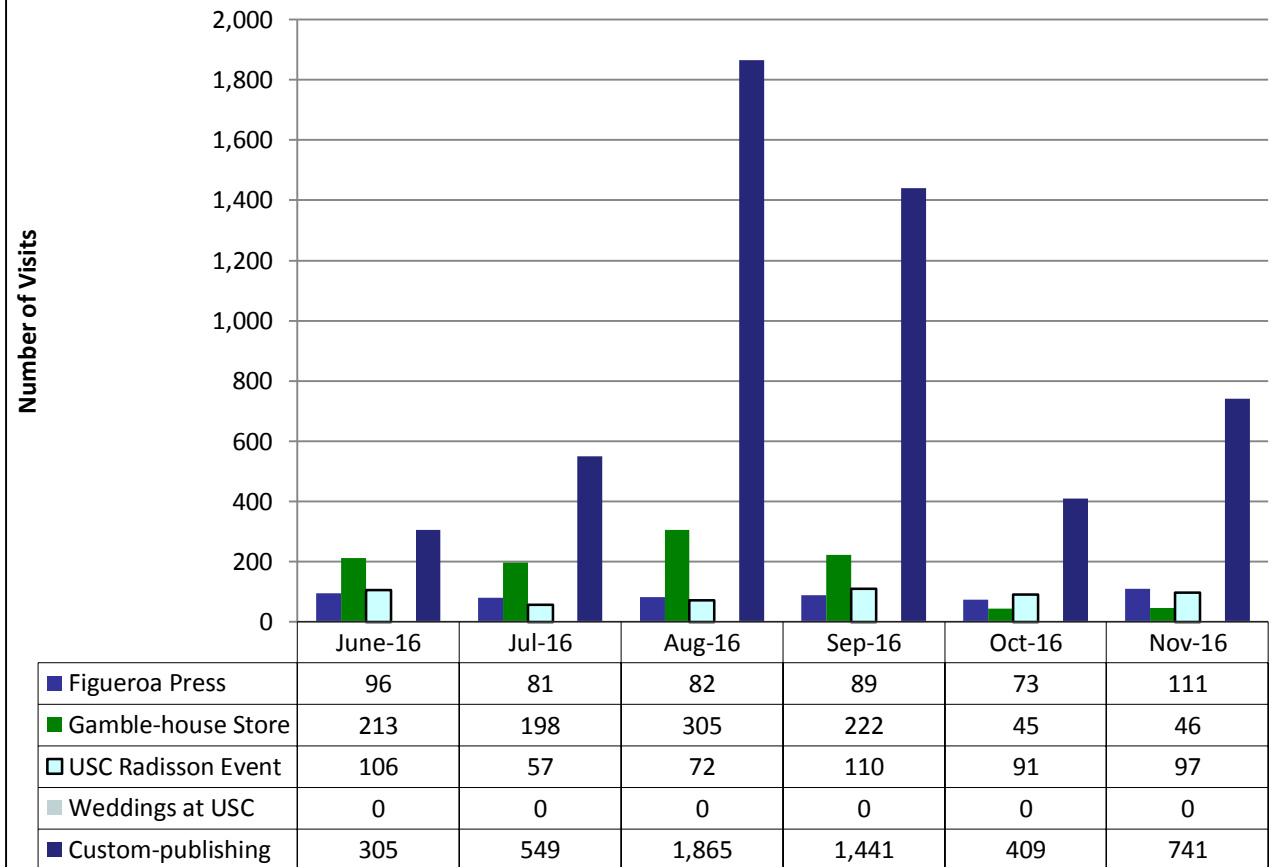
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Web Visits Per Month - Other Sites





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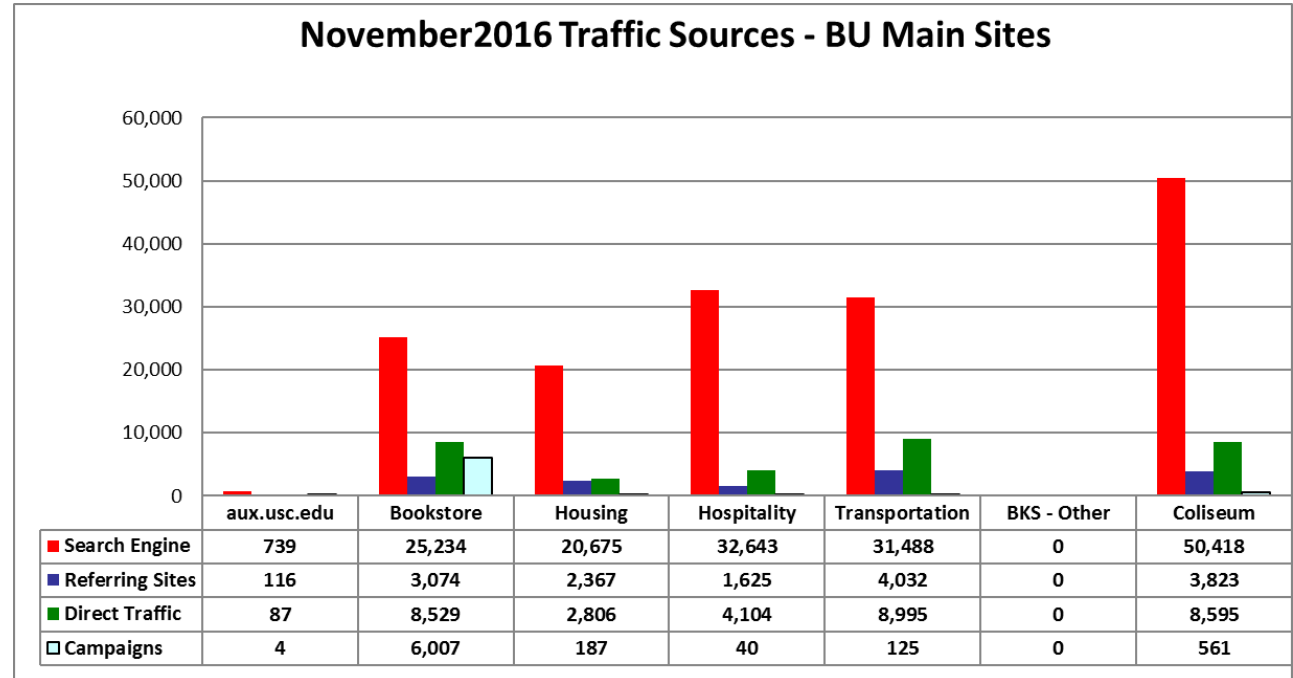
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November 2016 Traffic Sources - BU Main Sites





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Website Reports

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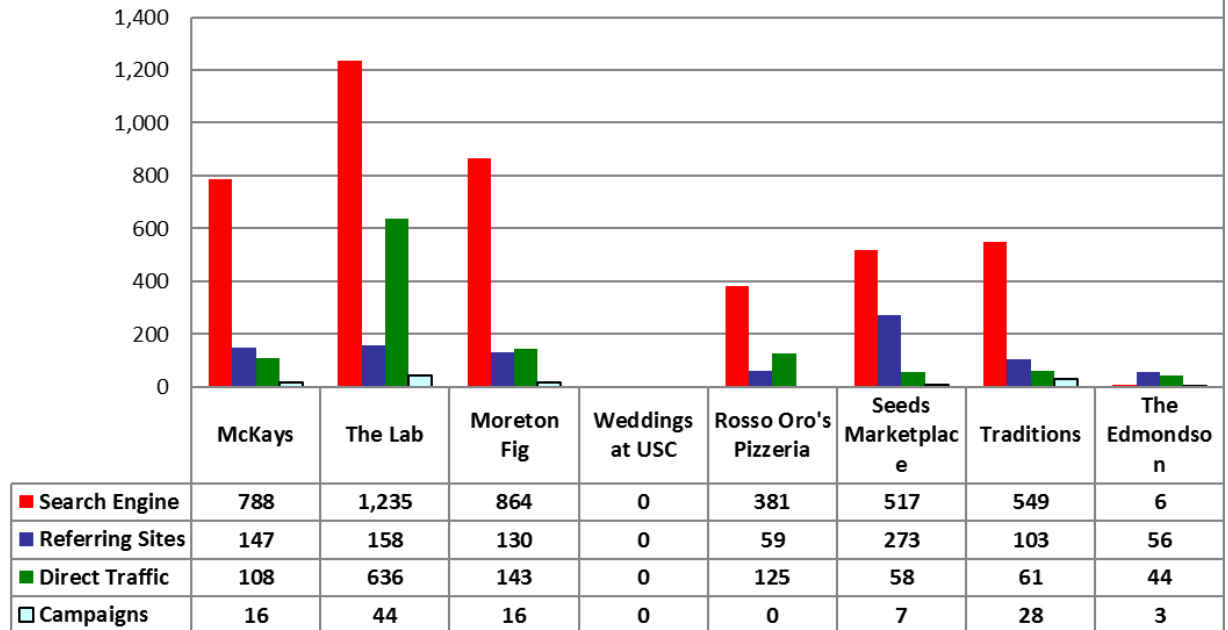
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November 2016 Traffic Sources - HSP Micro Sites





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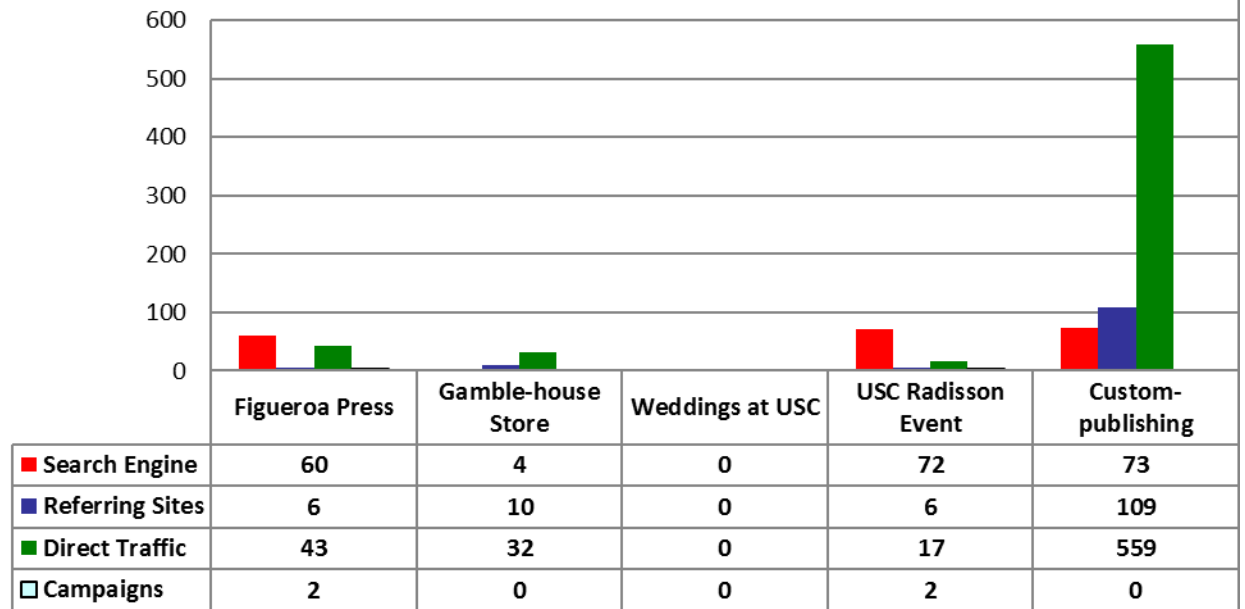
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November 2016 Traffic Sources - Other Sites



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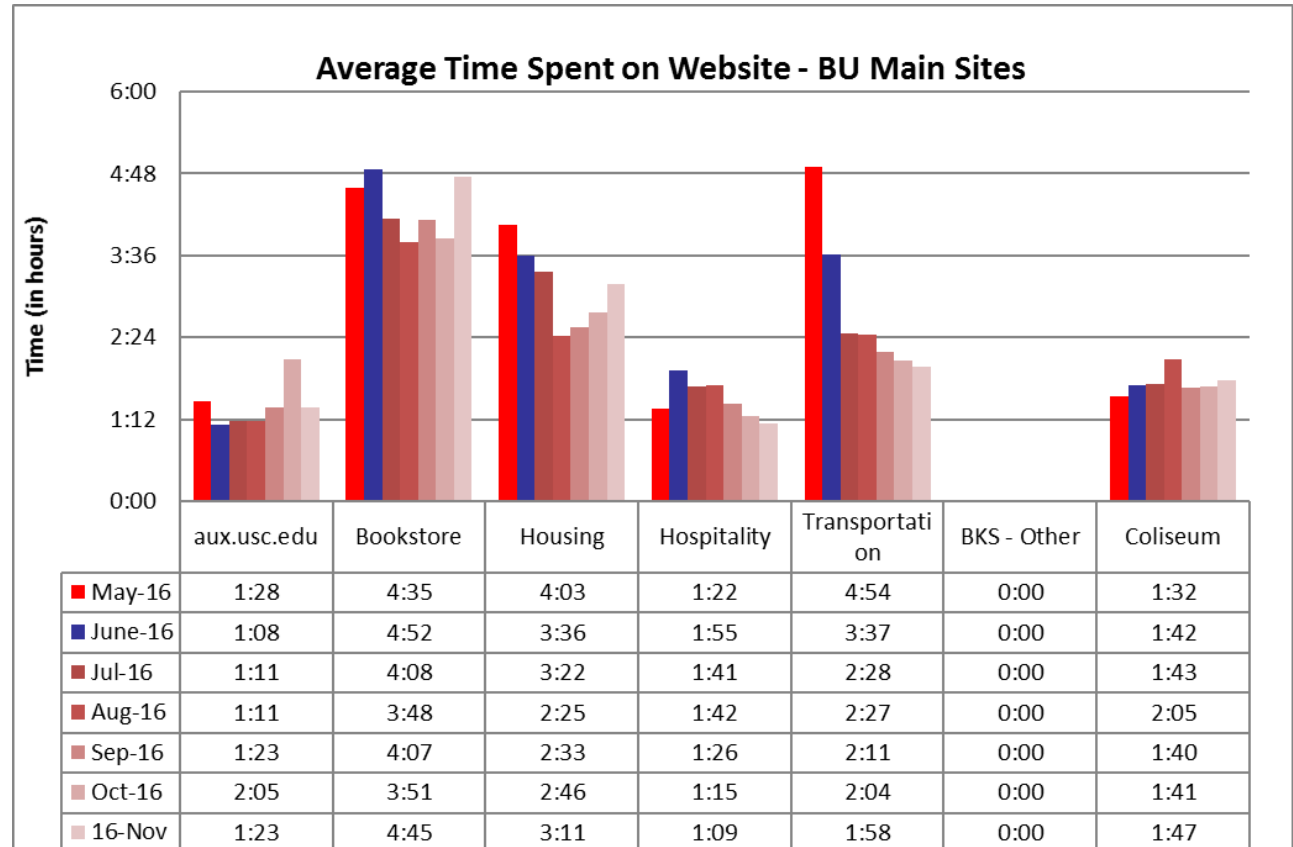
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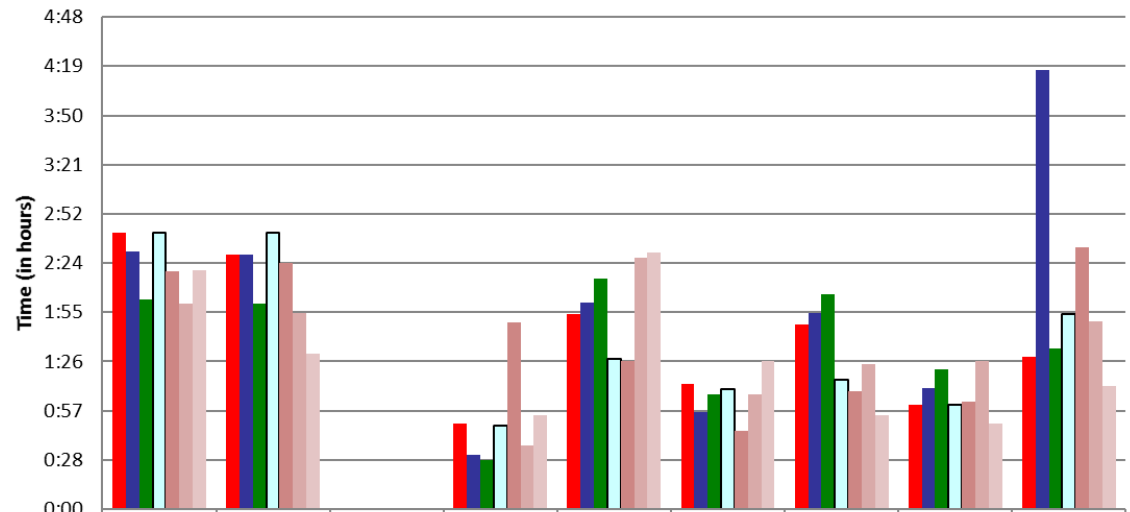
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Average Time Spent on Website - HSP Micro Sites



	McKays	The Lab	Weddings at USC	USC Radisson Event	Moreton Fig	Rosso Oro's Pizzeria	Seeds Marketplace	Traditions	The Edmondson
■ May-16	2:42	2:29	0:00	0:50	1:54	1:13	1:48	1:01	1:29
■ June-16	2:31	2:29	0:00	0:32	2:01	0:57	1:55	1:11	4:17
■ Jul-16	2:03	2:00	0:00	0:29	2:15	1:07	2:06	1:22	1:34
□ Aug-16	2:42	2:42	0:00	0:49	1:28	1:10	1:16	1:01	1:54
■ Sep-16	2:19	2:24	0:00	1:49	1:27	0:46	1:09	1:03	2:33
■ Oct-16	2:00	1:55	0:00	0:37	2:27	1:07	1:25	1:27	1:50
■ 16-Nov	2:20	1:31	0:00	0:55	2:30	1:27	0:55	0:50	1:12



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Website Reports November 2016

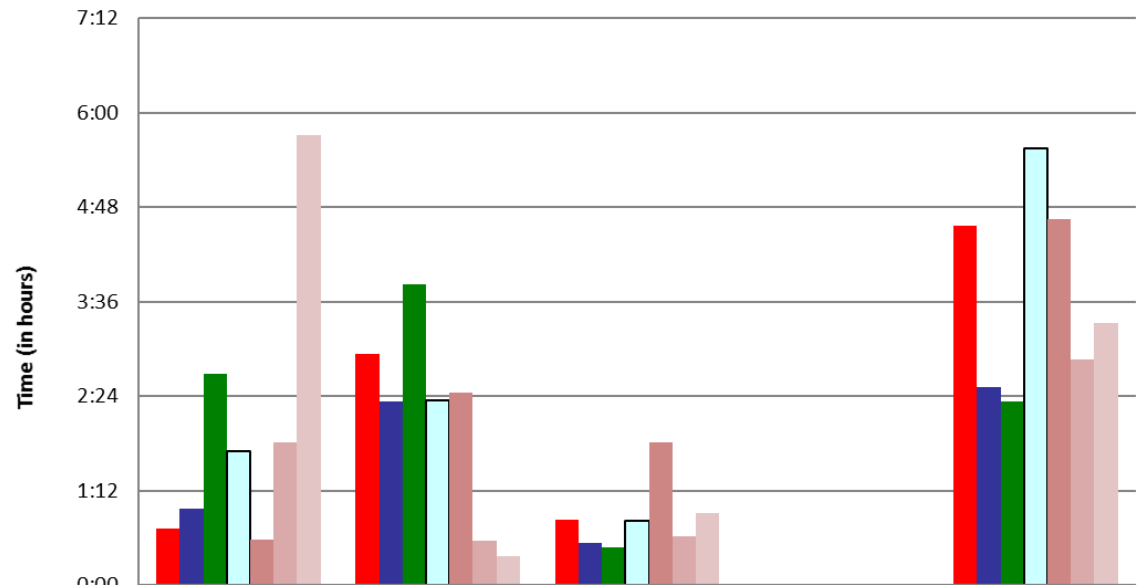
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Average Time Spent on Website - Other Sites



	Figueroa Press	Gamble-house Store	USC Radisson Event	Weddings at USC	Custom-publishing
■ May-16	0:43	2:56	0:50	0:00	4:34
■ June-16	0:58	2:20	0:32	0:00	2:31
■ Jul-16	2:41	3:49	0:29	0:00	2:20
■ Aug-16	1:42	2:21	0:49	0:00	5:33
■ Sep-16	0:35	2:27	1:49	0:00	4:39
■ Oct-16	1:49	0:34	0:37	0:00	2:52
■ 16-Nov	5:43	0:22	0:55	0:00	3:20



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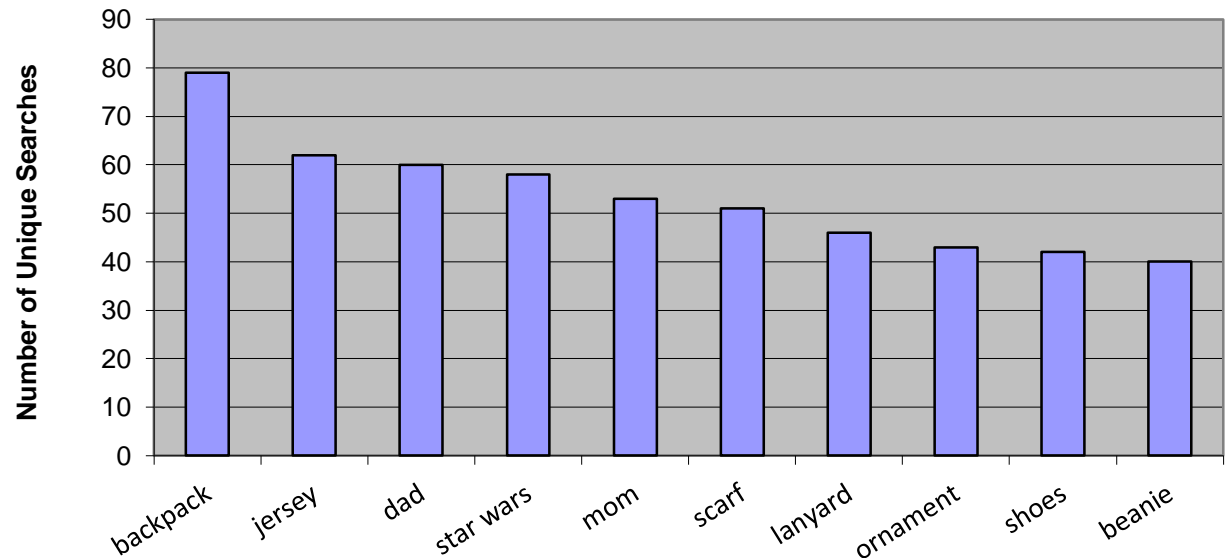
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Bookstore Charts
10 Most Searched Items November 2016





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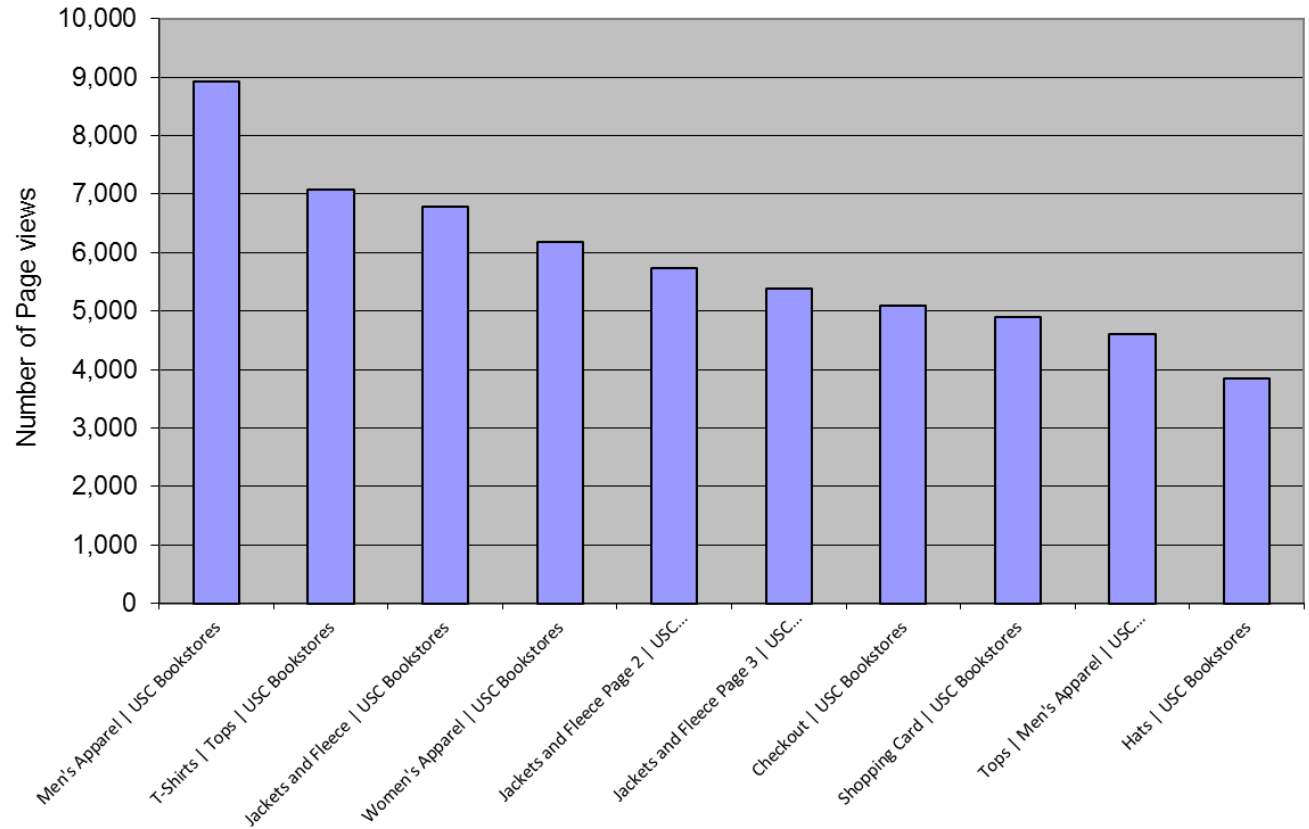
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Bookstore Charts
10 Most Viewed Pages - November 2016





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Website Reports November 2016

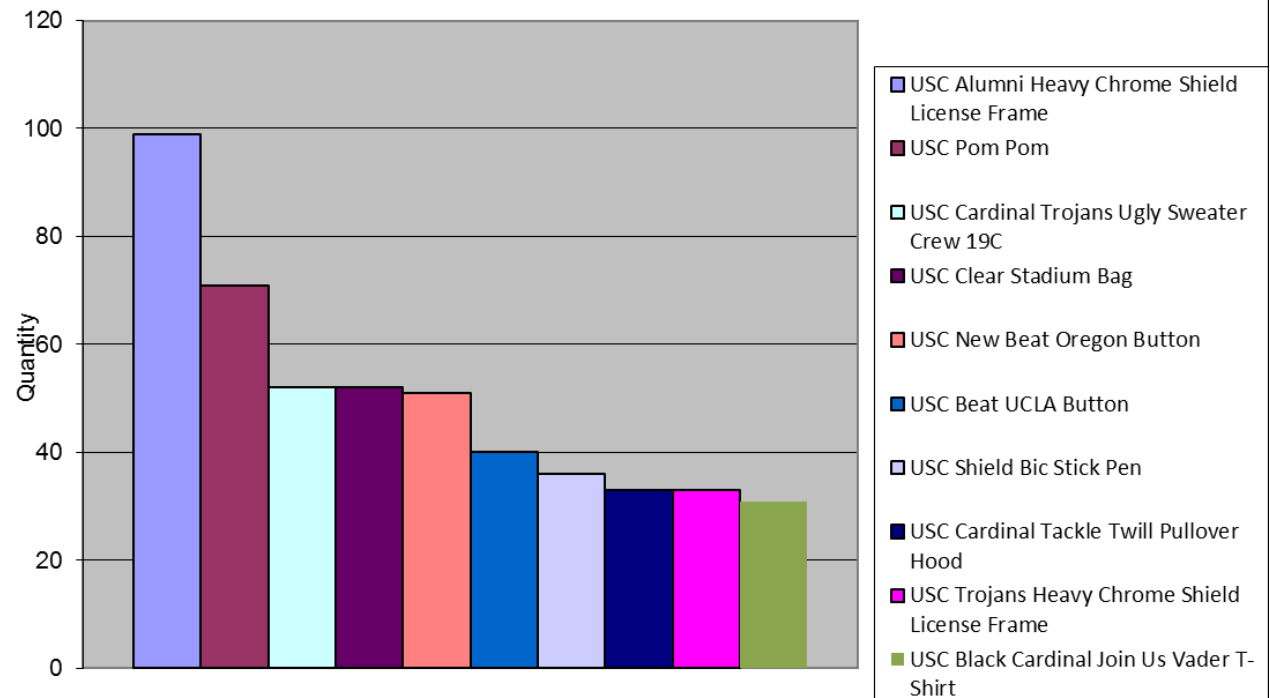
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Bookstore Charts
10 Most Purchased Products November 2016





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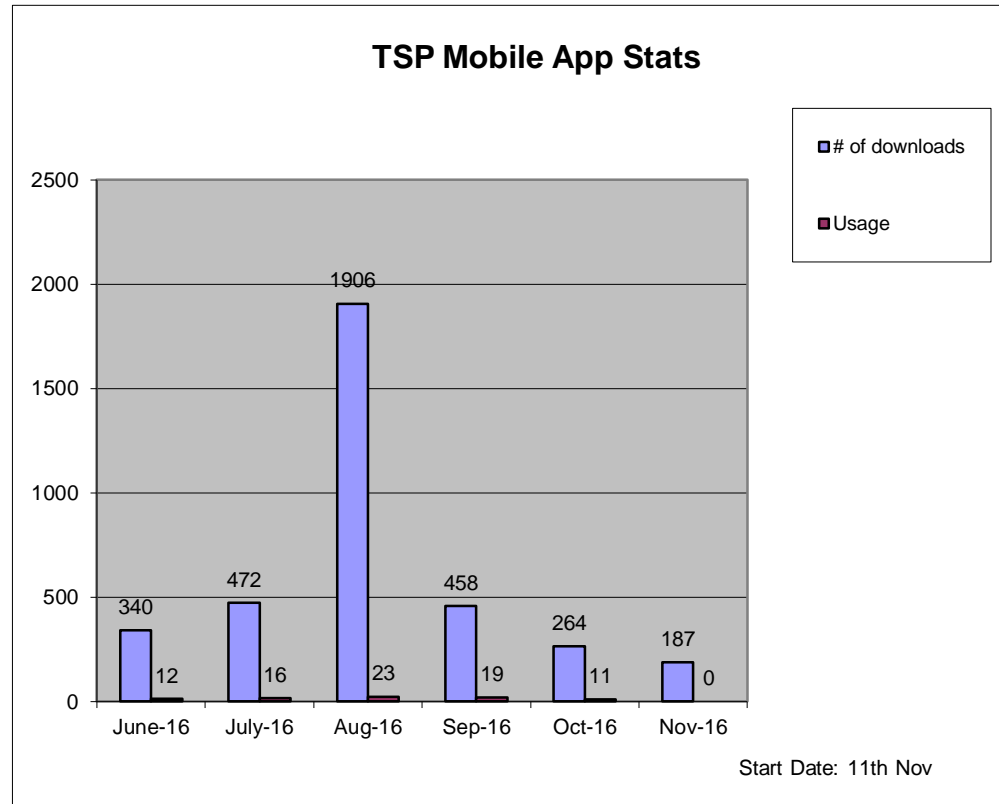
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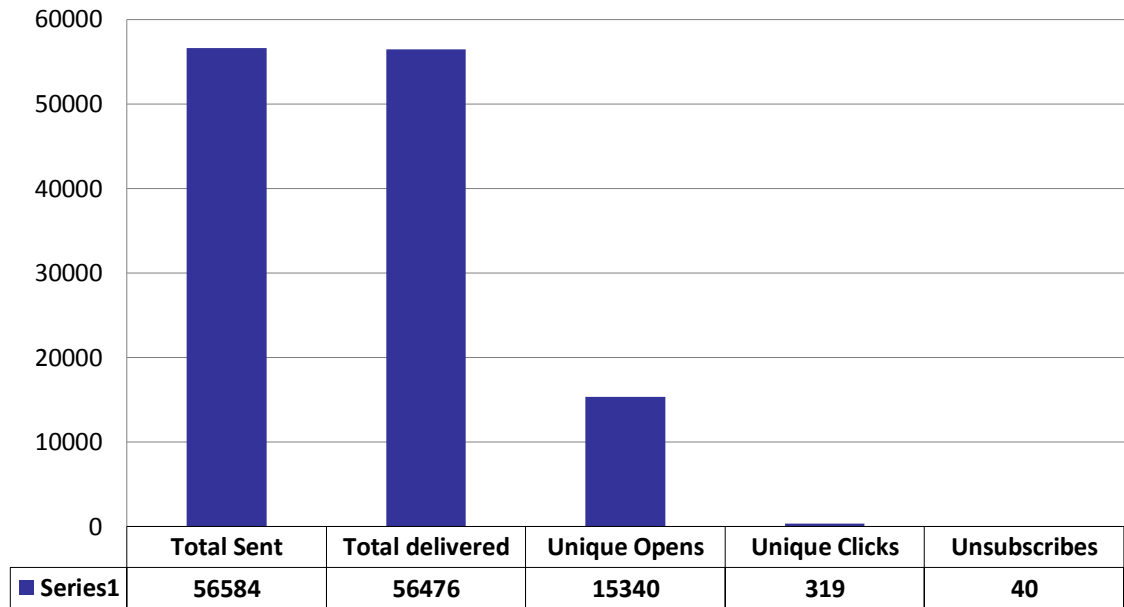
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Meet Star Wars Stormtroopers at USC Bookstore this Saturday - 11/4/2016





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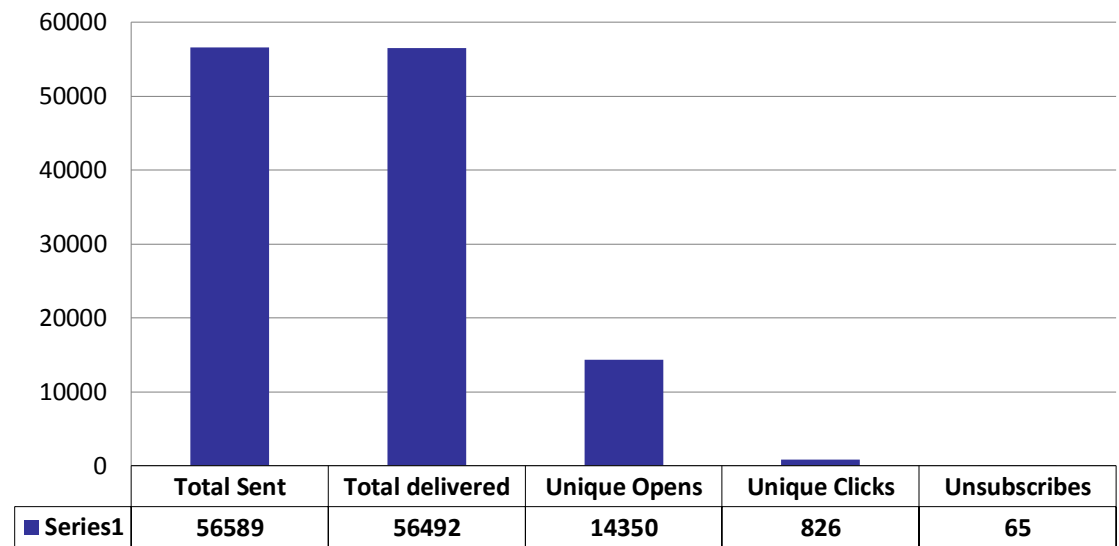
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Increase Your Fitness with New USC Nike Styles - 11/8/2016





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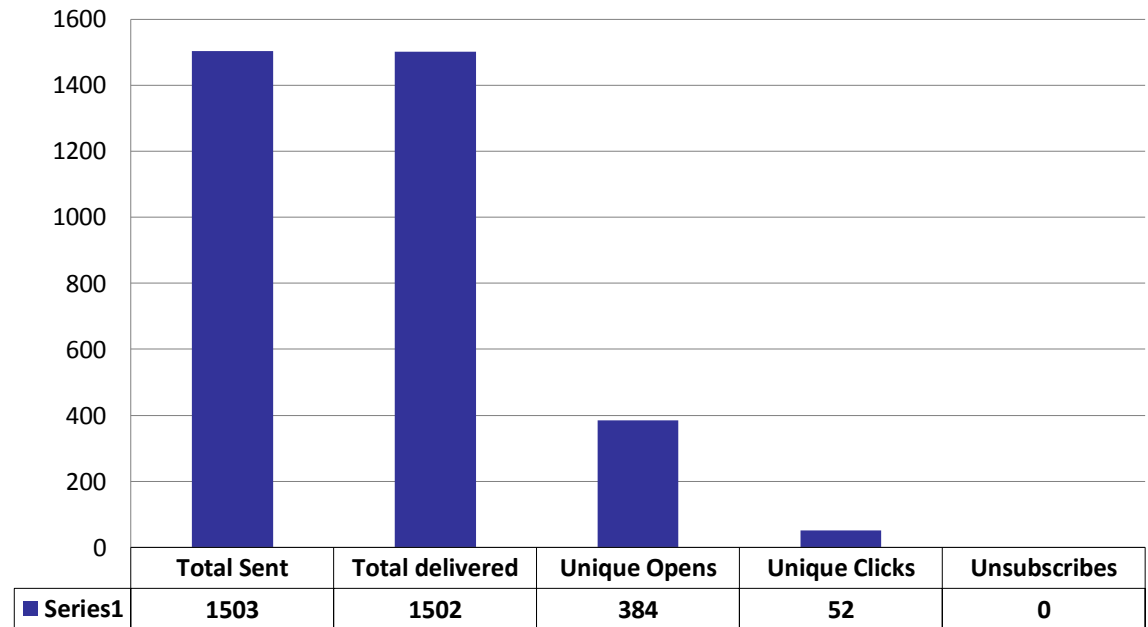
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Reserve Your Tax-Free Apple Purchase Today! - 11/10/2016





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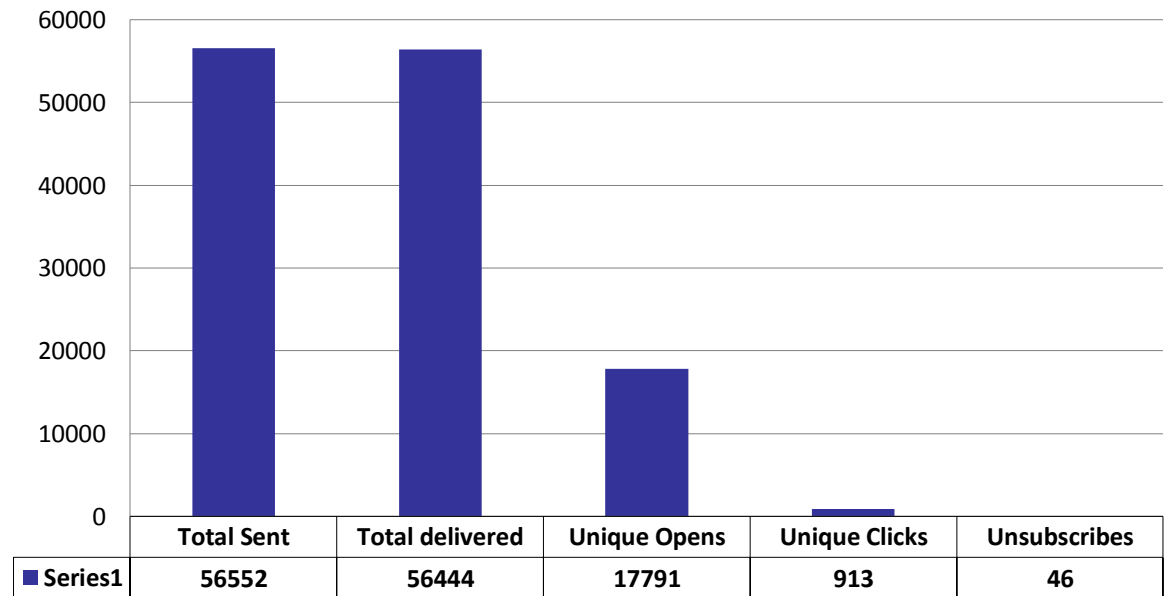
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USC vs. Everyone - 11/15/2016



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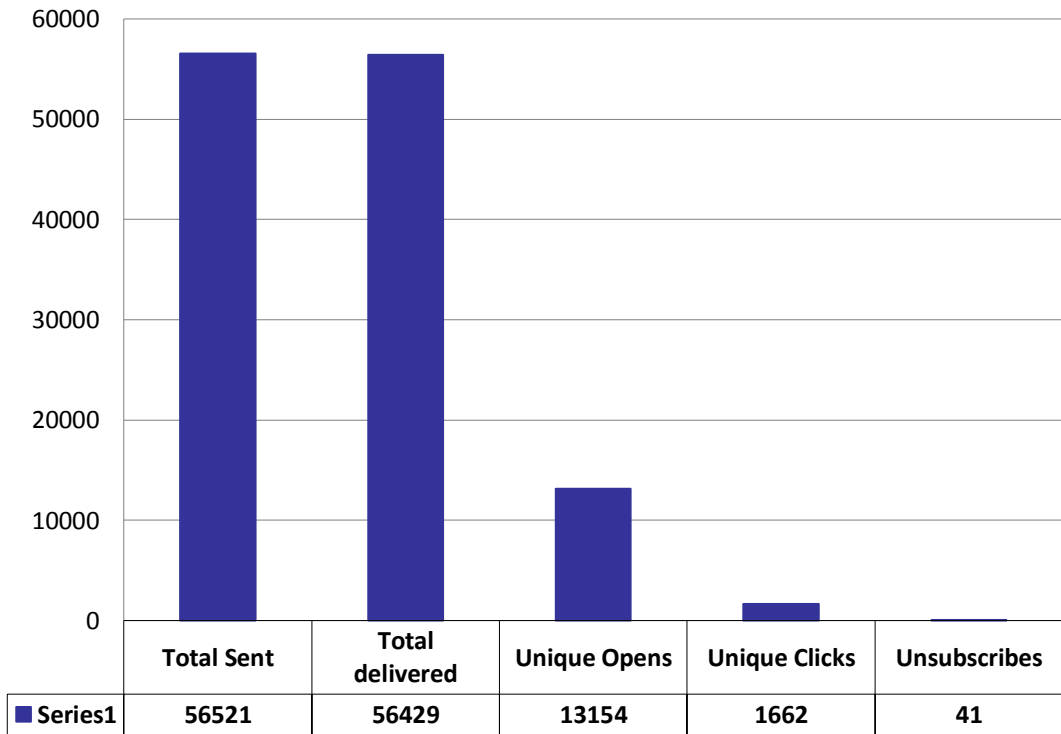
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2016 USC Holiday Gift Guide - 11/19/2016





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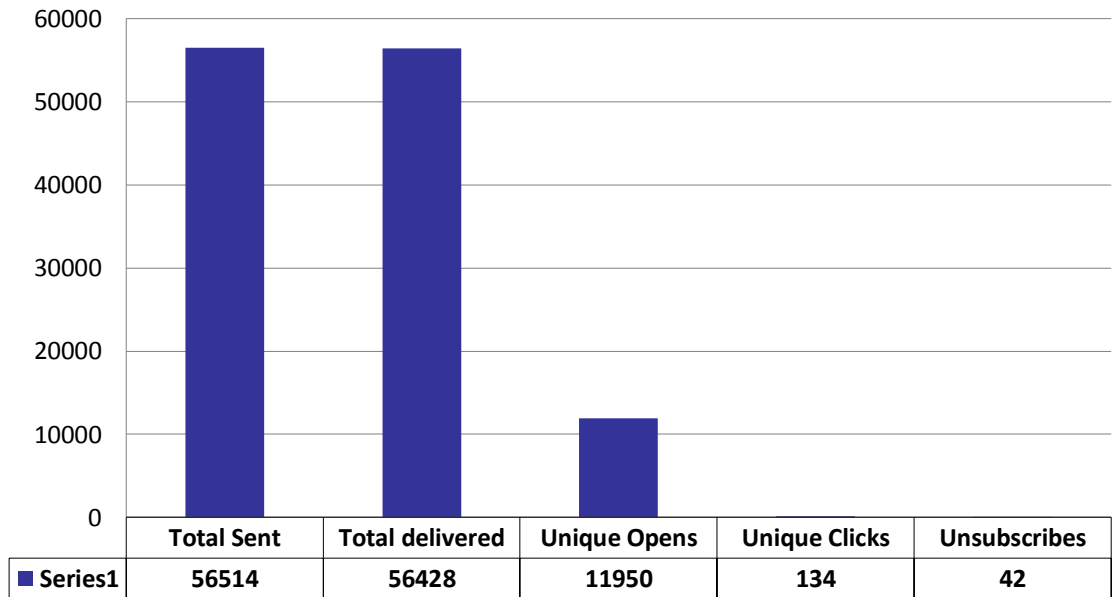
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USC Thronton School of Music Winter Gala CD Now Available! - 11/23/2016





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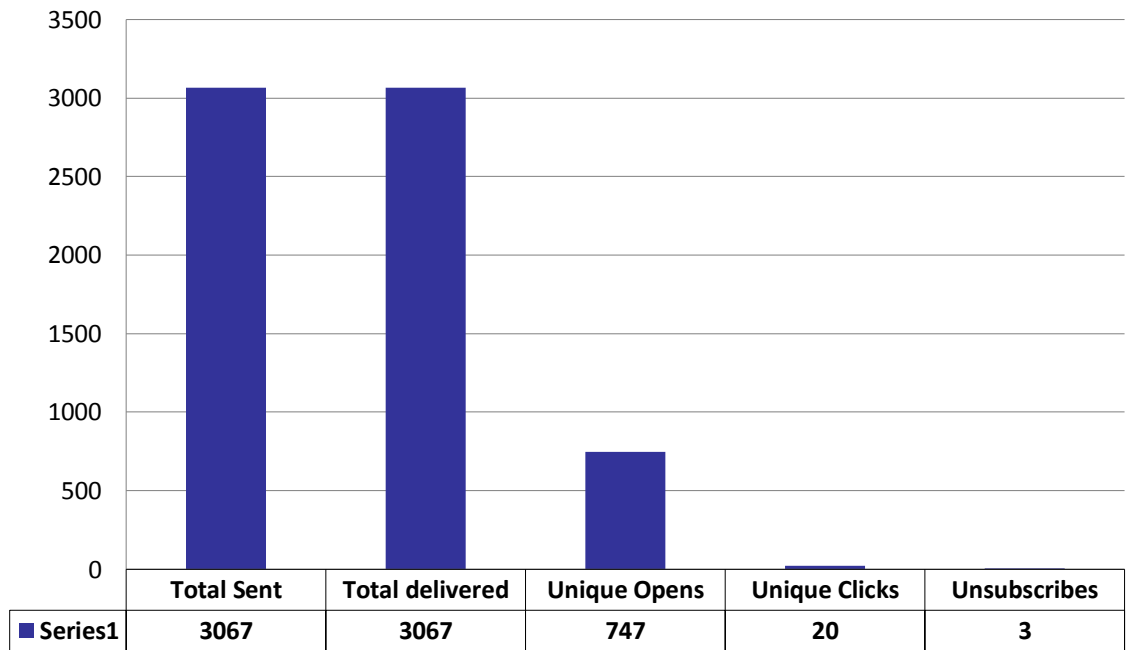
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Shop the USC Black Friday Sale at South Coast Plaza! - 11/25/2016





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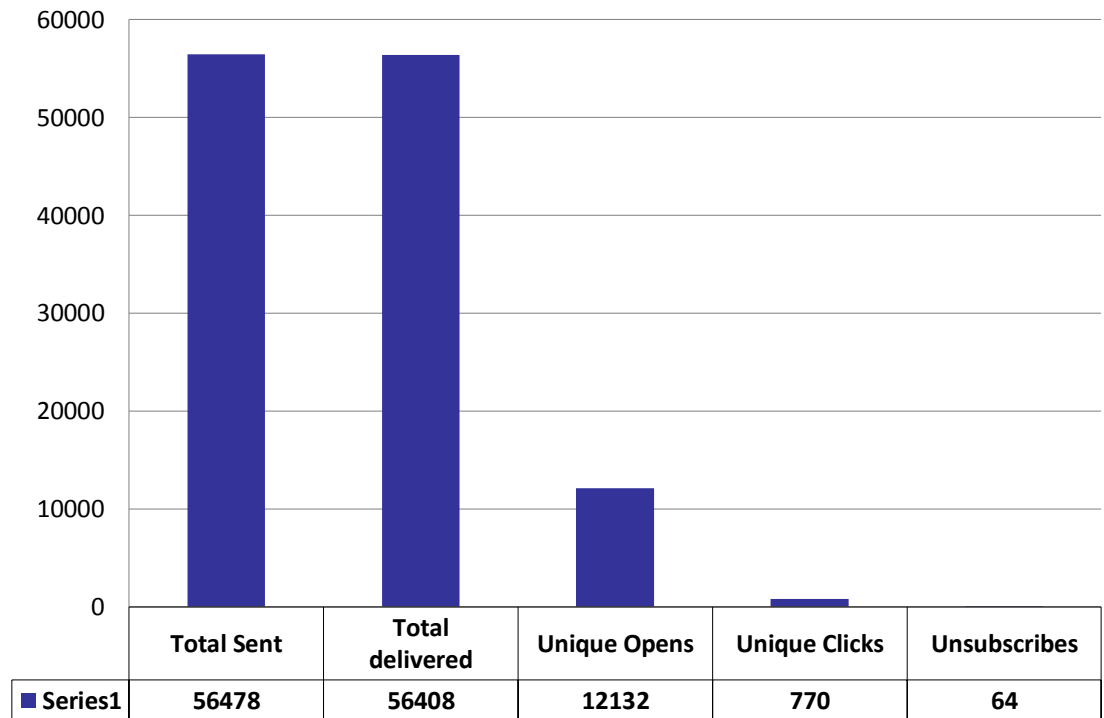
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Tis the Season for Trojan Tidings - 11/26/2016





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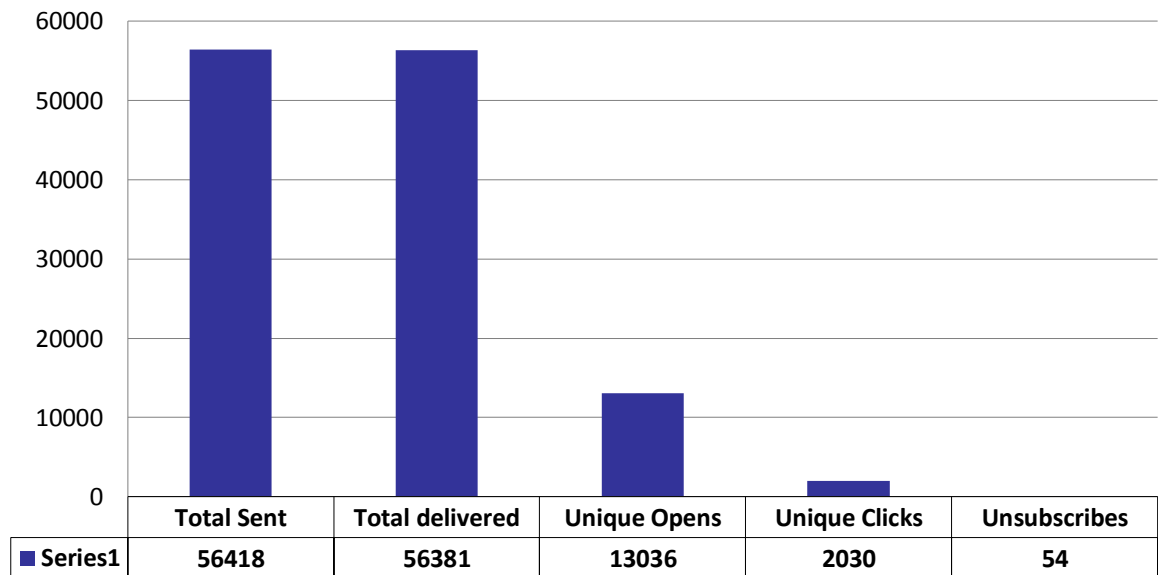
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The USC Online Holiday Sale is Here! - 11/28/2016





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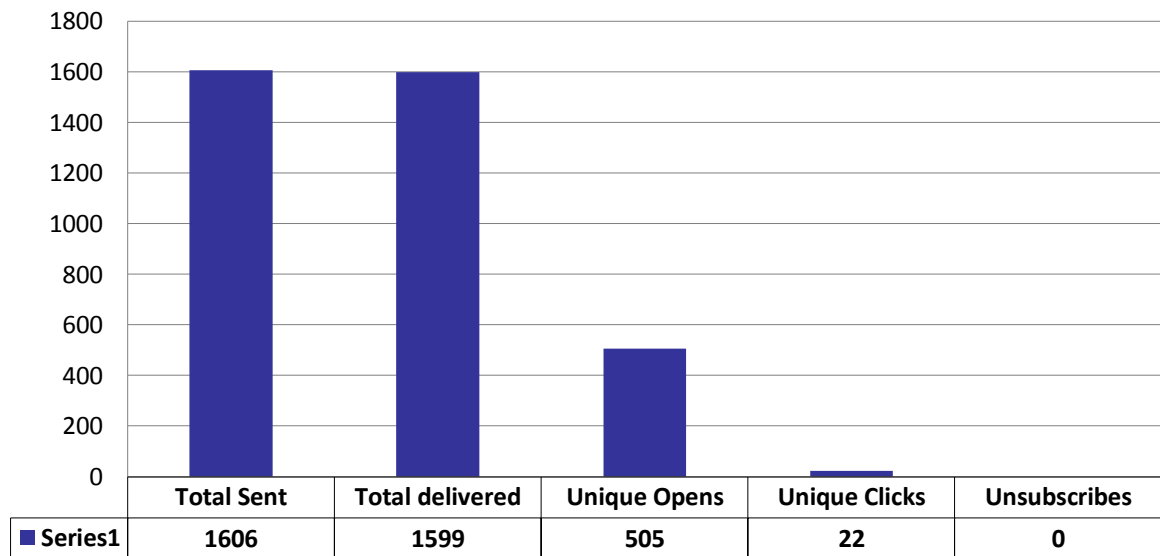
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University Club - Club Closed for Lunch Tomorrow - 11/2/2016



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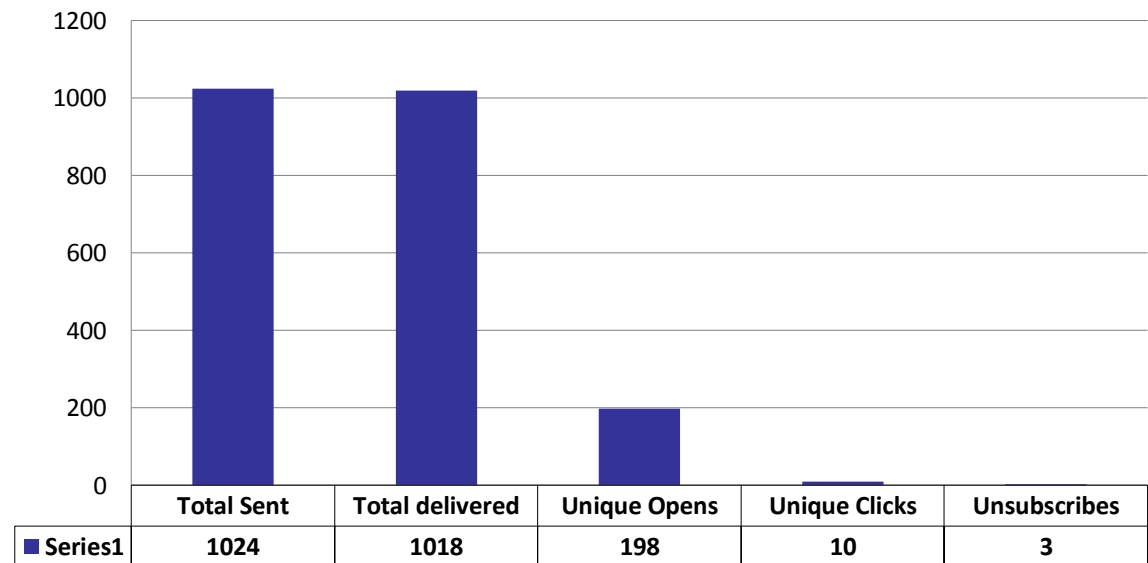
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Game Day Dining - Beat Oregon! - 11/3/2016





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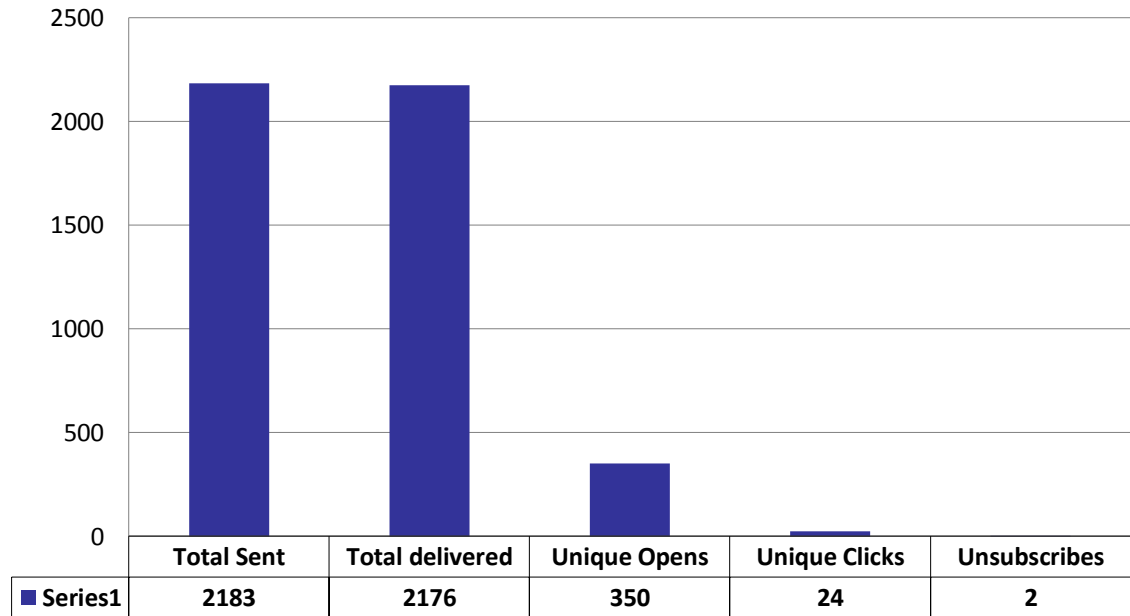
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Eat on Campus November 7th-13th , 2016 - 11/7/2016





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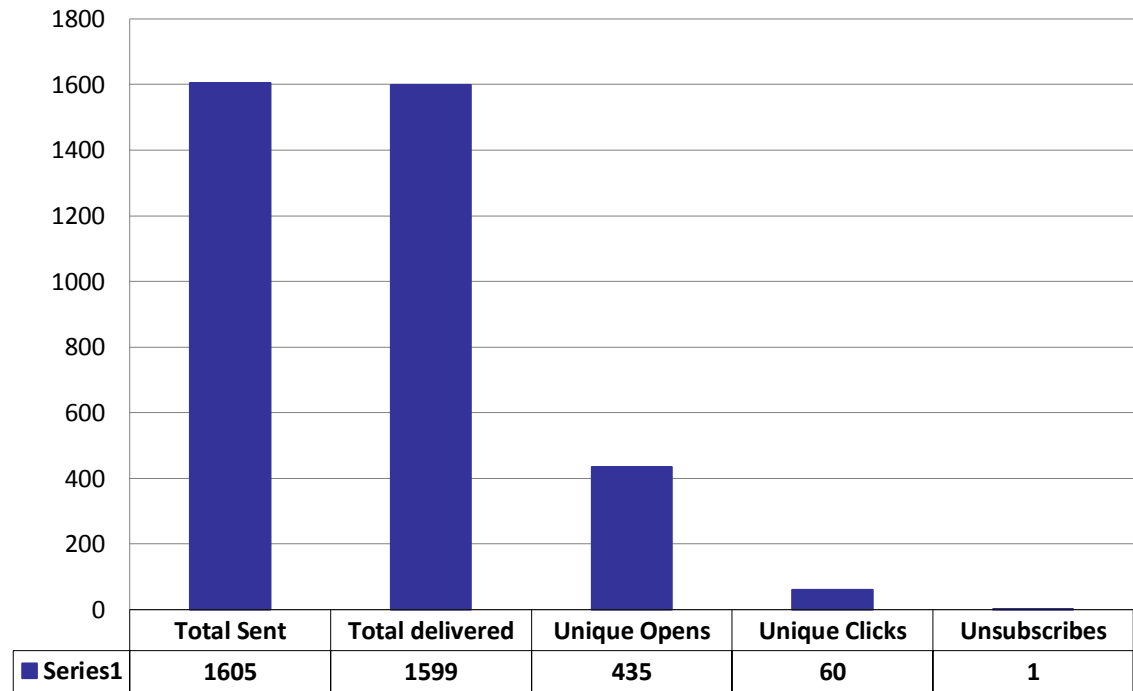
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University Club - This Week - November 7, 2016 - 11/7/2016





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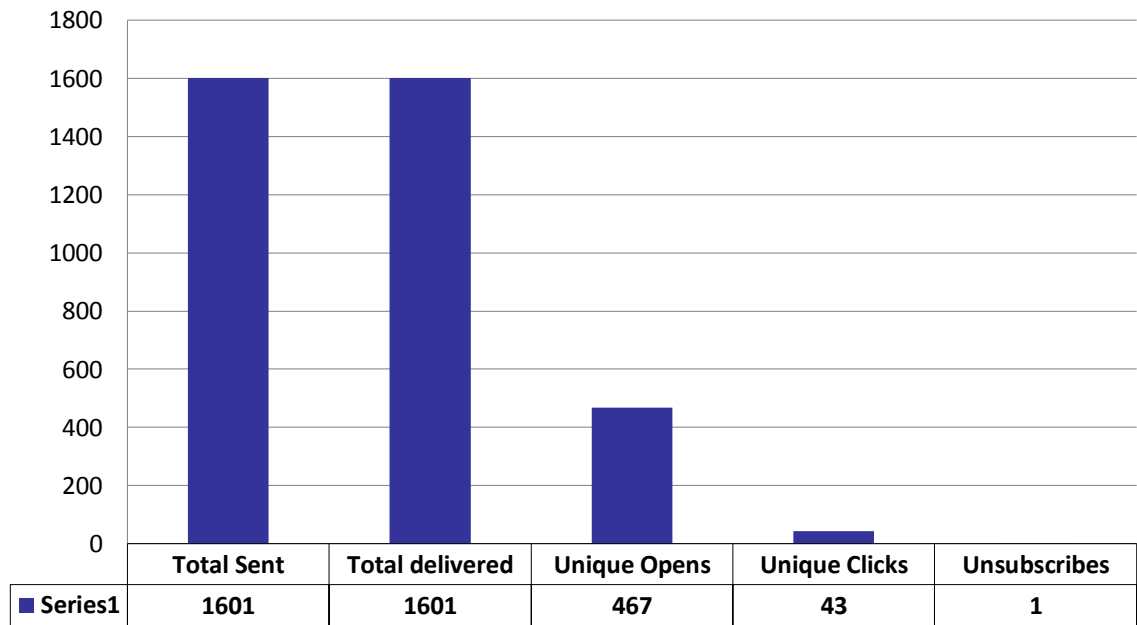
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University Club - Thanksgiving To-Go Menu on the Buffet Tomorrow -
11/10/2016





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November 2016

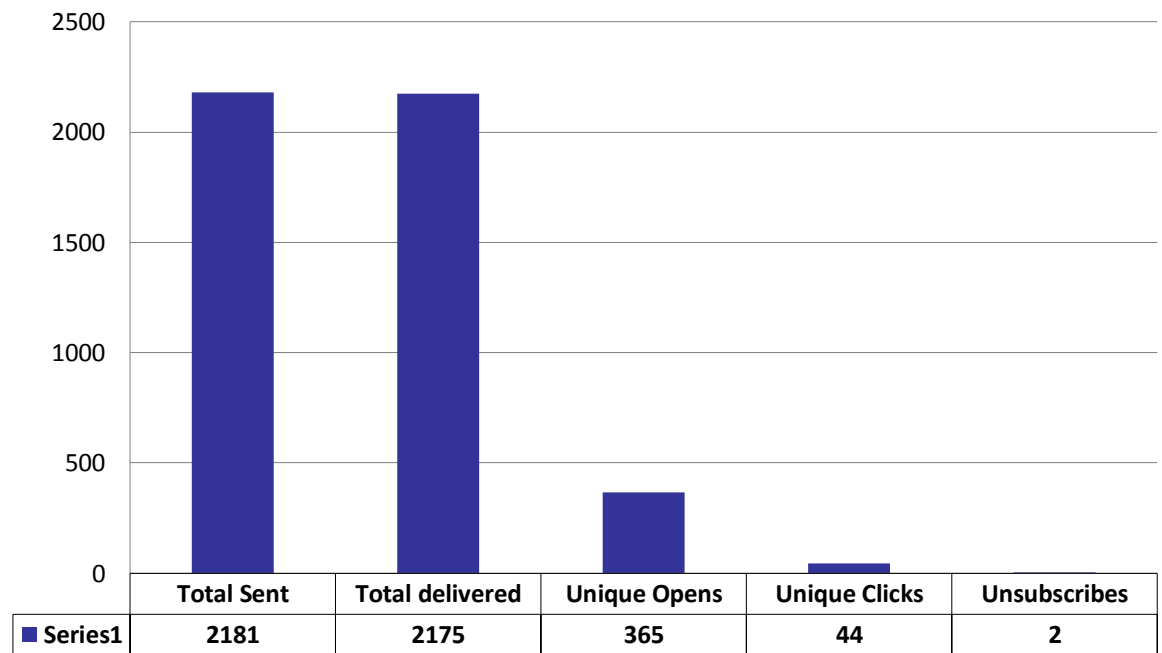
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****Eat on Campus**** November 14-20 , 2016 - 11/14/2016





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November 2016

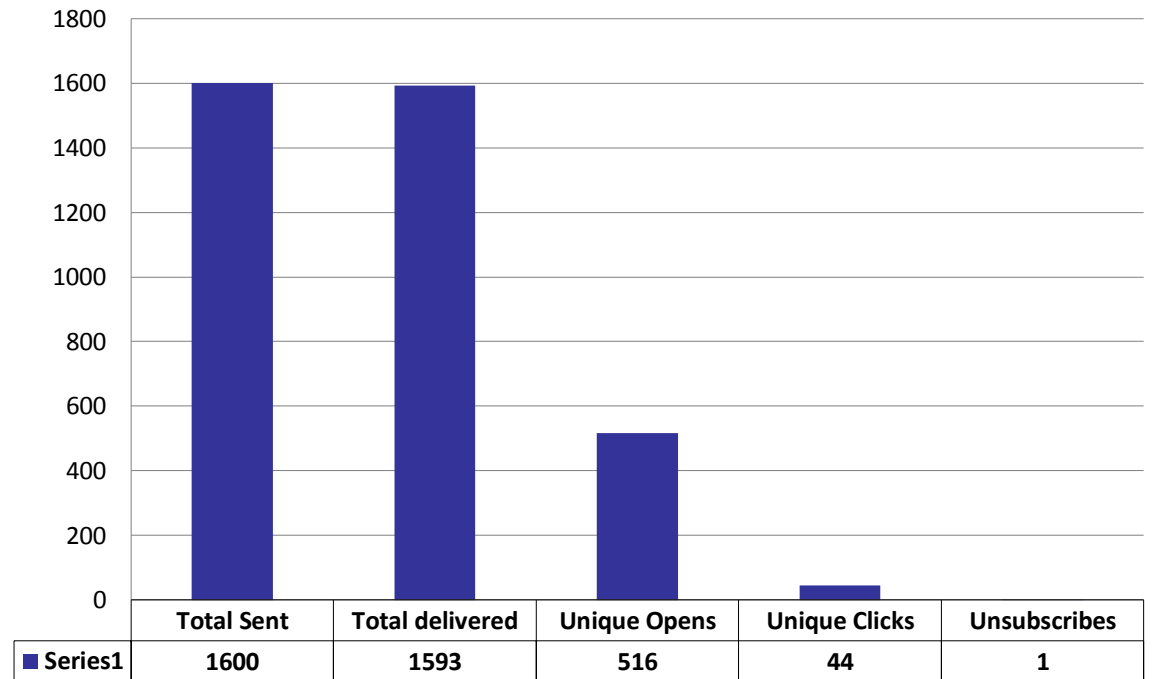
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Dundon-Berchtold University Club - This Week - November 14, 2016 -
11/14/2016





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November 2016

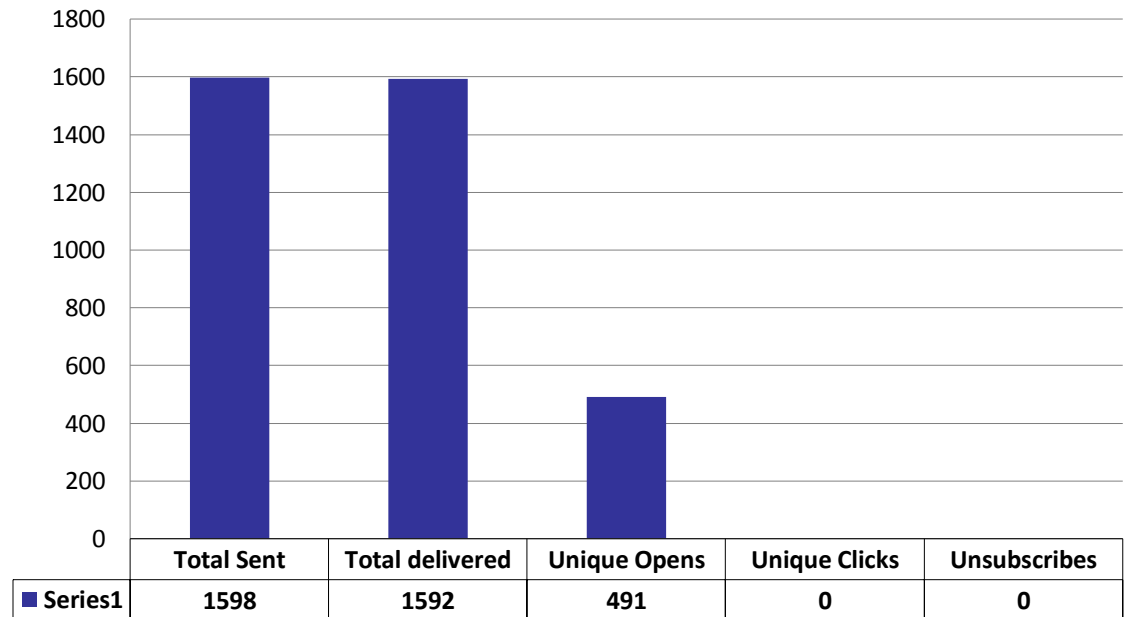
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University Club - Order by Noon, this Friday: Thanksgiving To-Go - 11/15/2016





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November 2016

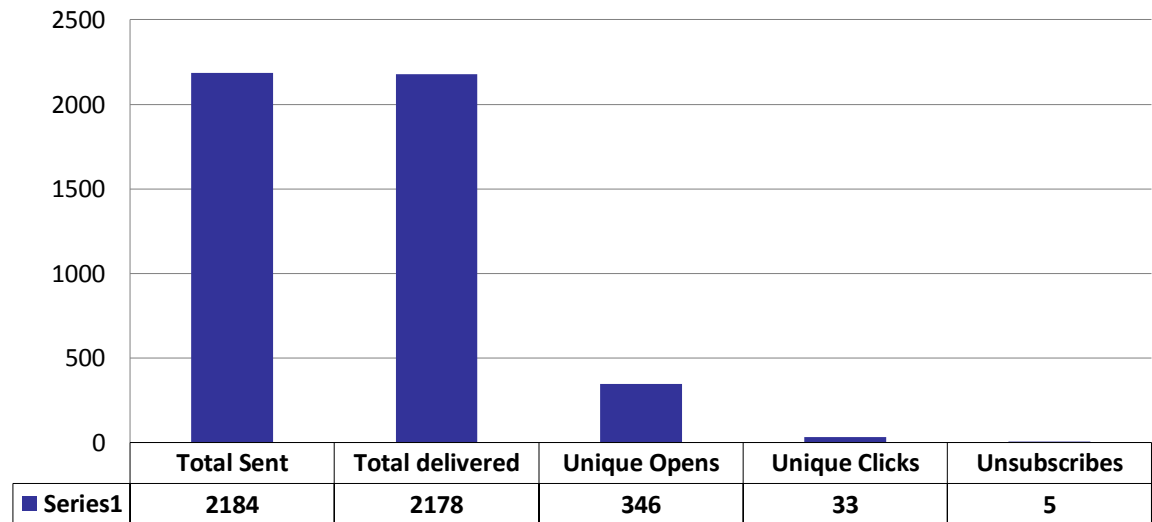
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Eat on Campus November 21-27 , 2016 - 11/21/2016





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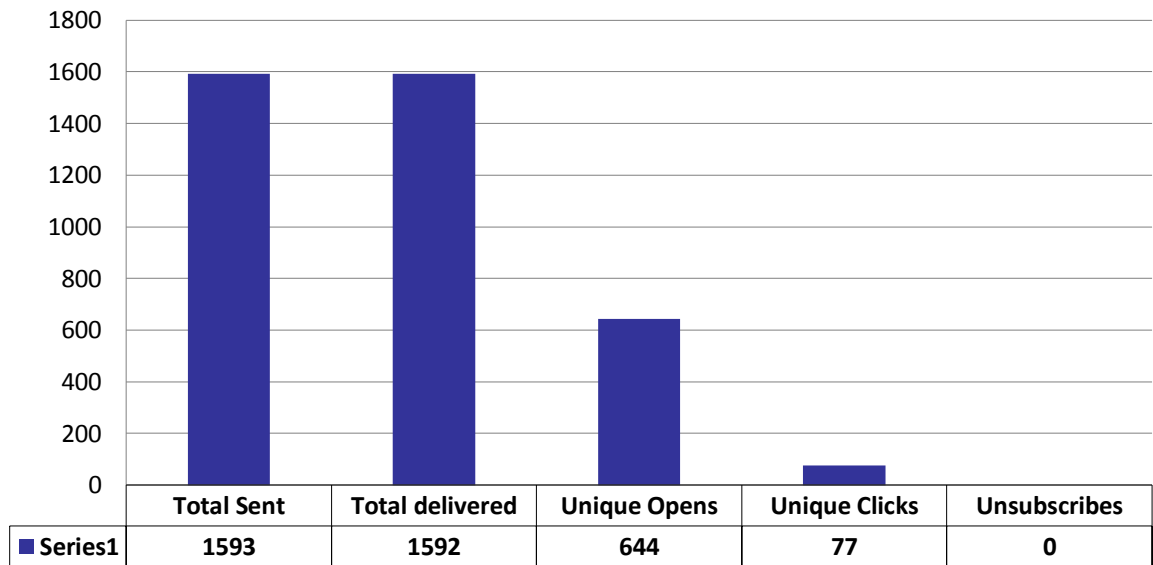
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University Club of USC - Employee Holiday Fund - 11/21/2016



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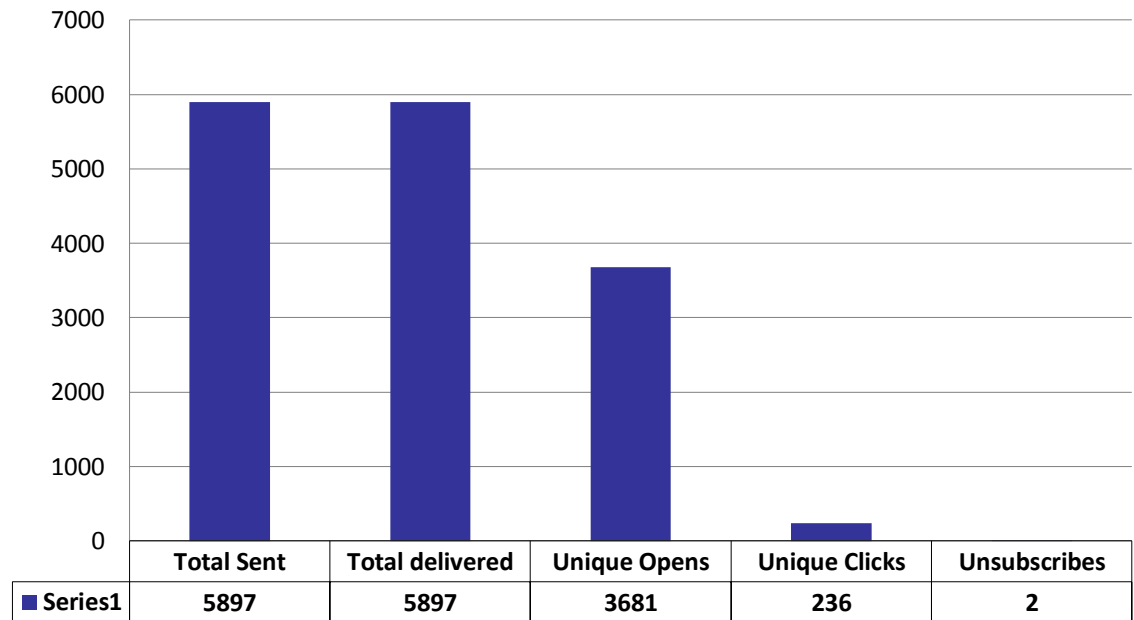
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Time is running out! We want to hear from you! - 11/22/2016





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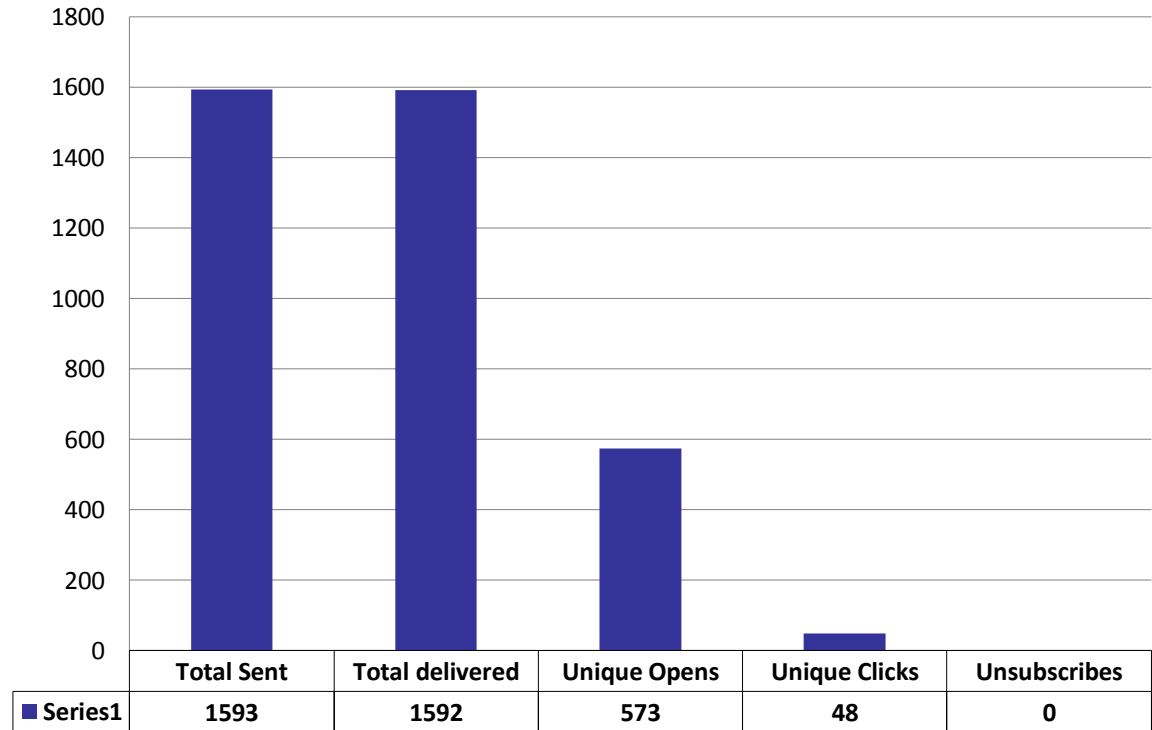
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Dundon-Berchtold University Club - This Week - November 22, 2016 -
11/22/2016





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November 2016

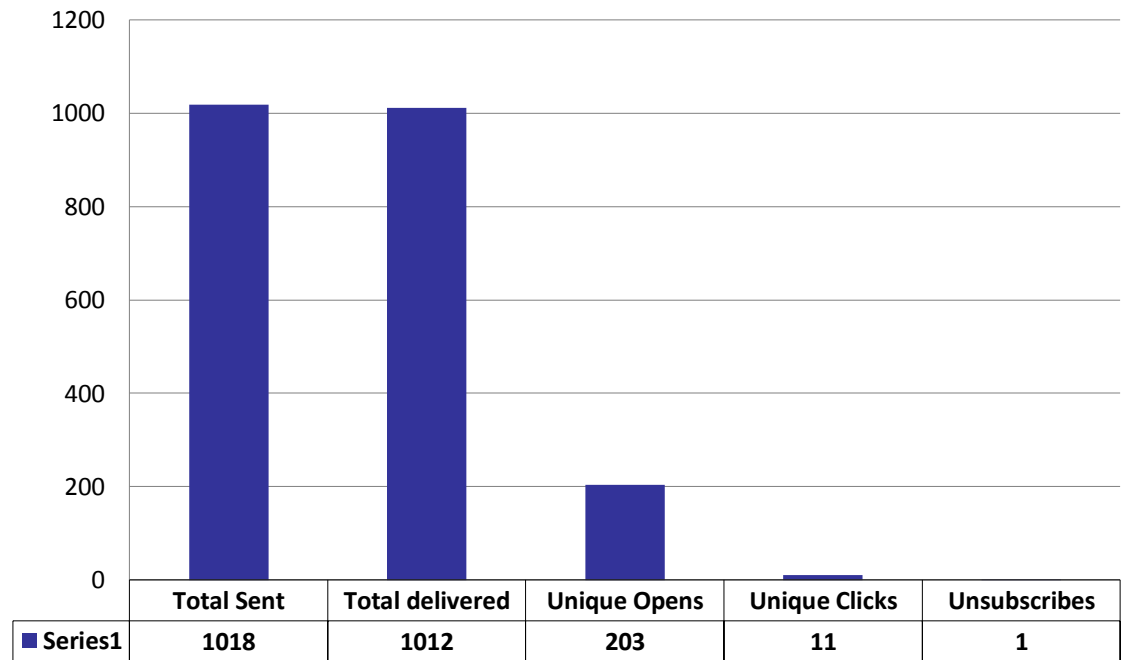
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Game Day Dining - Beat Notre Dame! - 11/23/2016





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November 2016

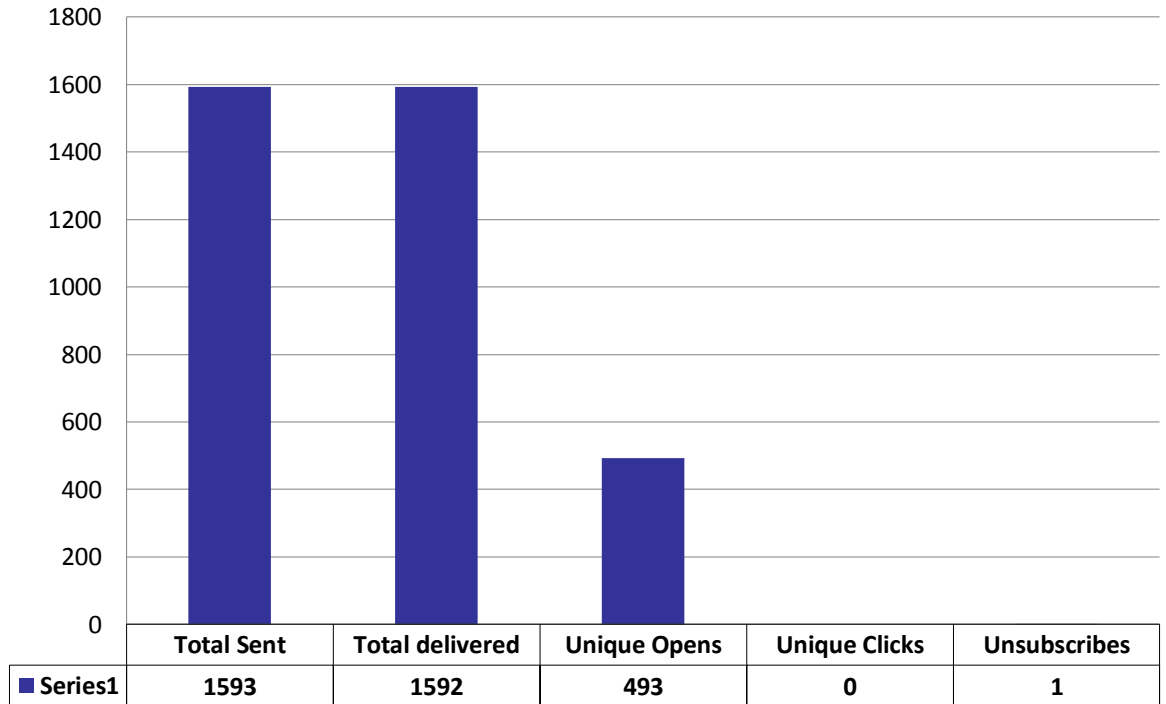
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University Club - Closed for Dinner on Wednesday - 11/29/2016





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November 2016

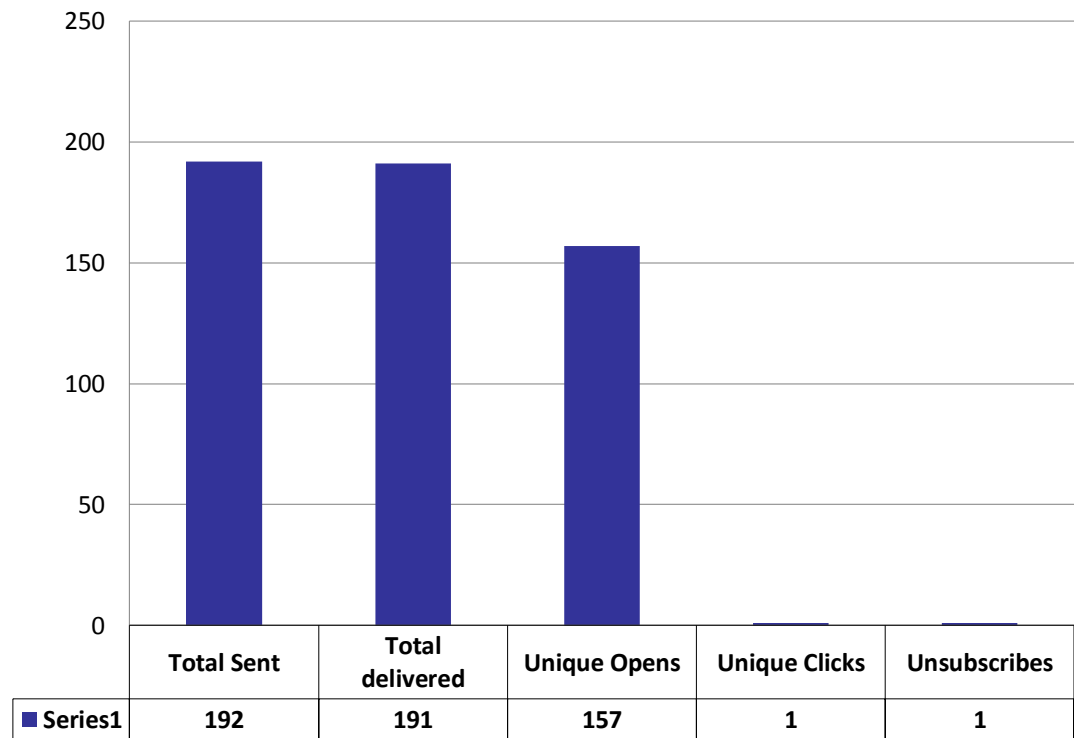
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Additional officers this Sunday - 11/15/2016





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November 2016

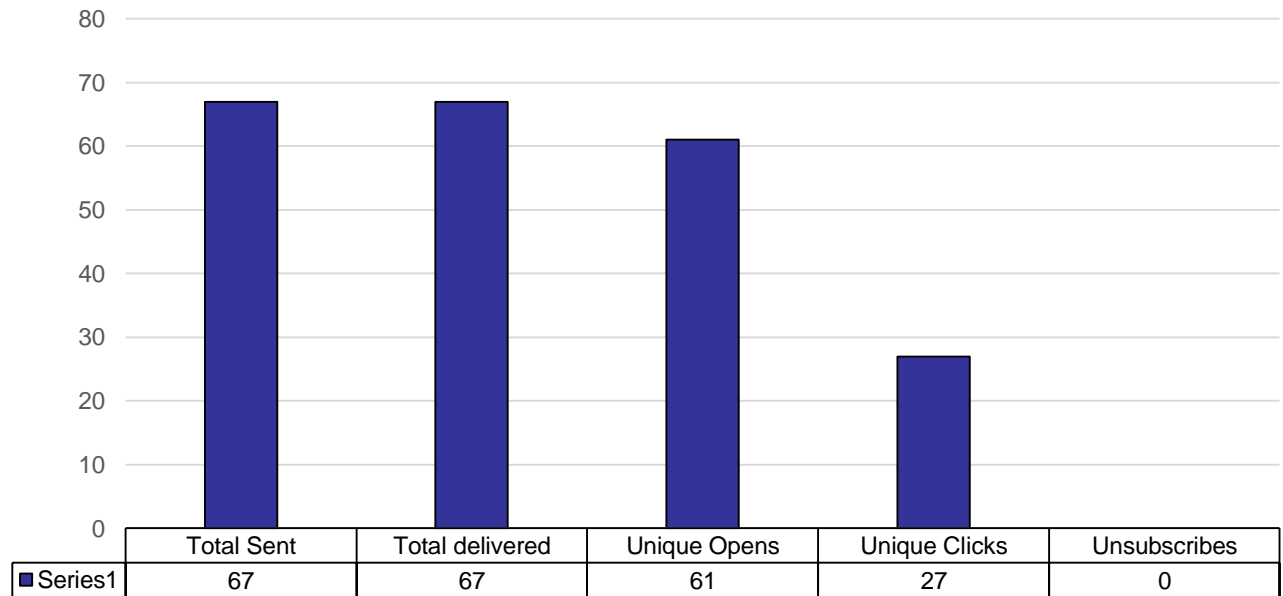
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Rams vs. Miami Dolphins - 11/16/2016



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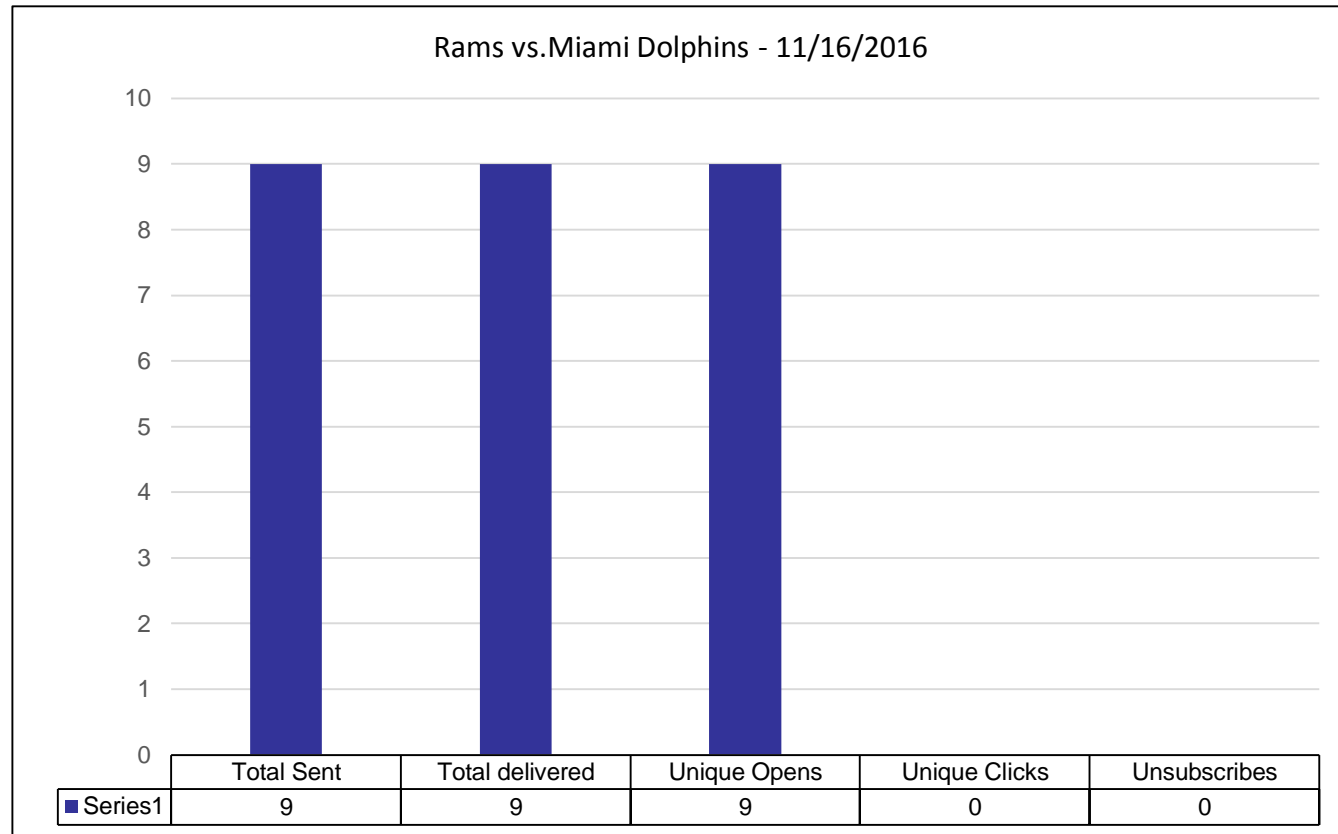
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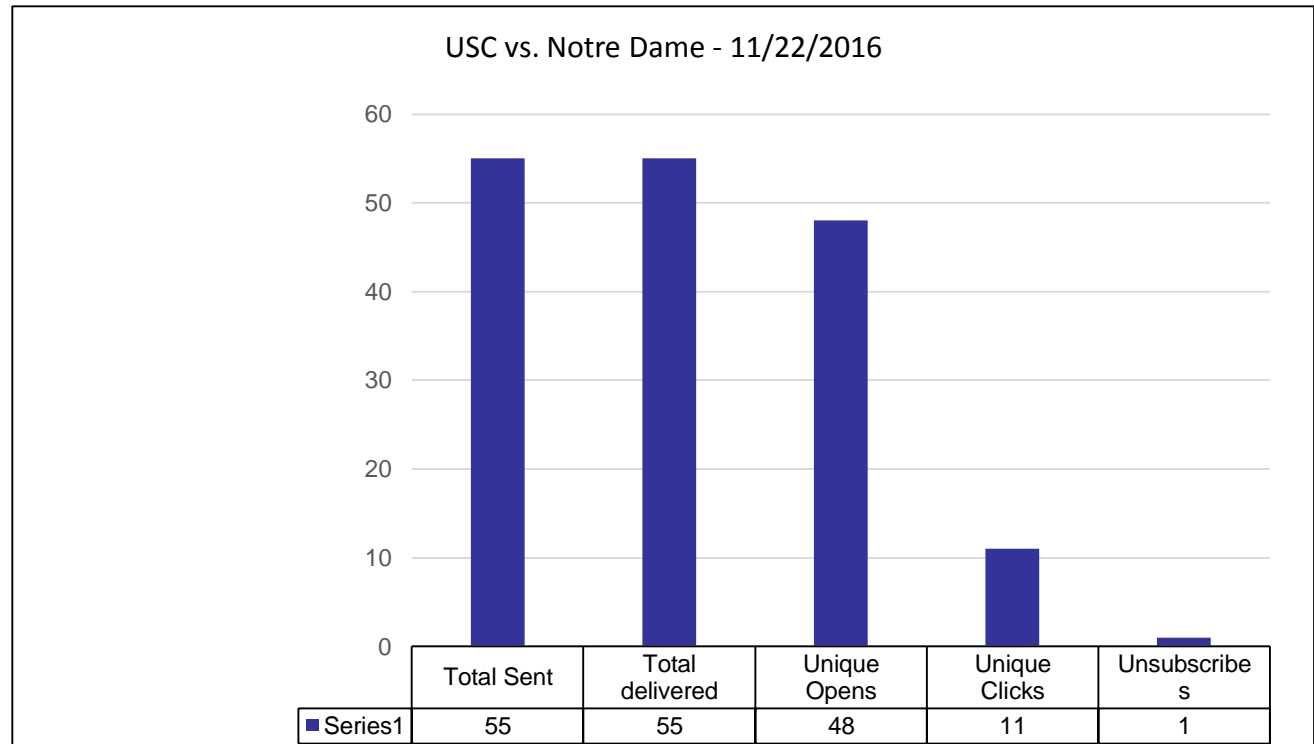
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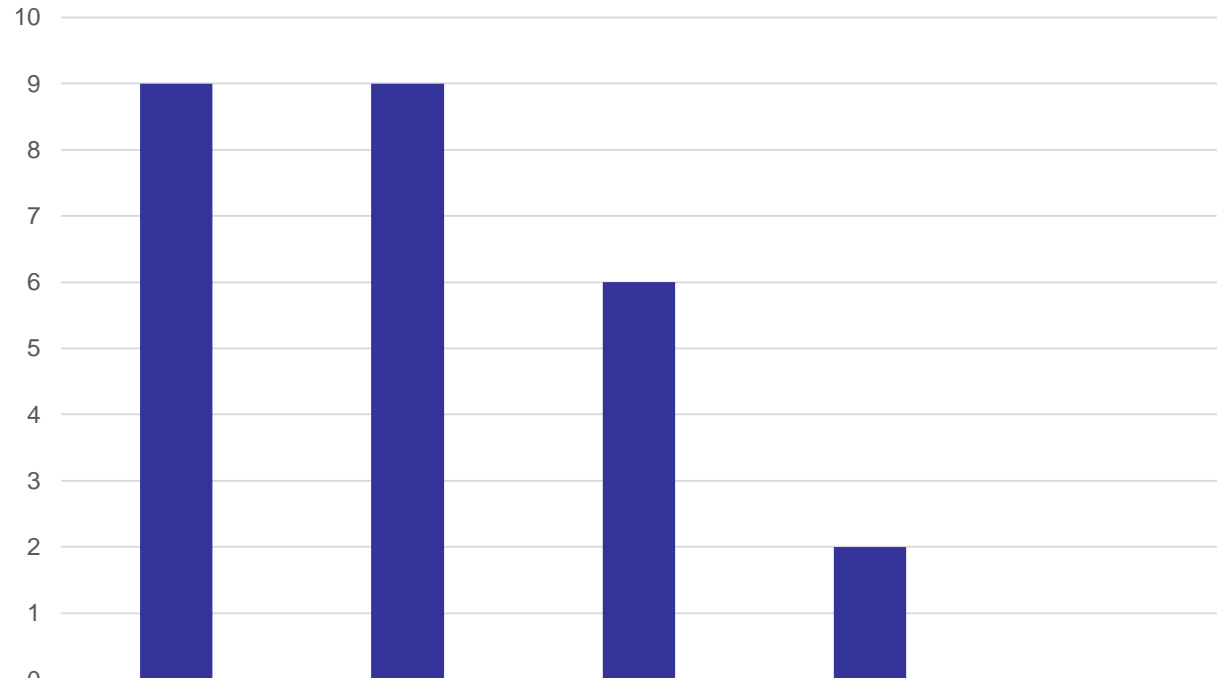
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USC vs. Notre Dame - 11/22/2016



	Total Sent	Total delivered	Unique Opens	Unique Clicks	Unsubscribes
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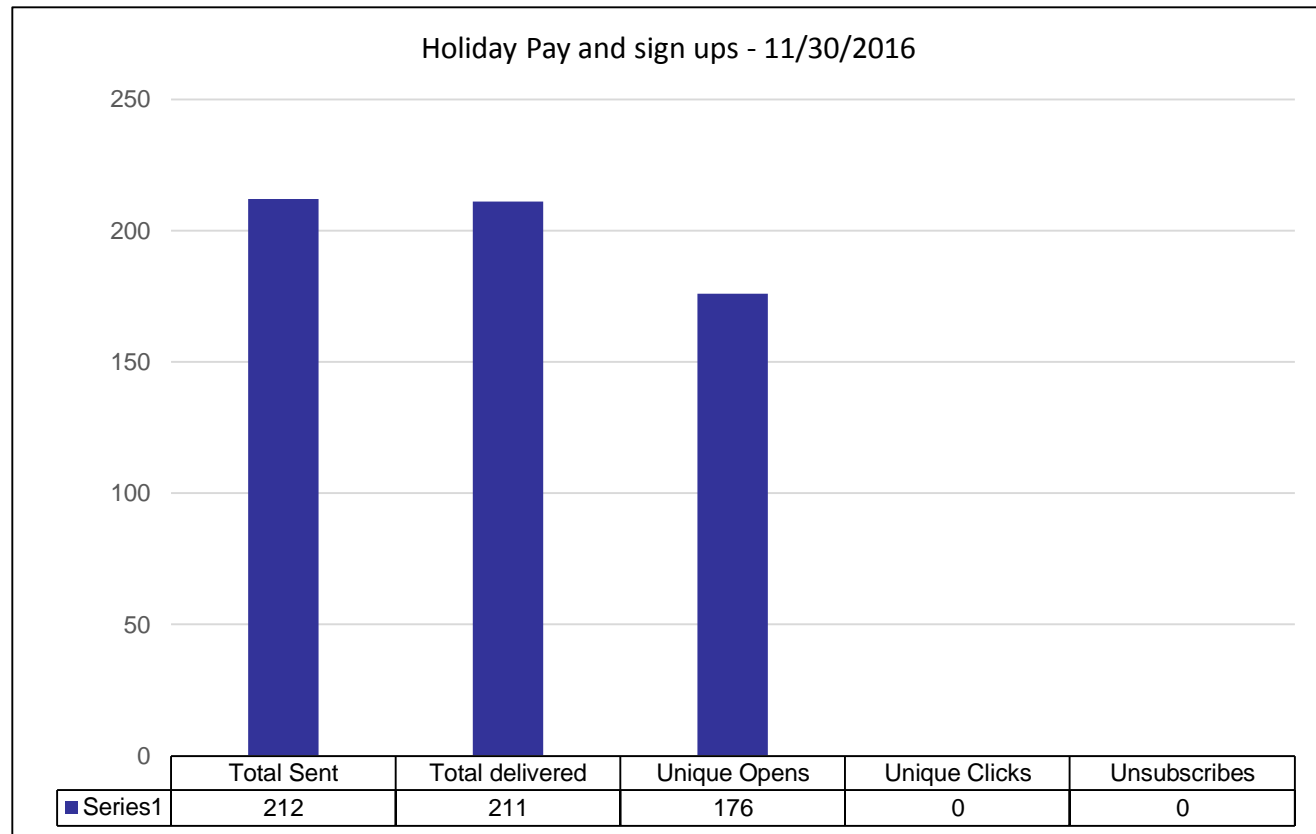
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Customer Satisfaction Report

November 2016

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Thank You !!