



# **AS IT MONTHLY REPORTS**

**For November 2019**

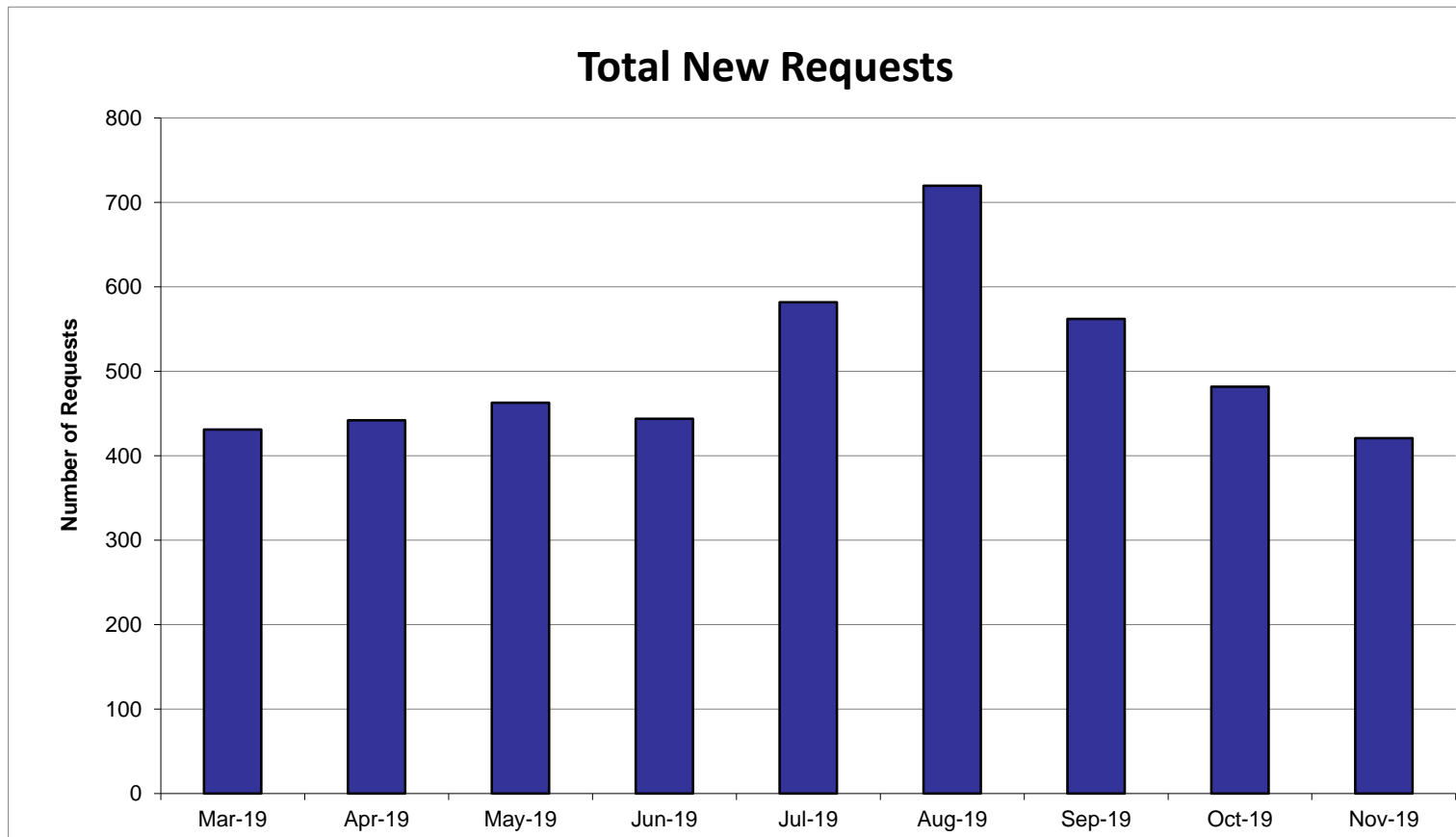


# Agenda

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

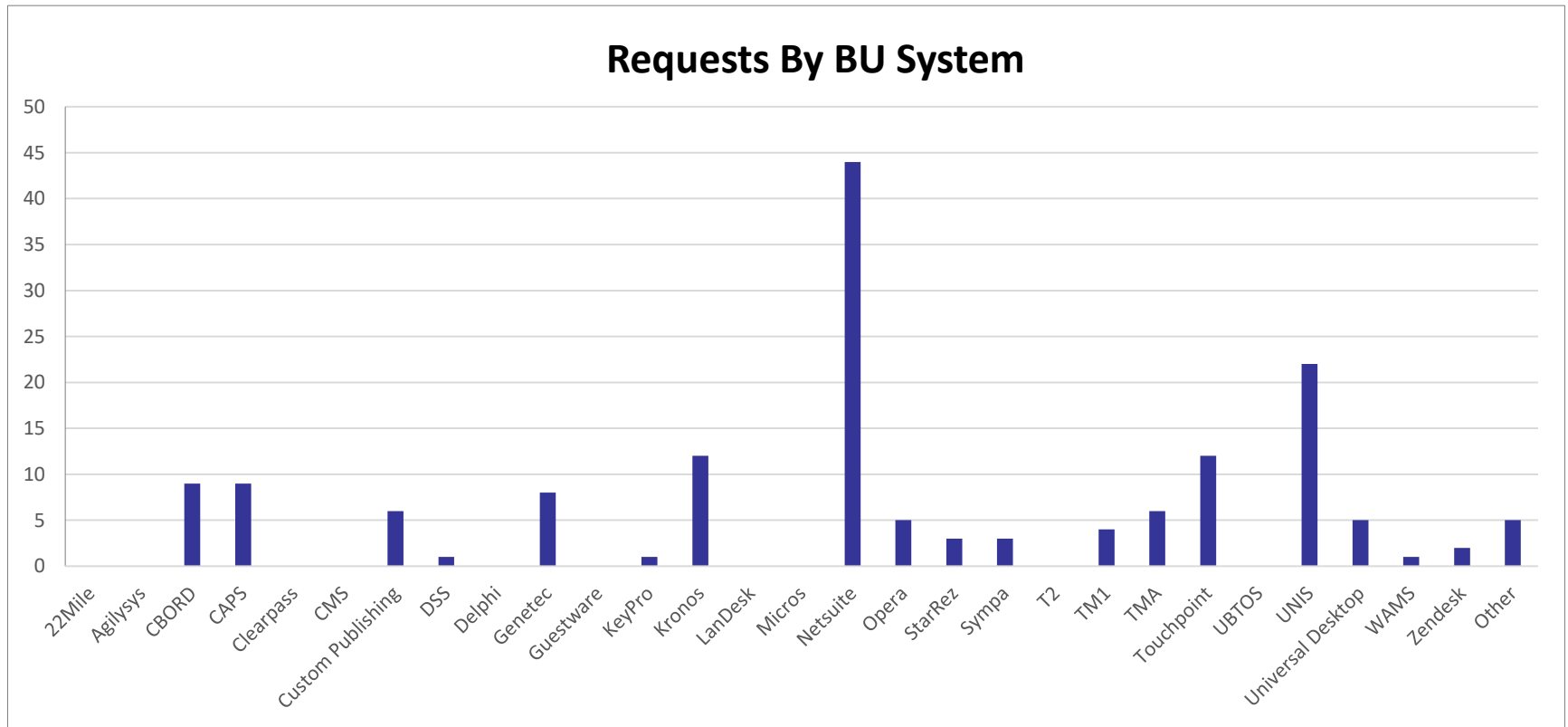


## Service Desk Reports November 2019



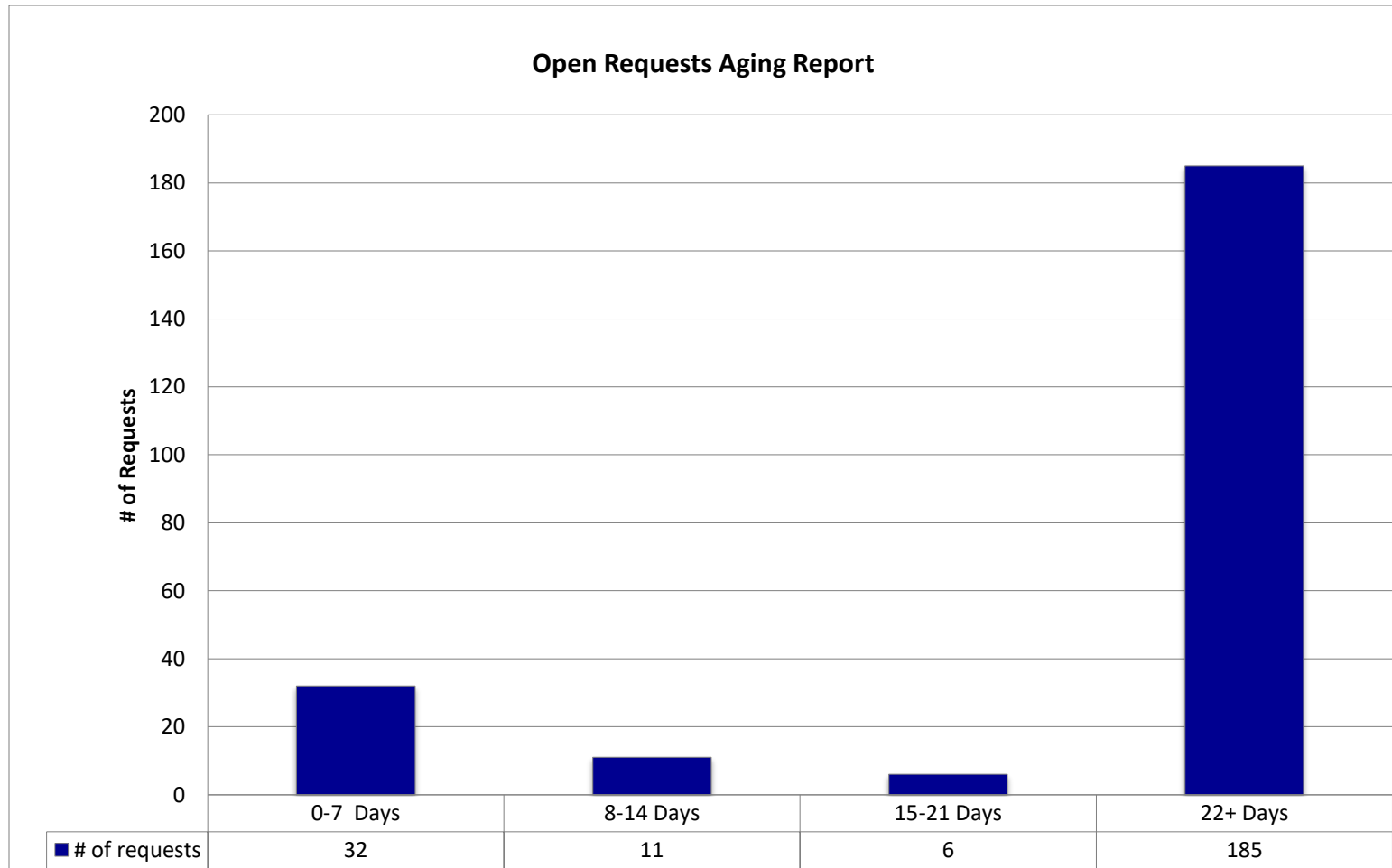


## Service Desk Reports October 2019



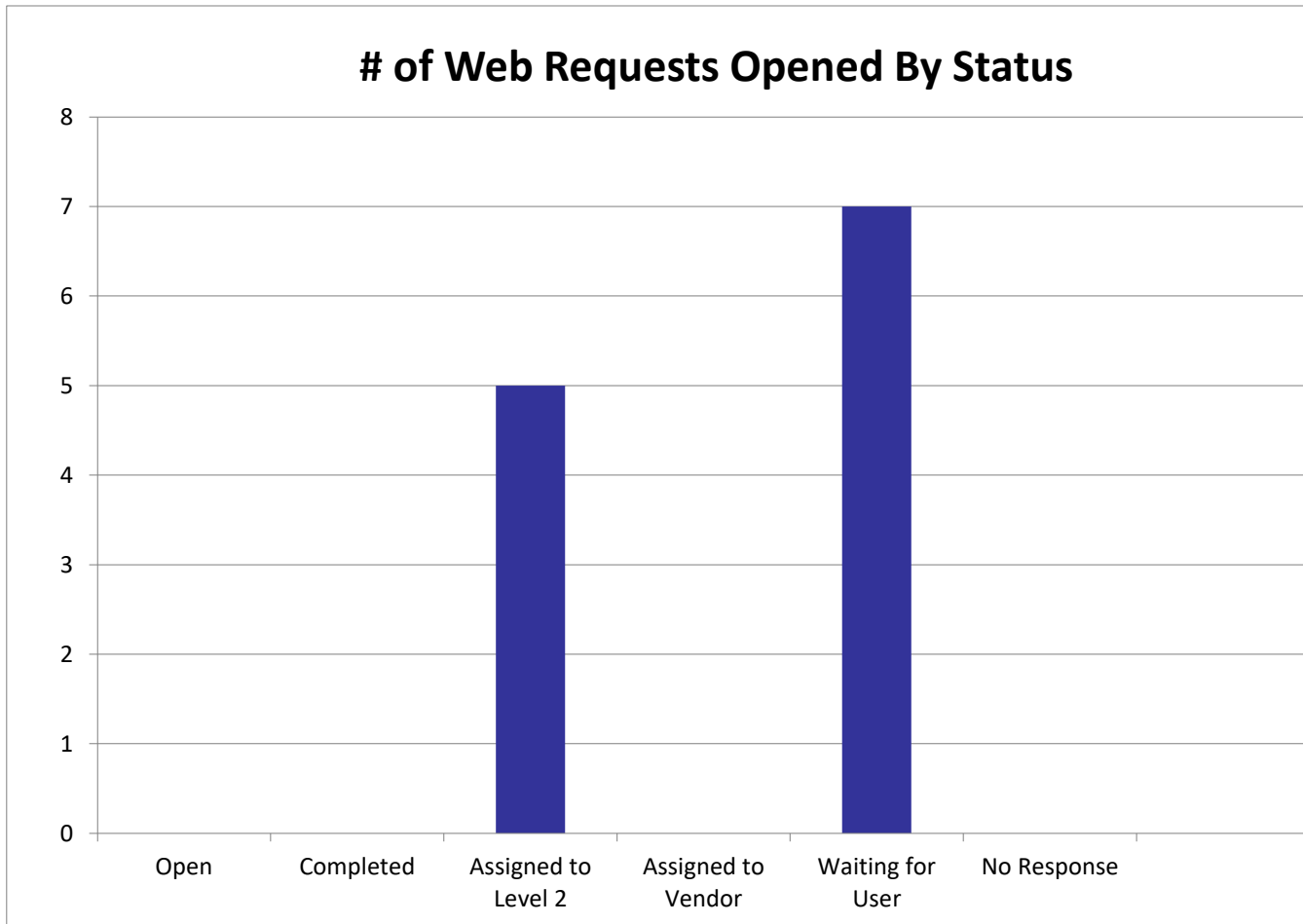


## Service Desk Reports October 2019



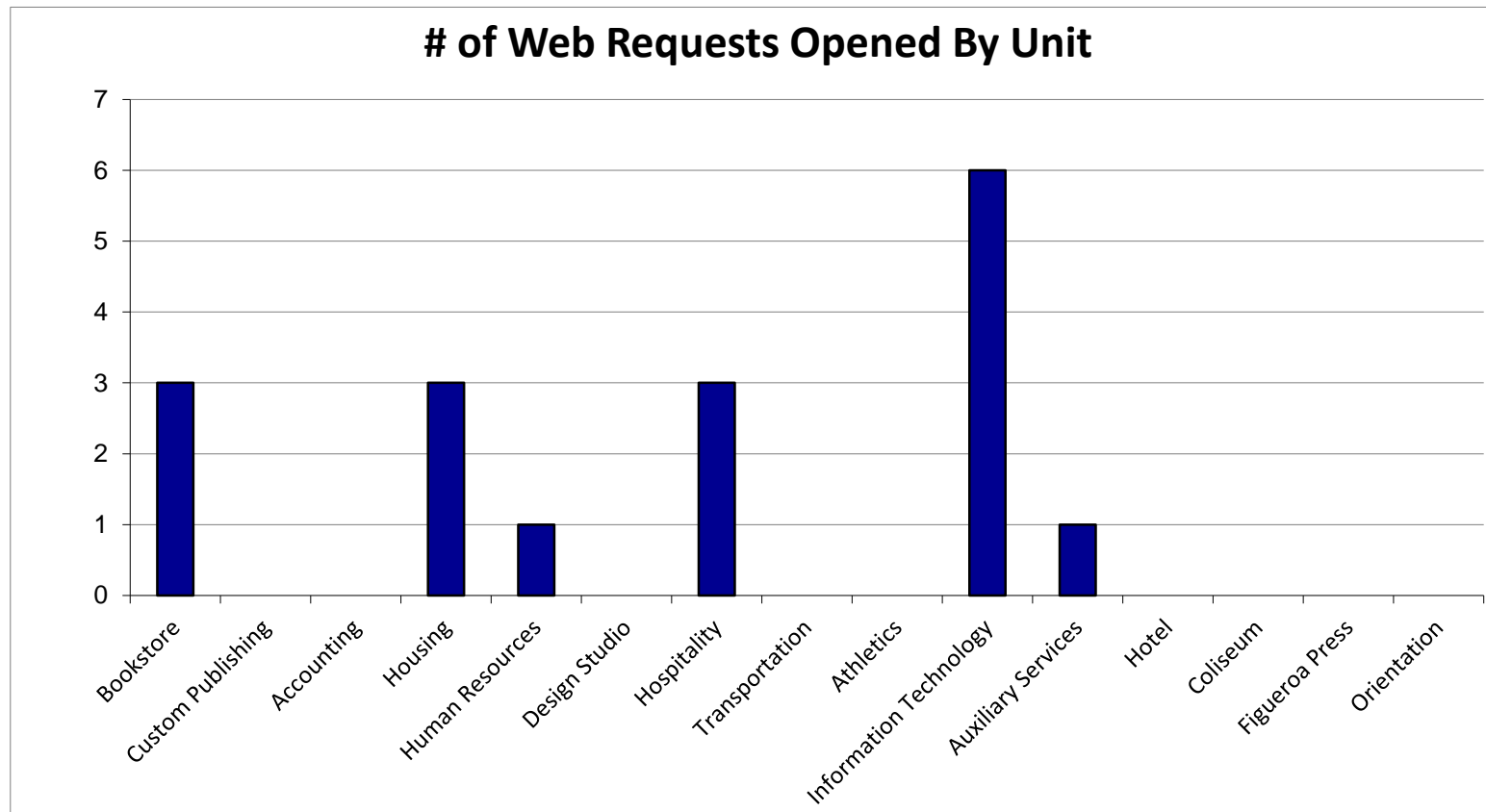


## Service Desk Reports October 2019



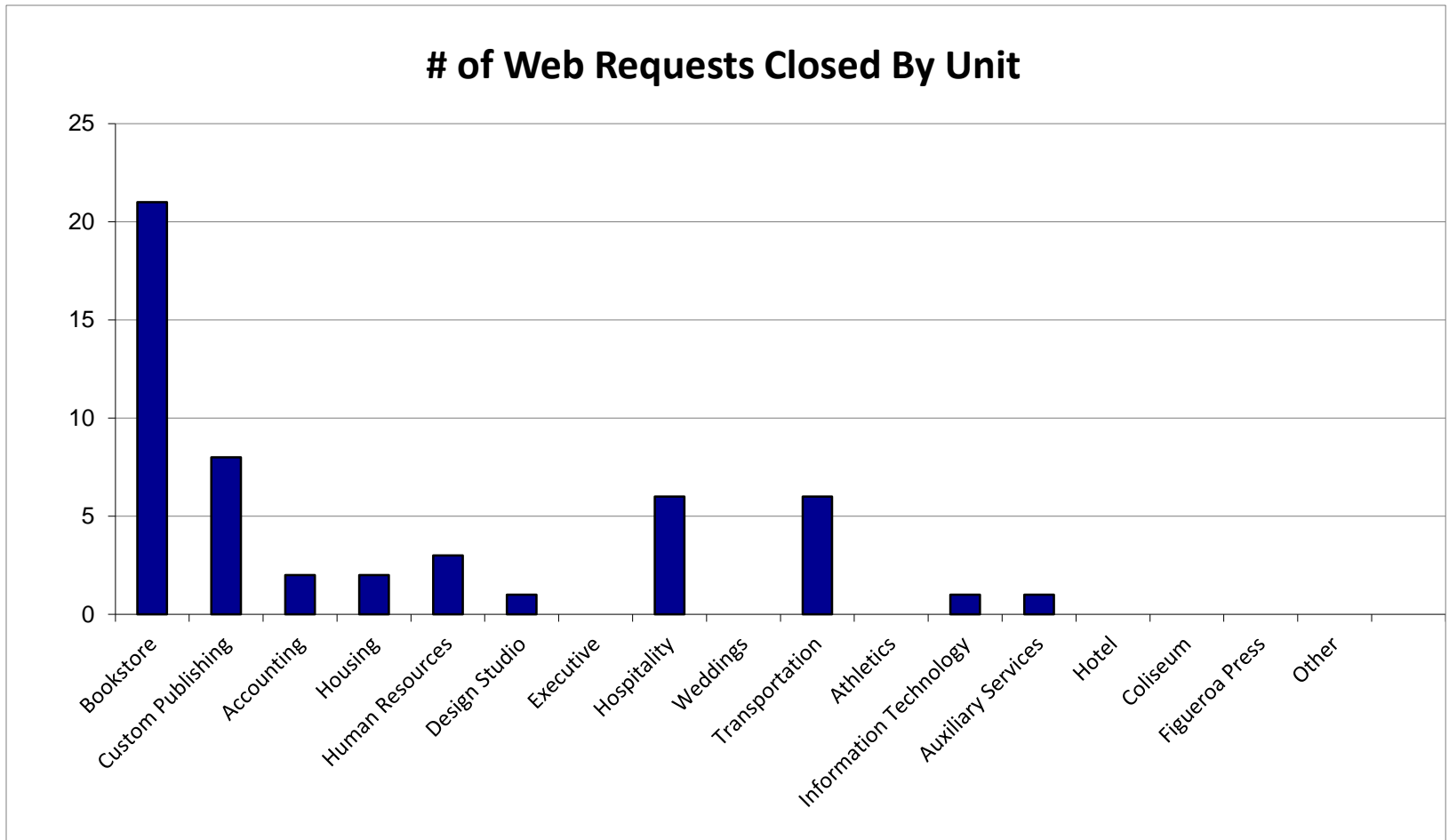


## Service Desk Reports October 2019





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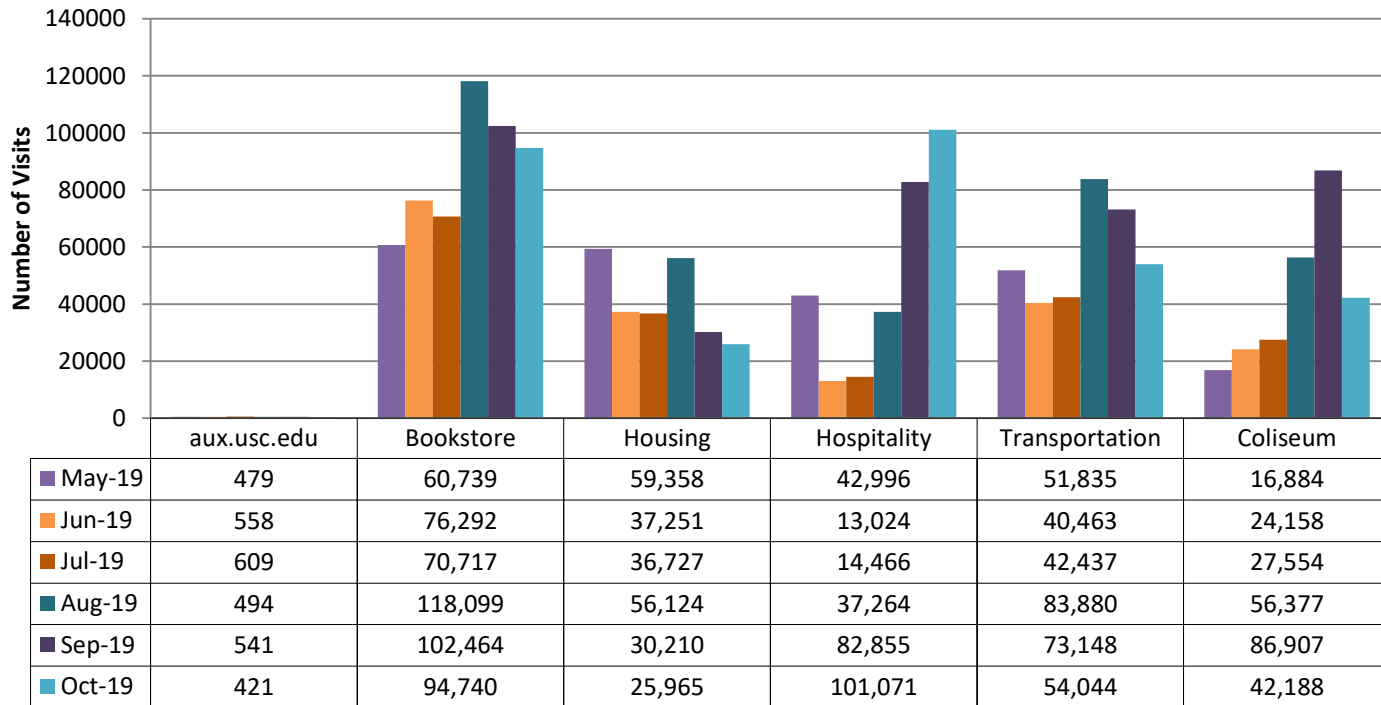






## Website Reports October 2019

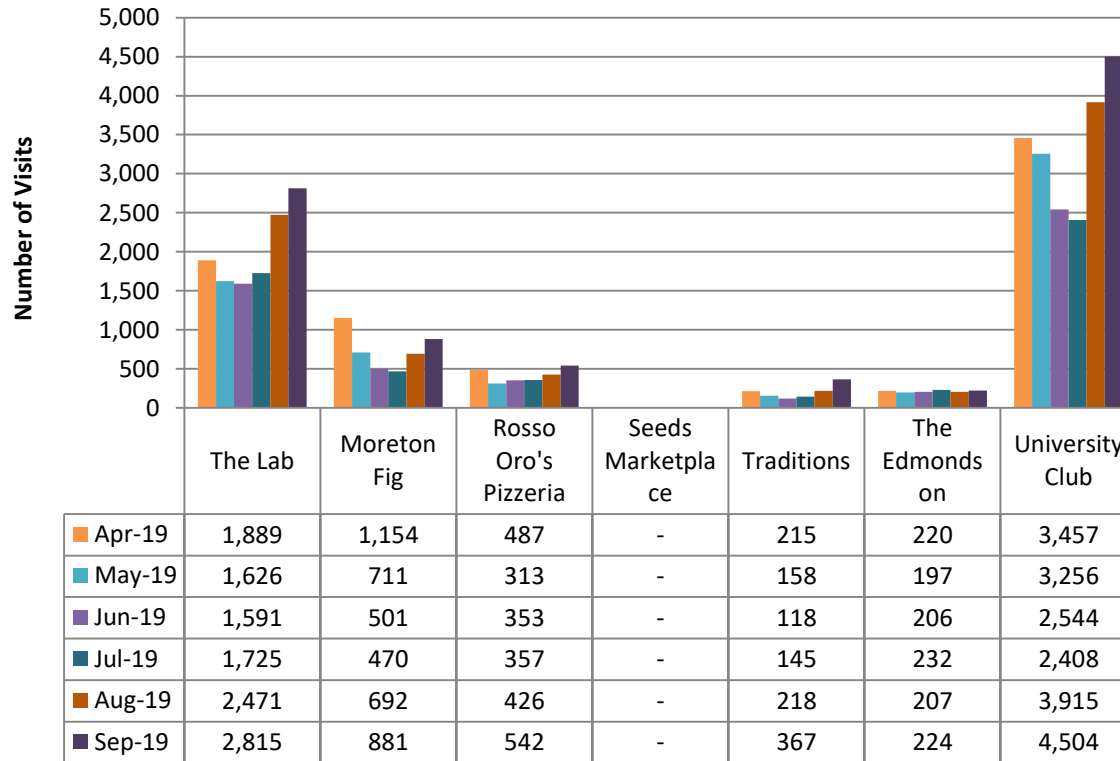
### Web Visits Per Month - BU Main Sites





## Website Reports October 2019

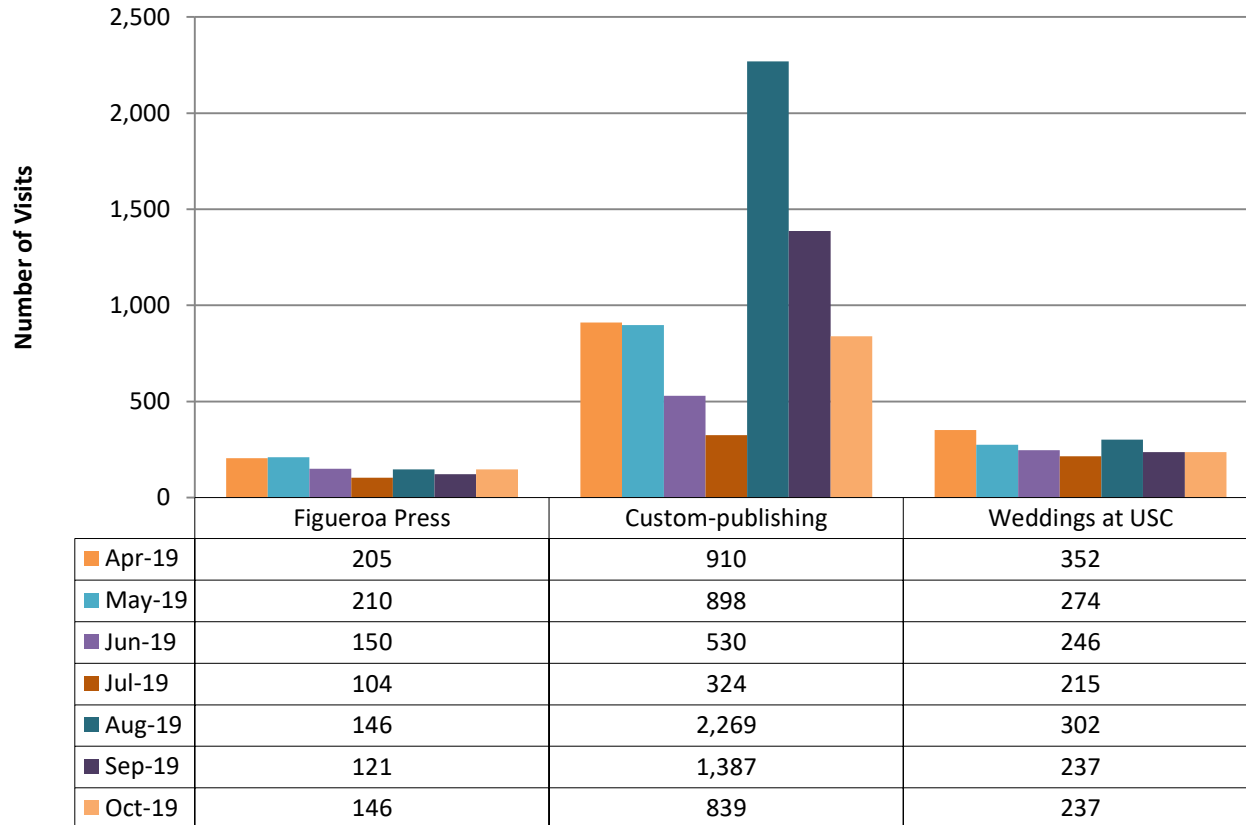
### Web Visits Per Month - HSP Micro Sites





## Website Reports October 2019

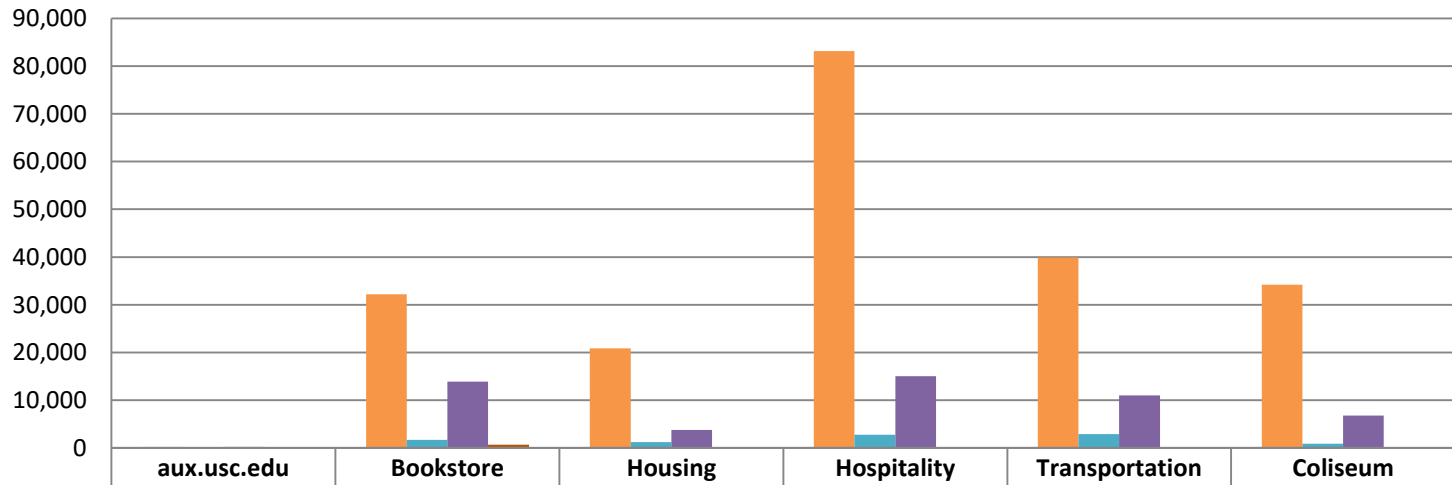
### Web Visits Per Month - Other Sites





## Website Reports October 2019

### October 2019 Traffic Sources - BU Main Sites

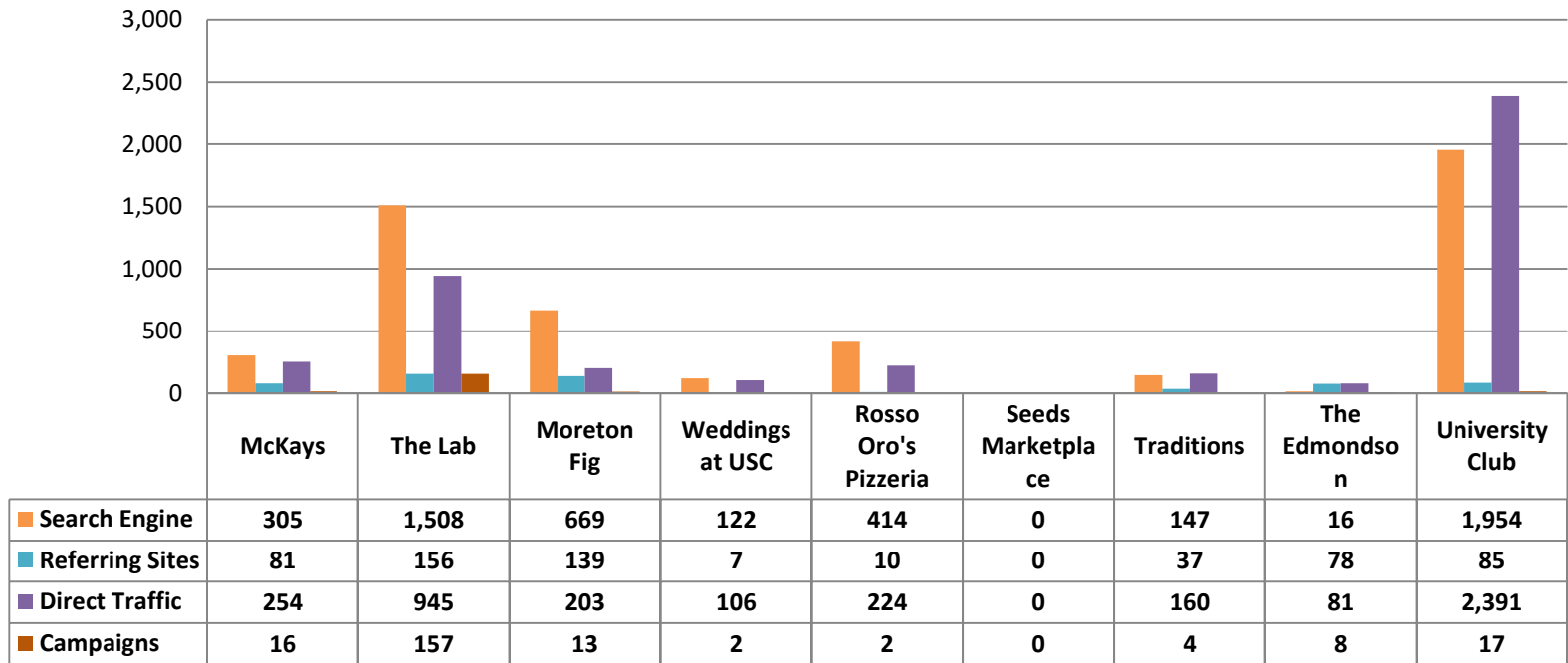


	aux.usc.edu	Bookstore	Housing	Hospitality	Transportation	Coliseum
Search Engine	191	32,170	20,889	83,126	39,883	34,205
Referring Sites	7	1,687	1,234	2,760	2,925	922
Direct Traffic	222	13,868	3,783	15,068	11,037	6,822
Campaigns	1	709	59	117	169	121



## Website Reports October 2019

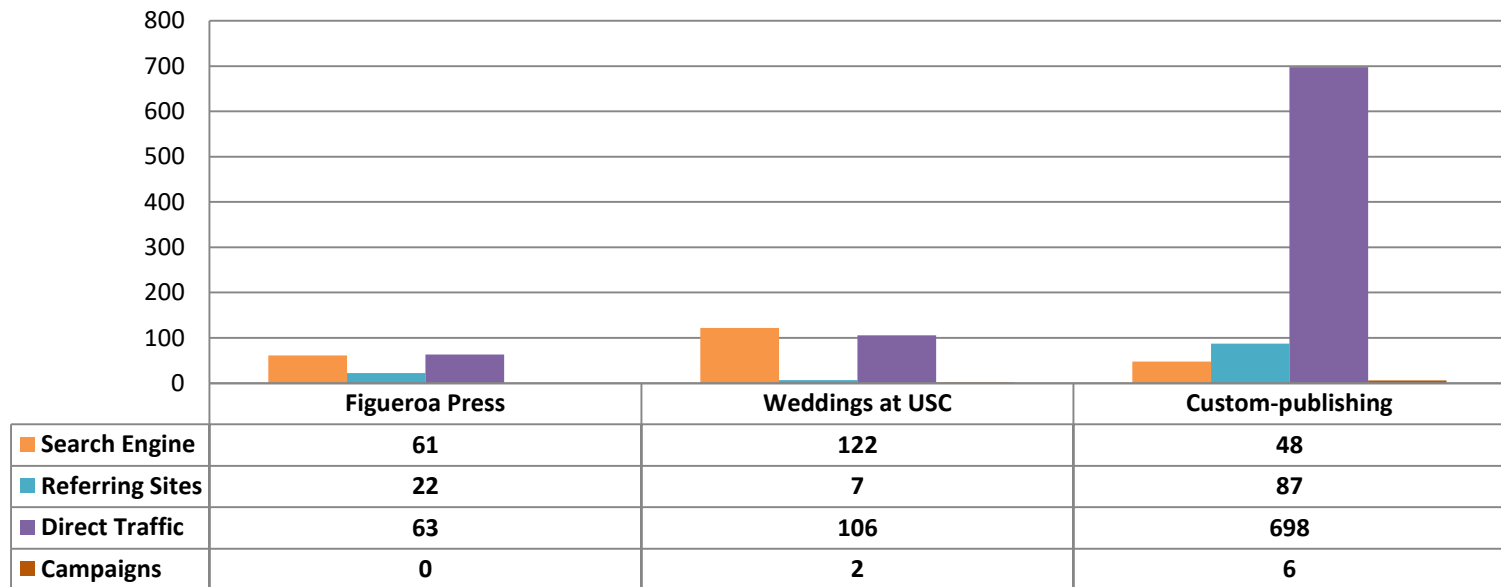
### October 2019 Traffic Sources - HSP Micro Sites





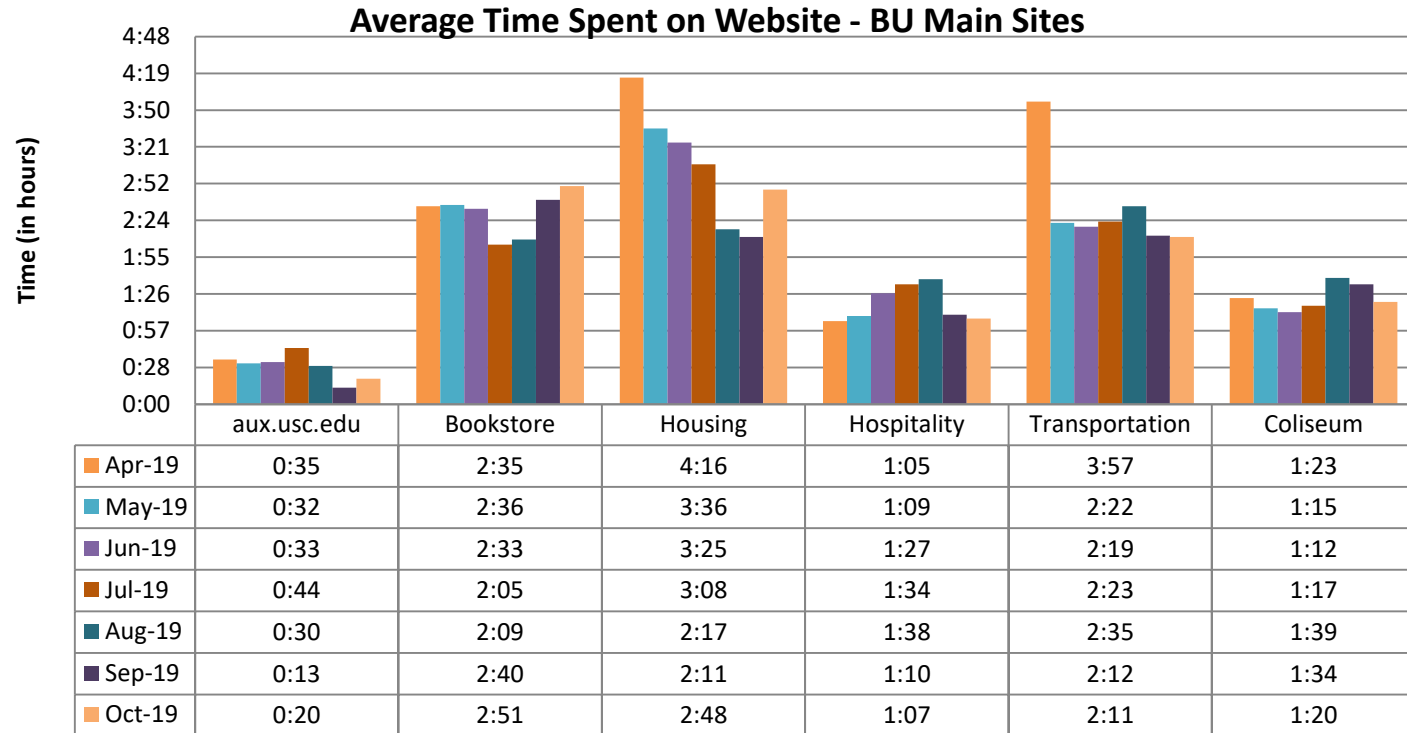
## Website Reports October 2019

### October 2019 Traffic Sources - Other Sites





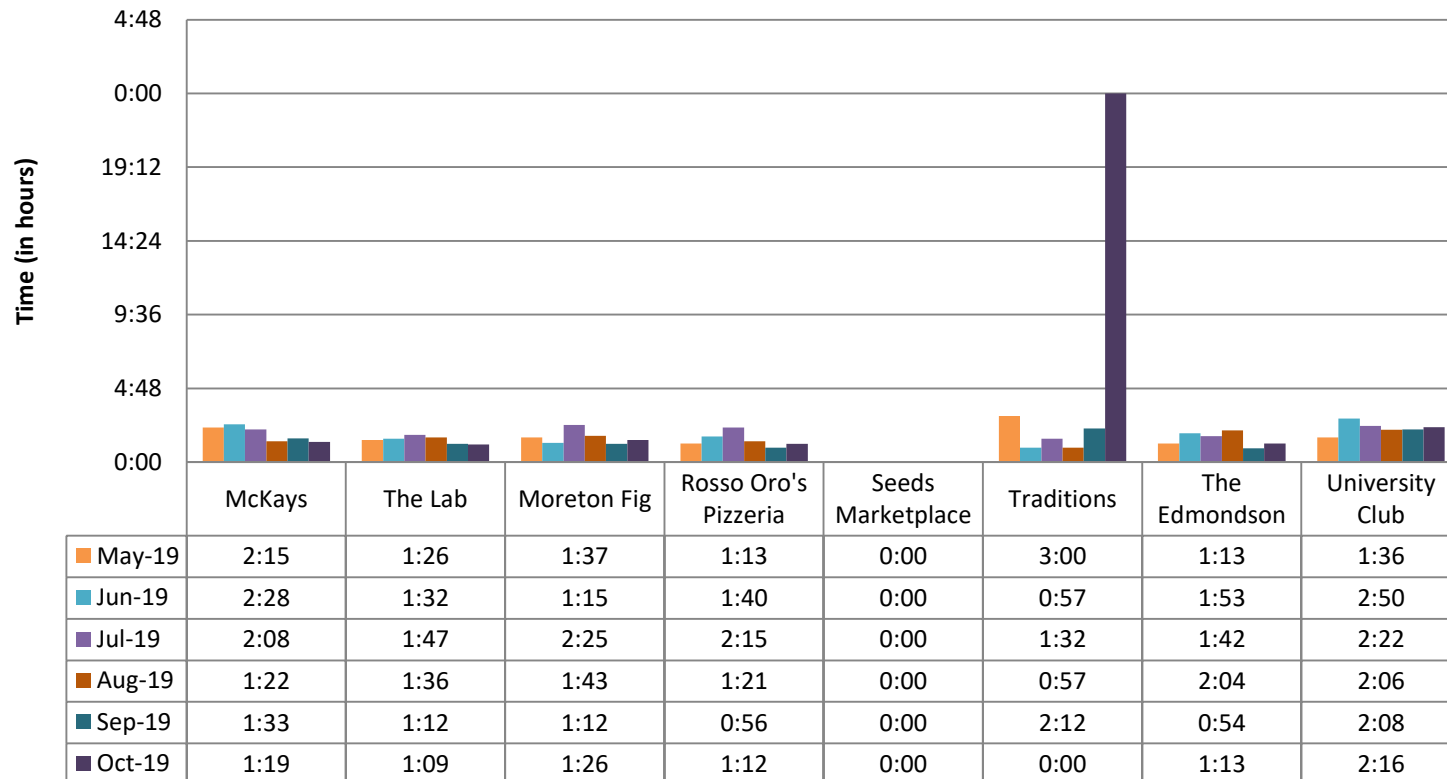
## Website Reports October 2019





## Website Reports October 2019

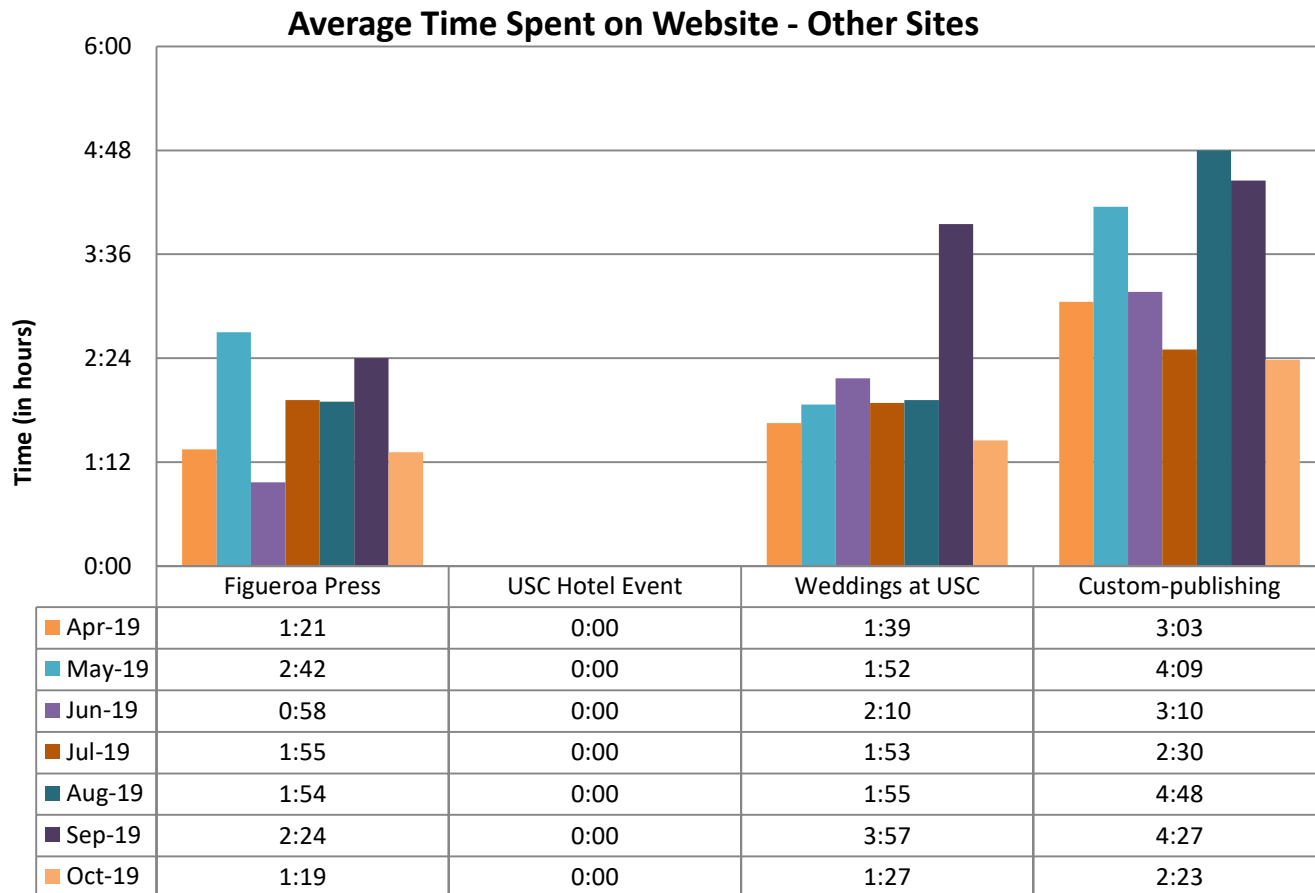
Average Time Spent on Website - HSP Micro Sites





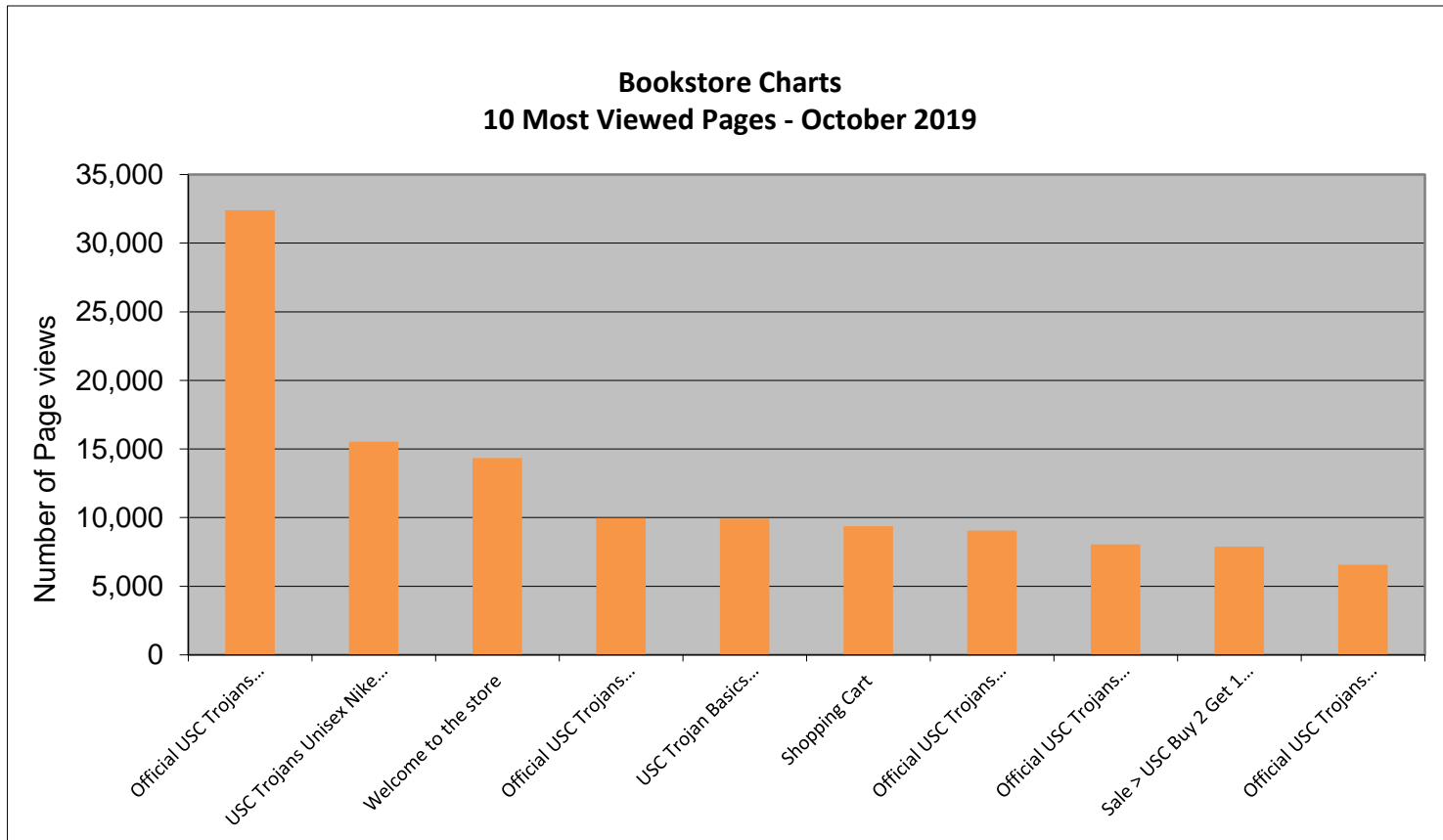


## Website Reports October 2019





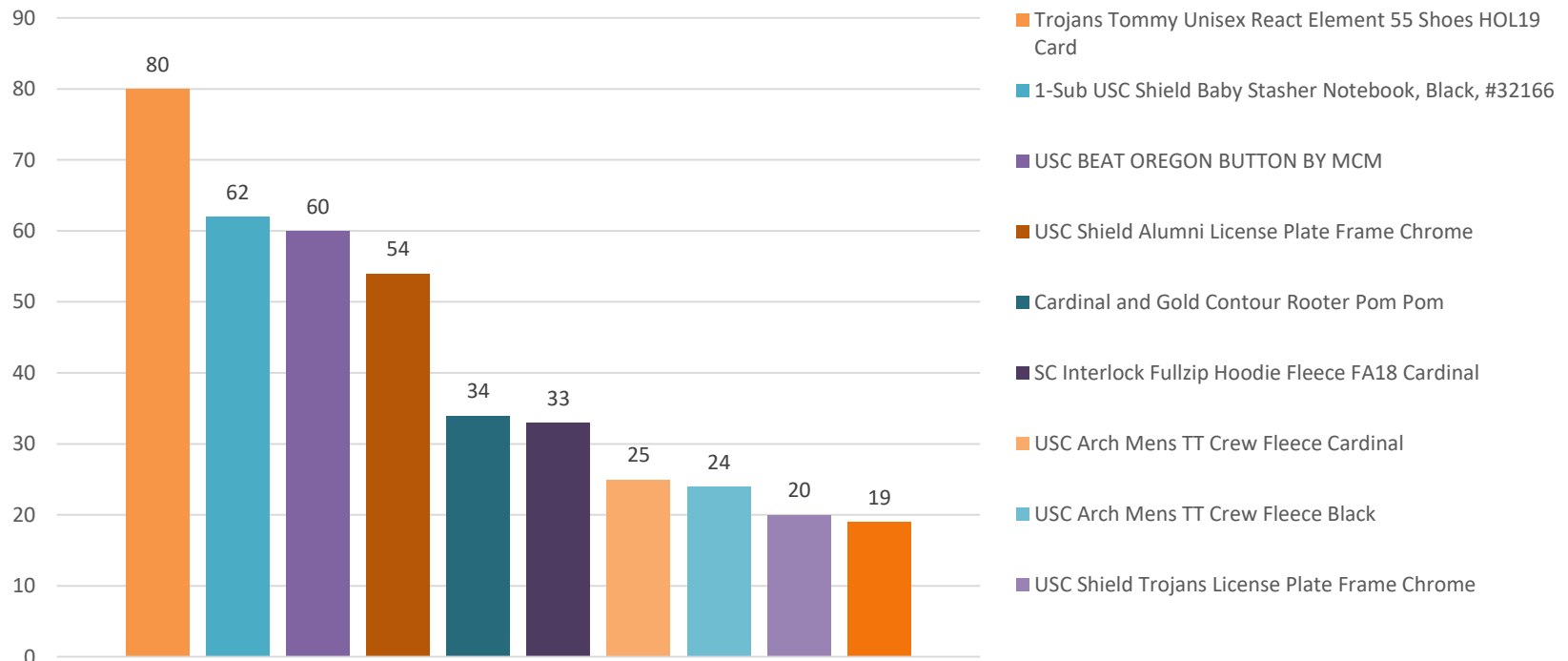
## Website Reports October 2019





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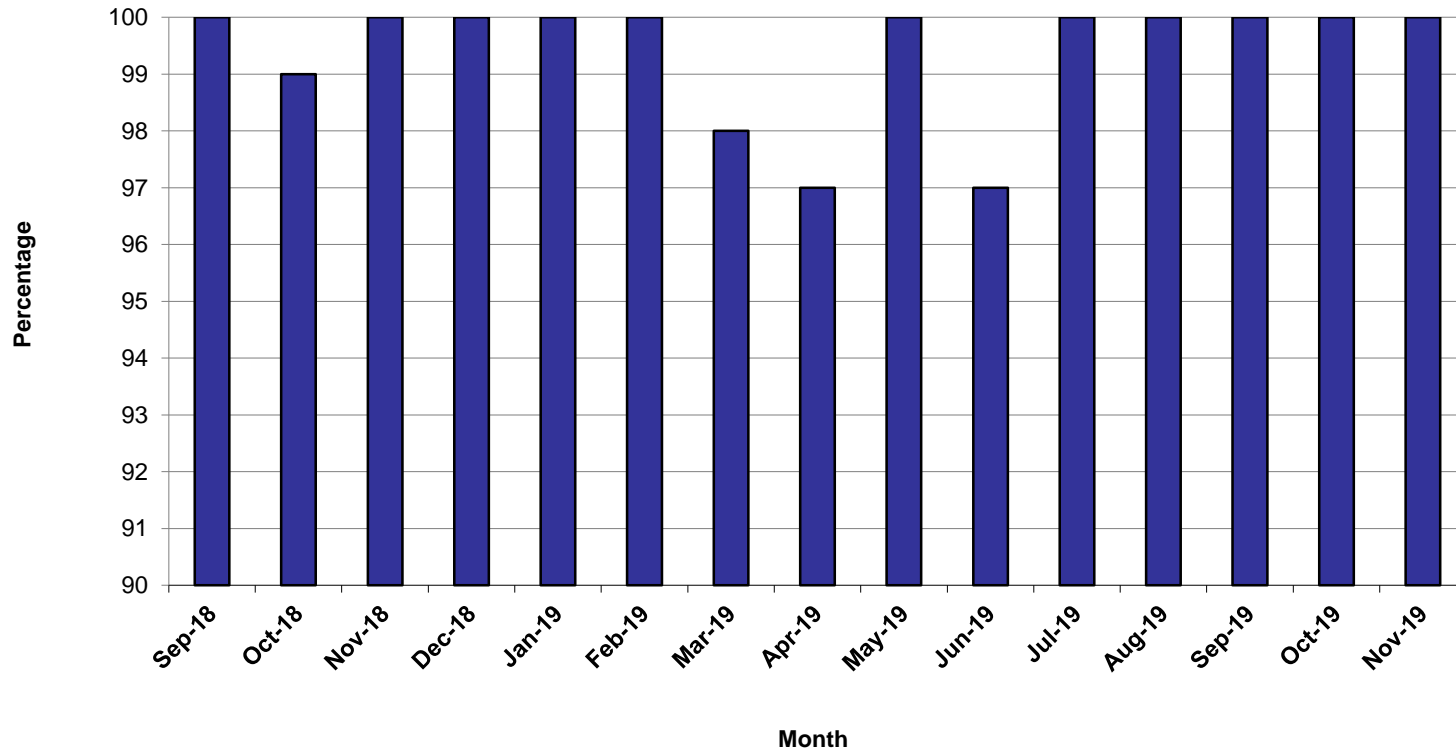
Bookstore Charts  
10 Most Purchased Products -October 2019





## Customer Satisfaction Report November 2019

Customer Satisfaction





**Thank You !!**