



AS IT MONTHLY REPORTS

For October 2019

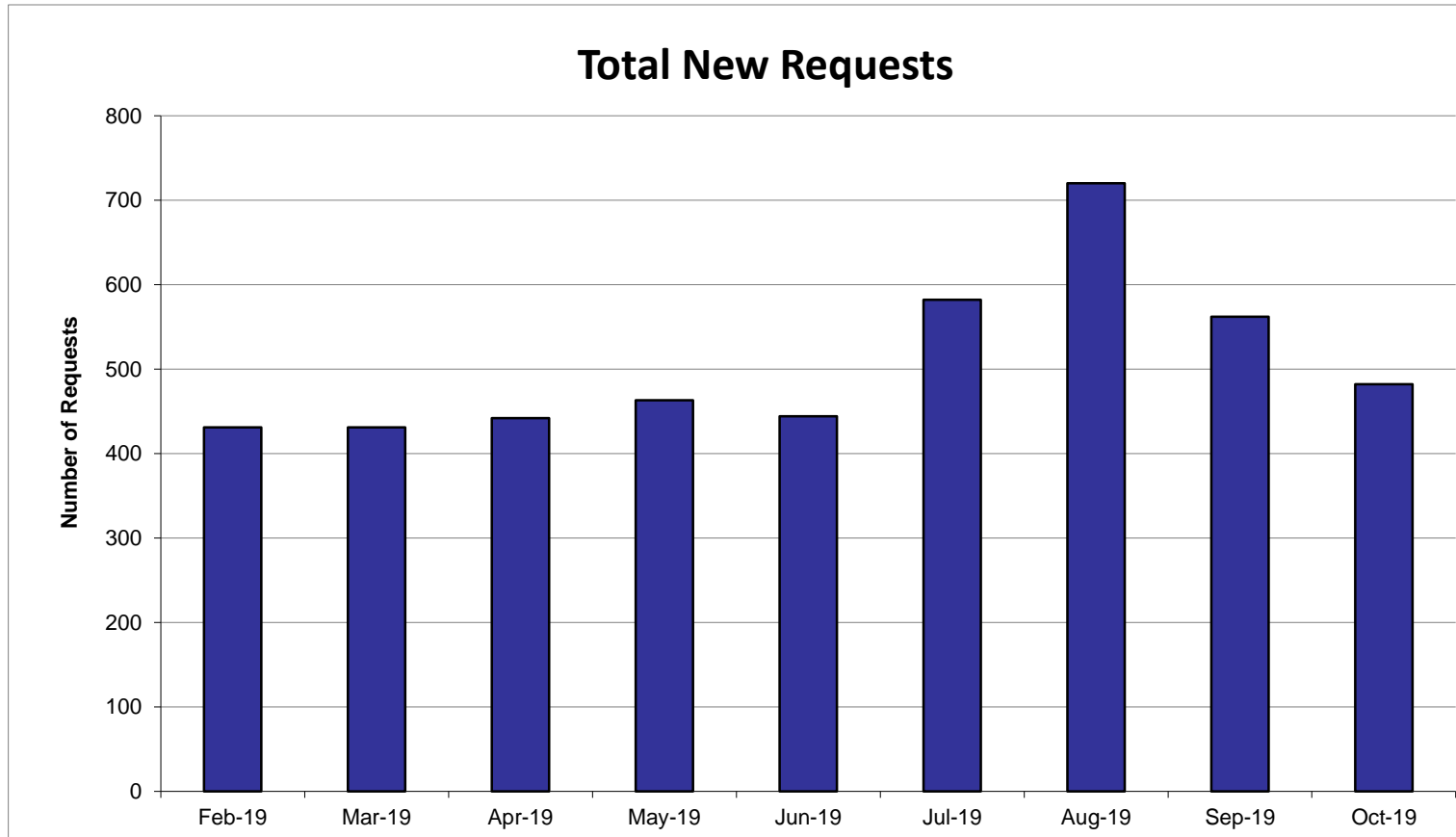


Agenda

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

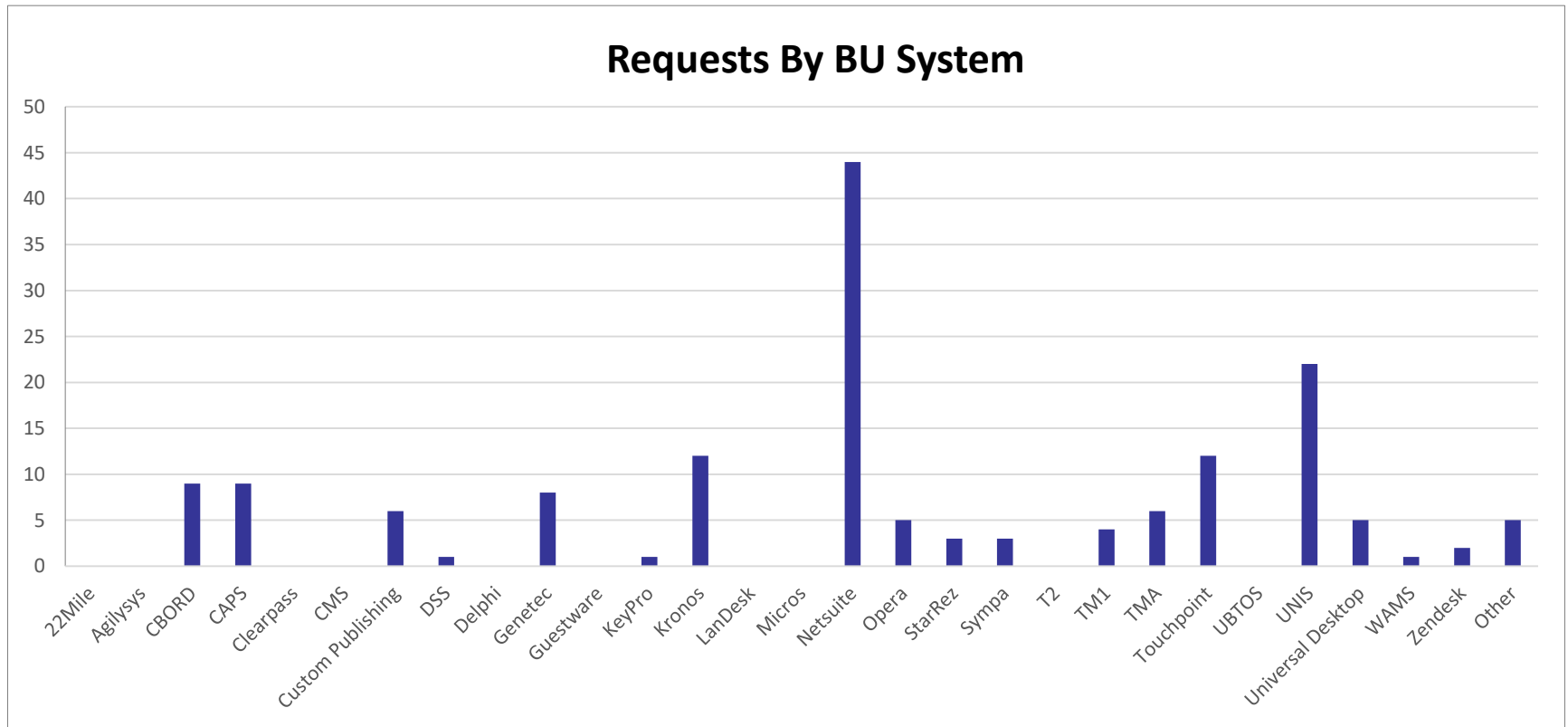


Service Desk Reports October 2019



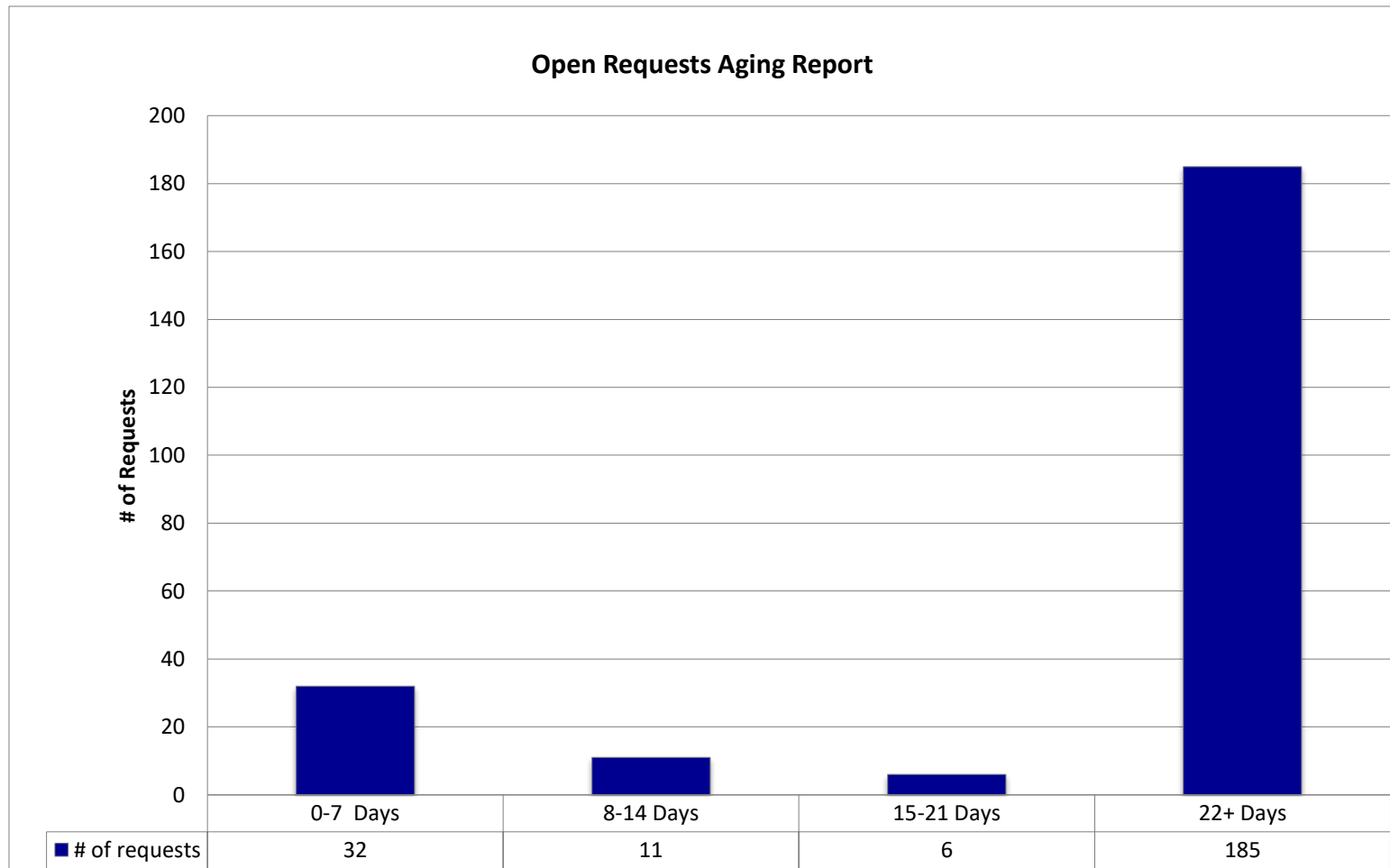


Service Desk Reports October 2019



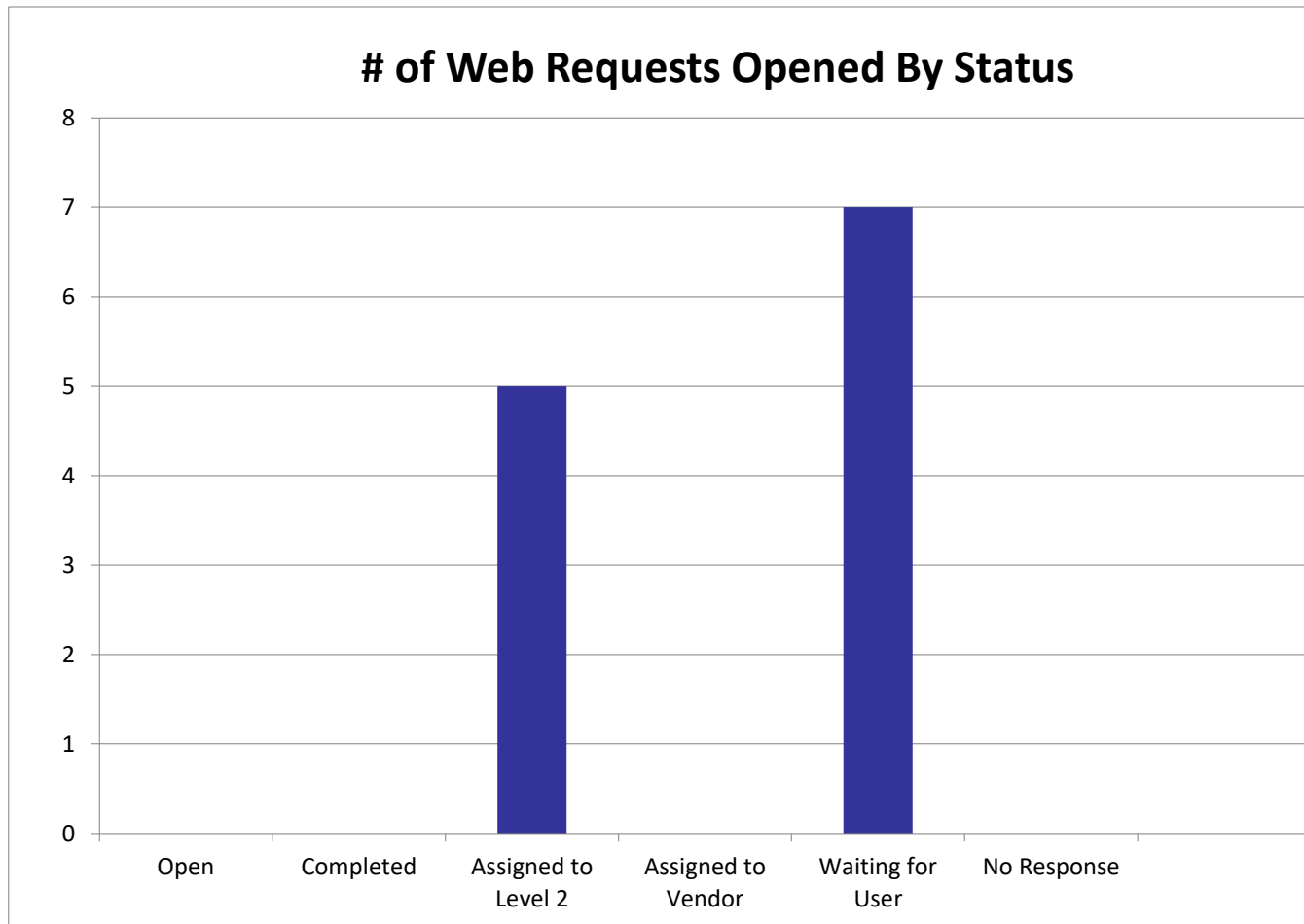


Service Desk Reports October 2019



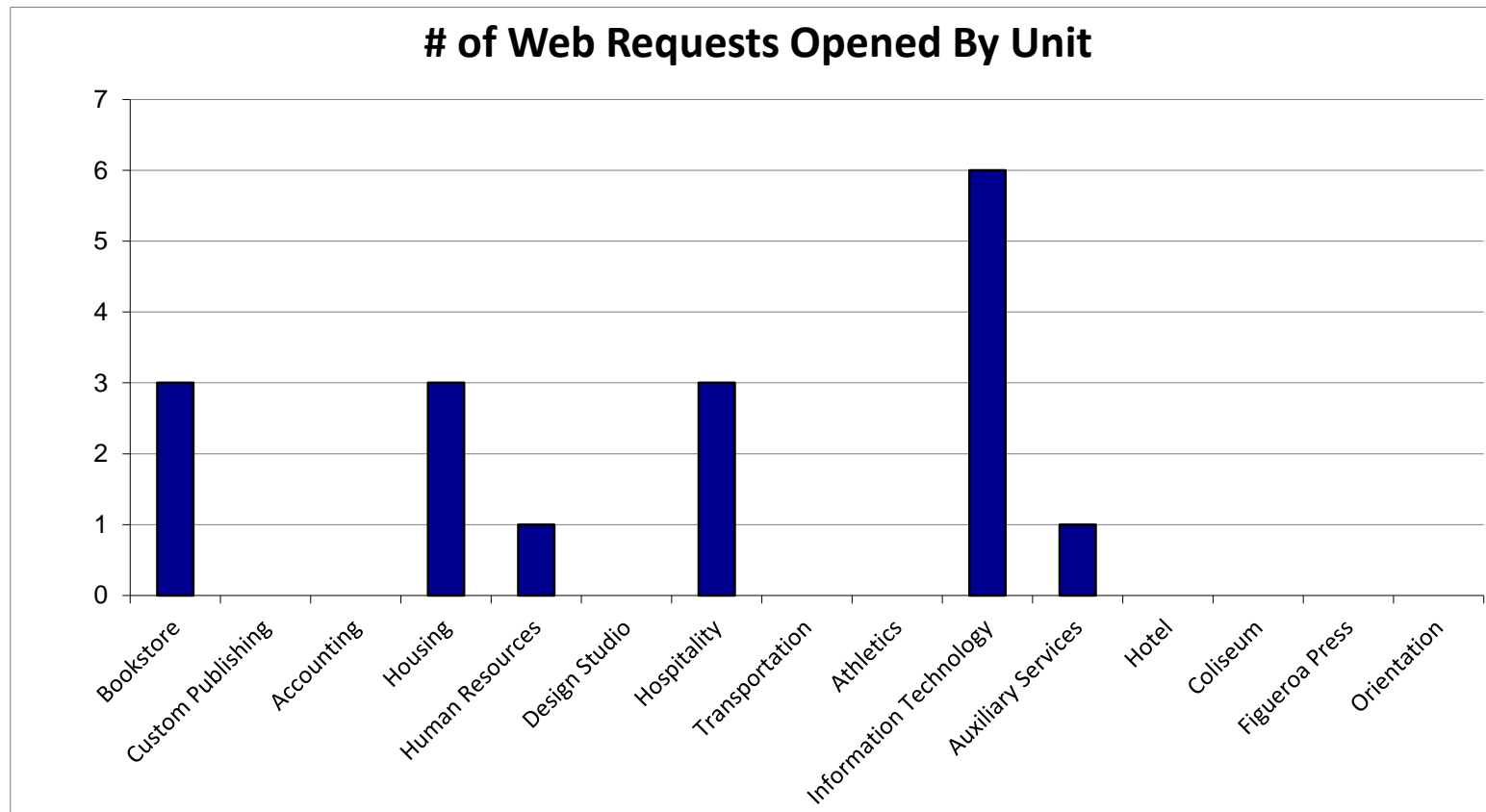


Service Desk Reports October 2019



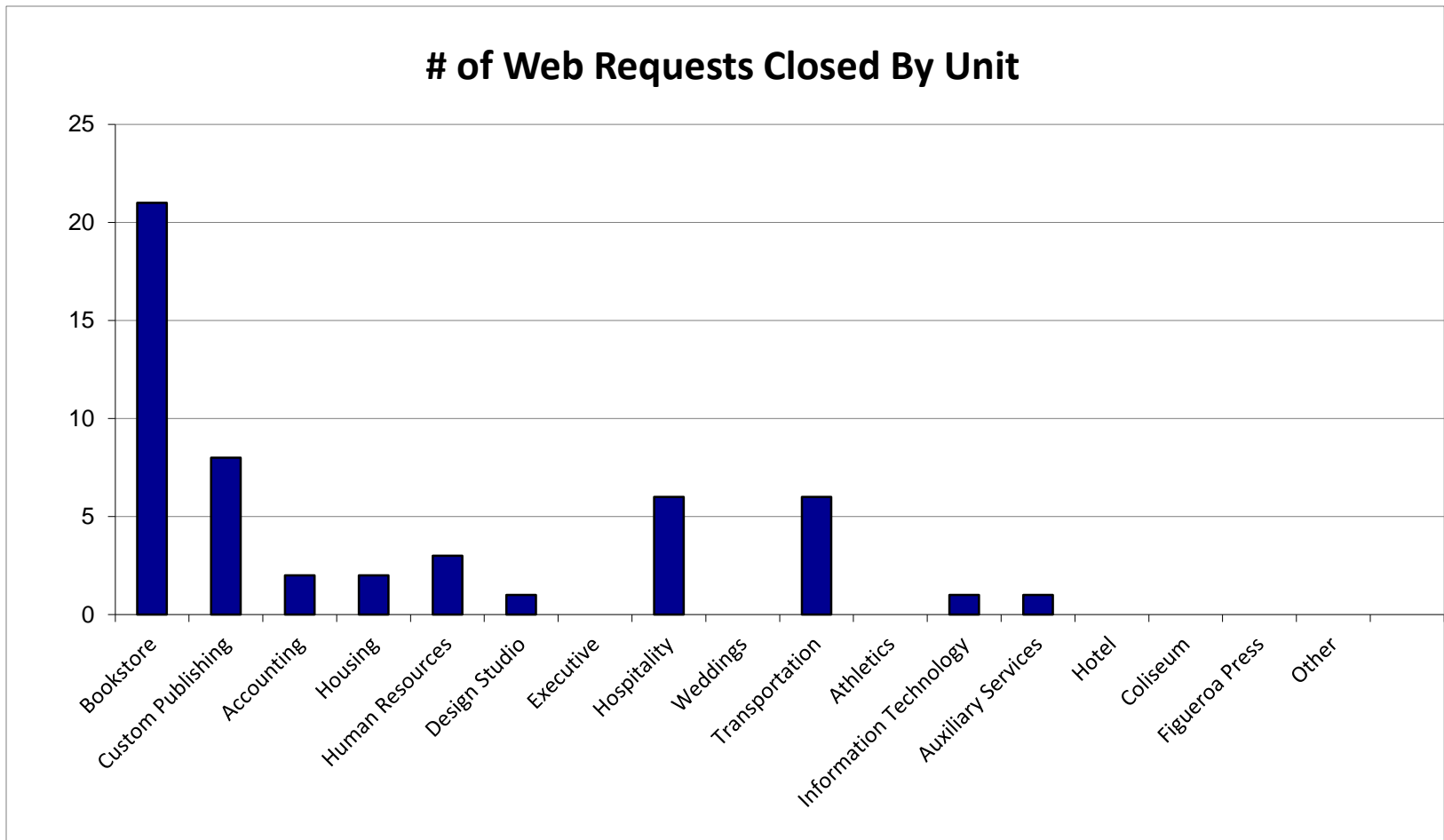


Service Desk Reports October 2019





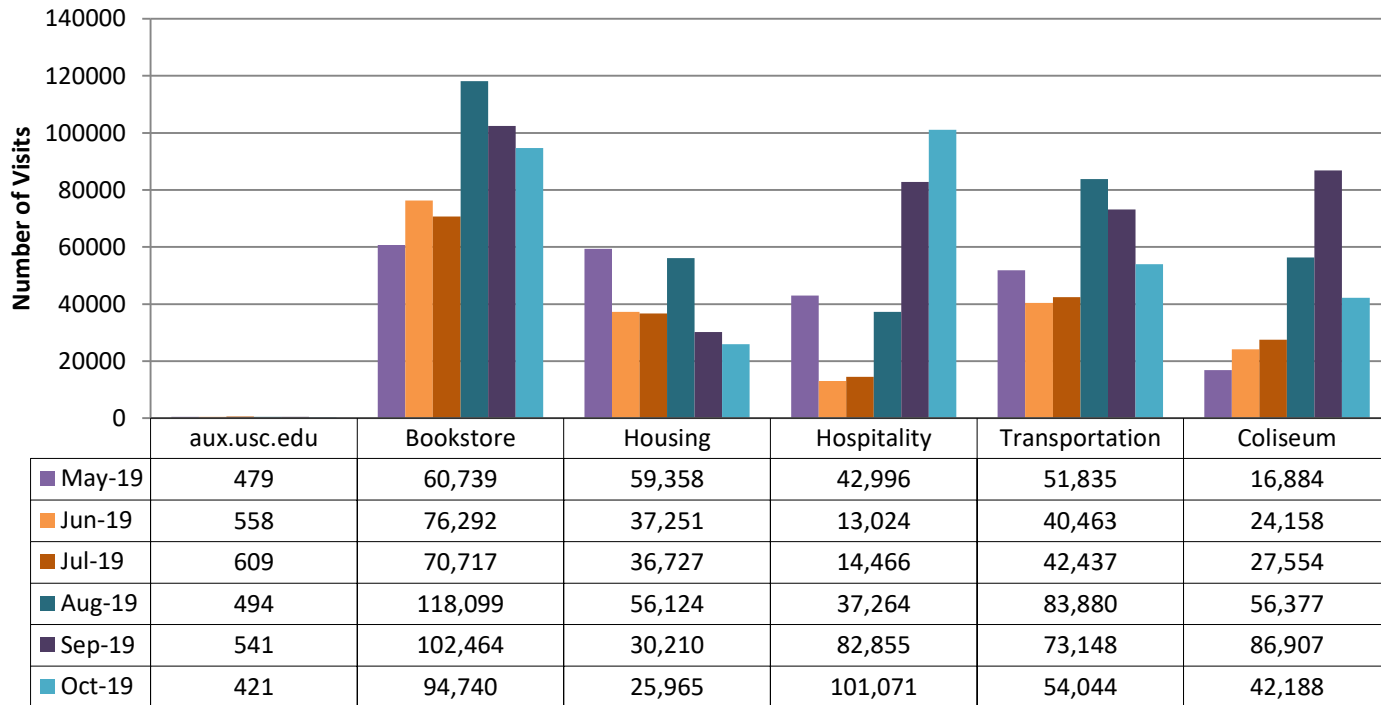
Service Desk Reports October 2019





Website Reports October 2019

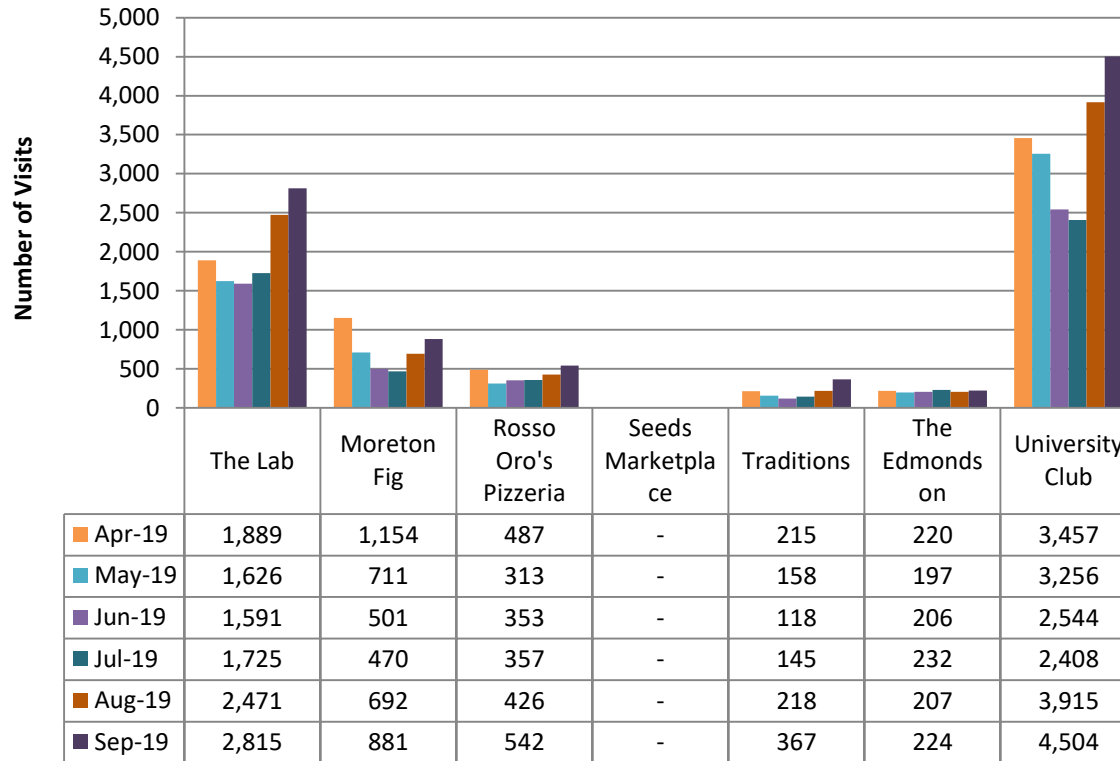
Web Visits Per Month - BU Main Sites





Website Reports October 2019

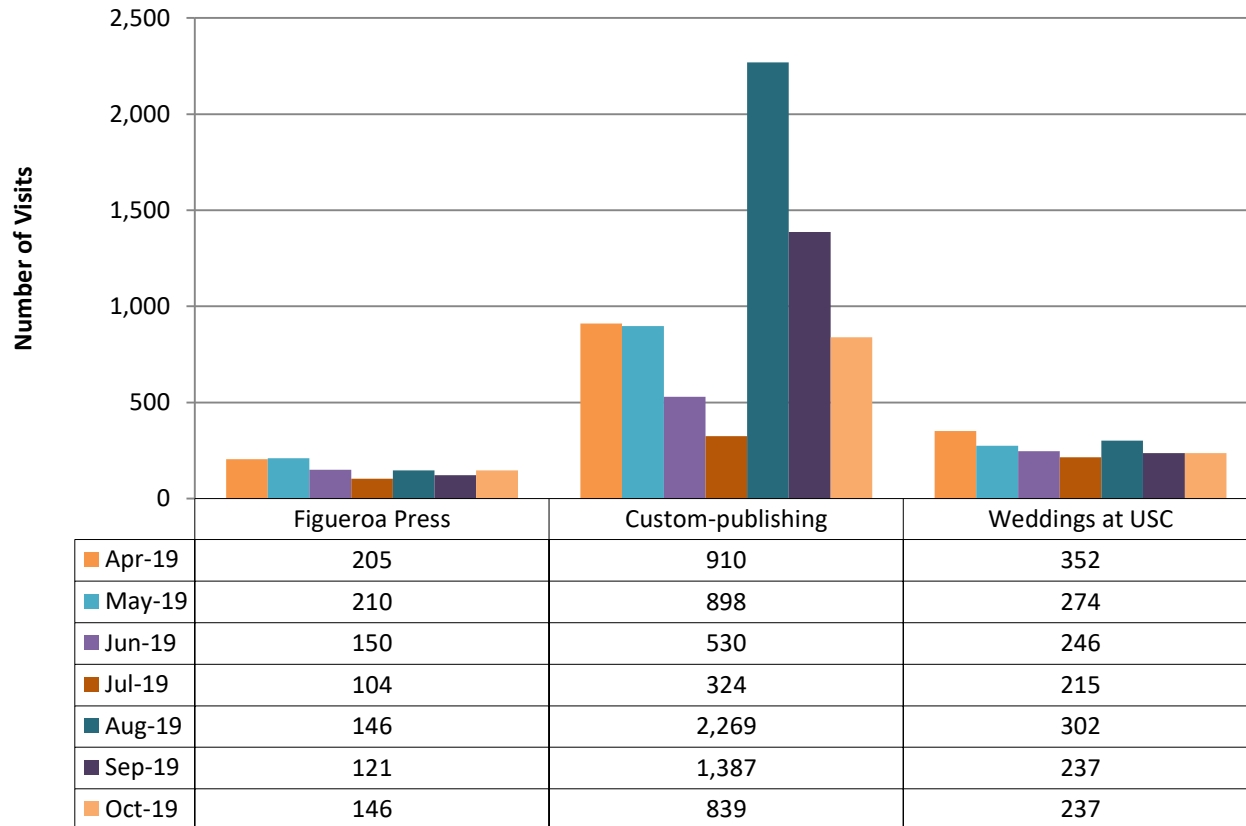
Web Visits Per Month - HSP Micro Sites





Website Reports October 2019

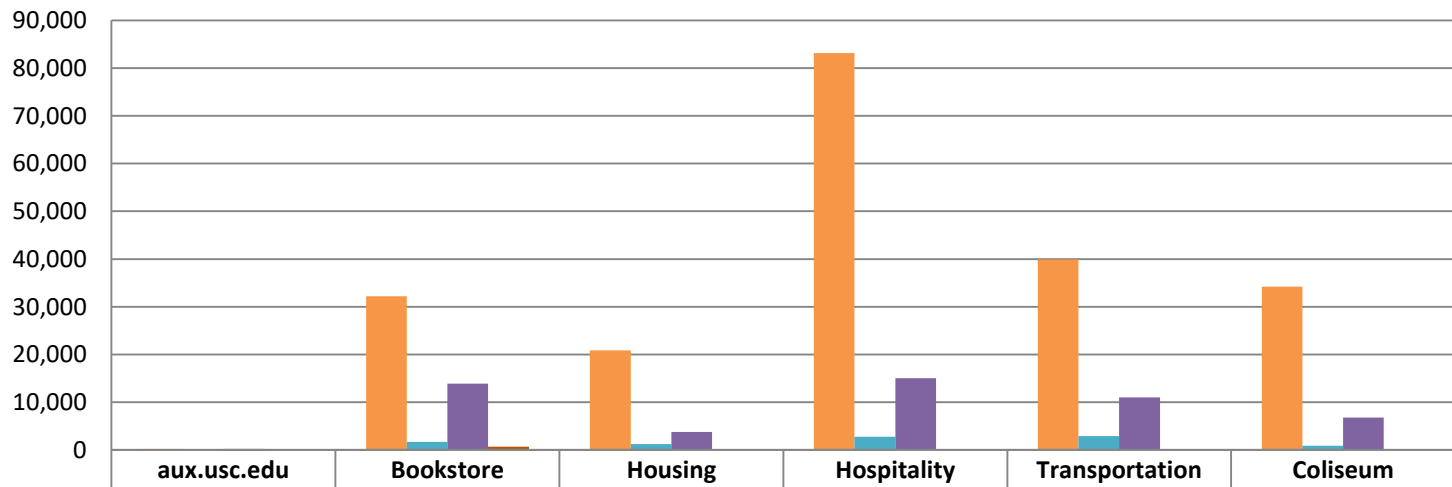
Web Visits Per Month - Other Sites





Website Reports October 2019

October 2019 Traffic Sources - BU Main Sites

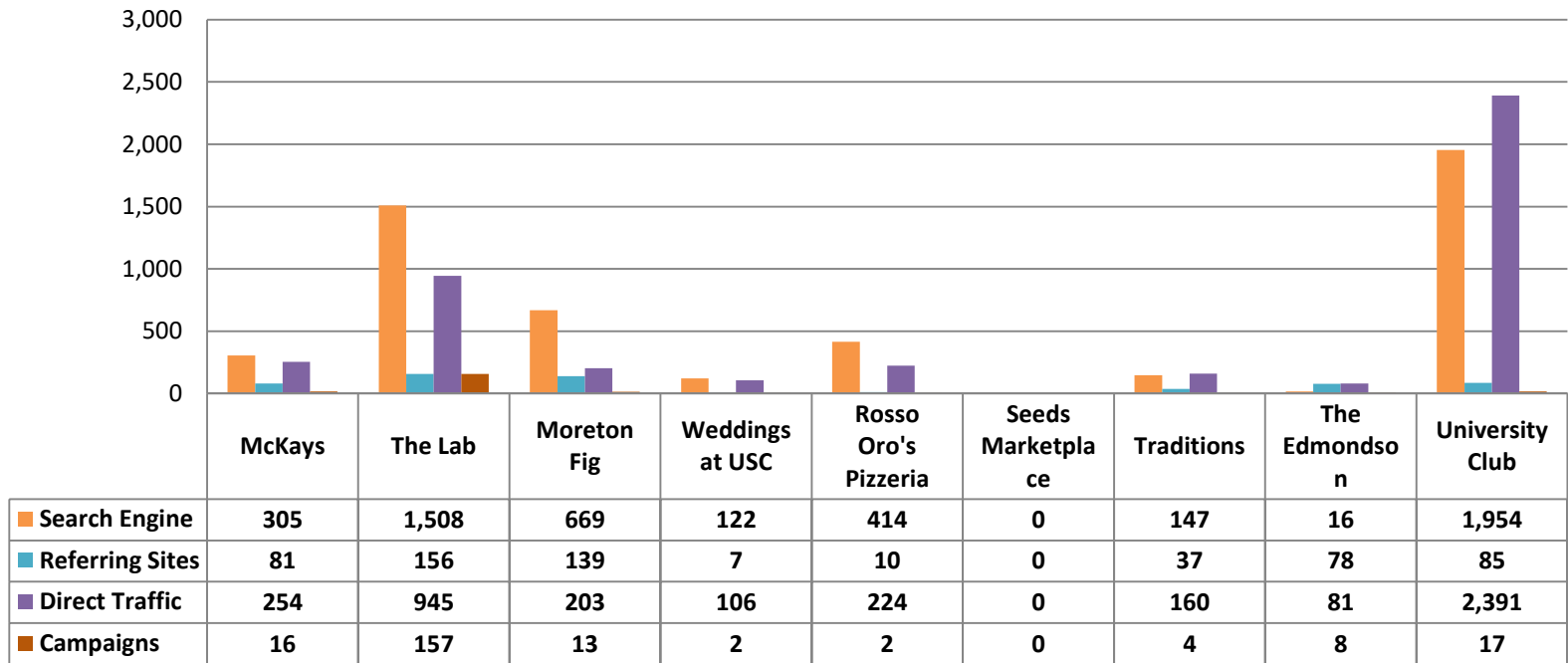


	aux.usc.edu	Bookstore	Housing	Hospitality	Transportation	Coliseum
Search Engine	191	32,170	20,889	83,126	39,883	34,205
Referring Sites	7	1,687	1,234	2,760	2,925	922
Direct Traffic	222	13,868	3,783	15,068	11,037	6,822
Campaigns	1	709	59	117	169	121



Website Reports October 2019

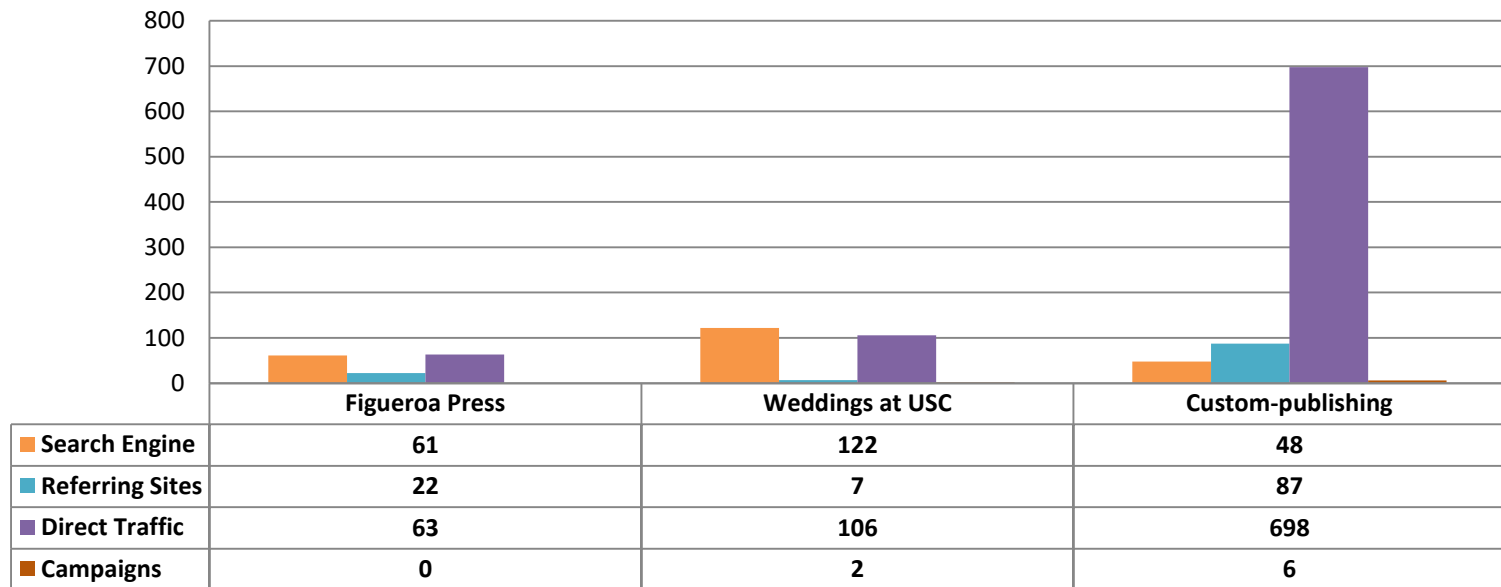
October 2019 Traffic Sources - HSP Micro Sites





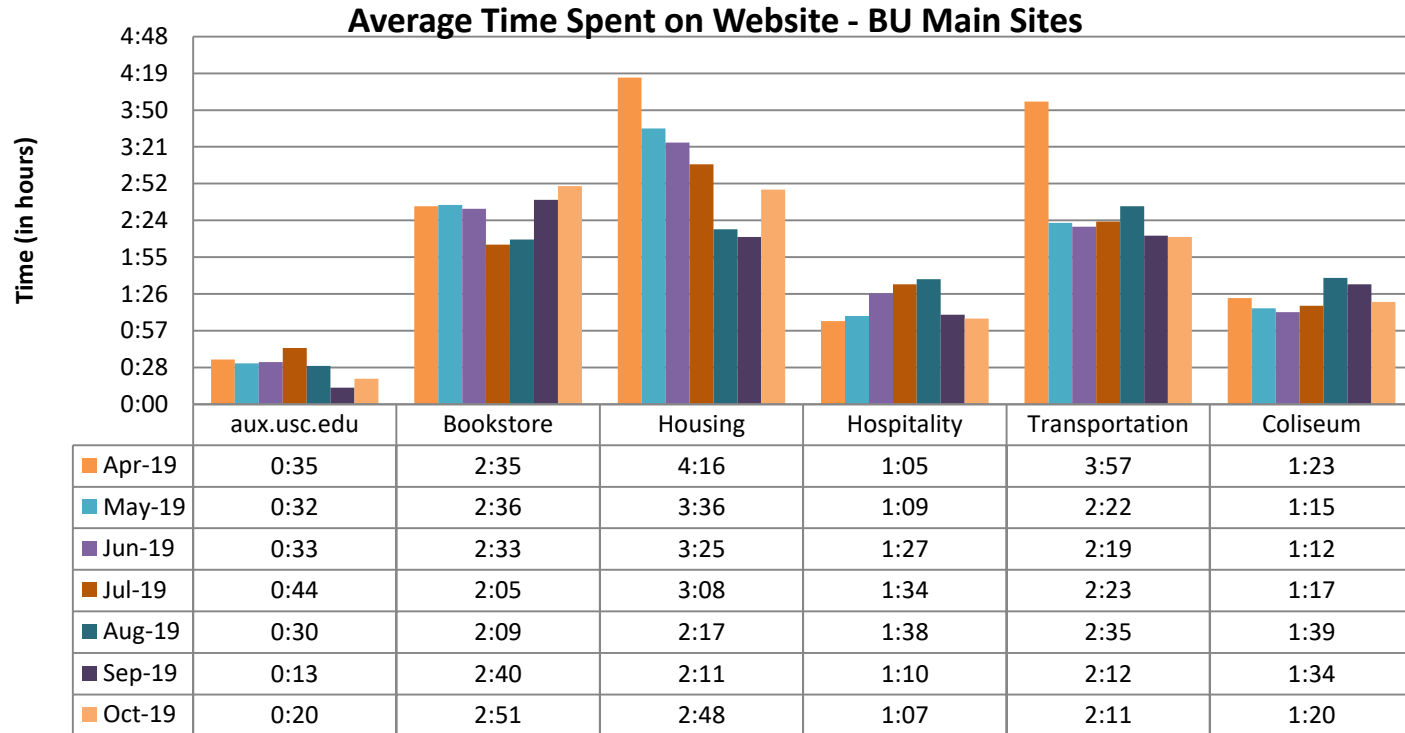
Website Reports October 2019

October 2019 Traffic Sources - Other Sites





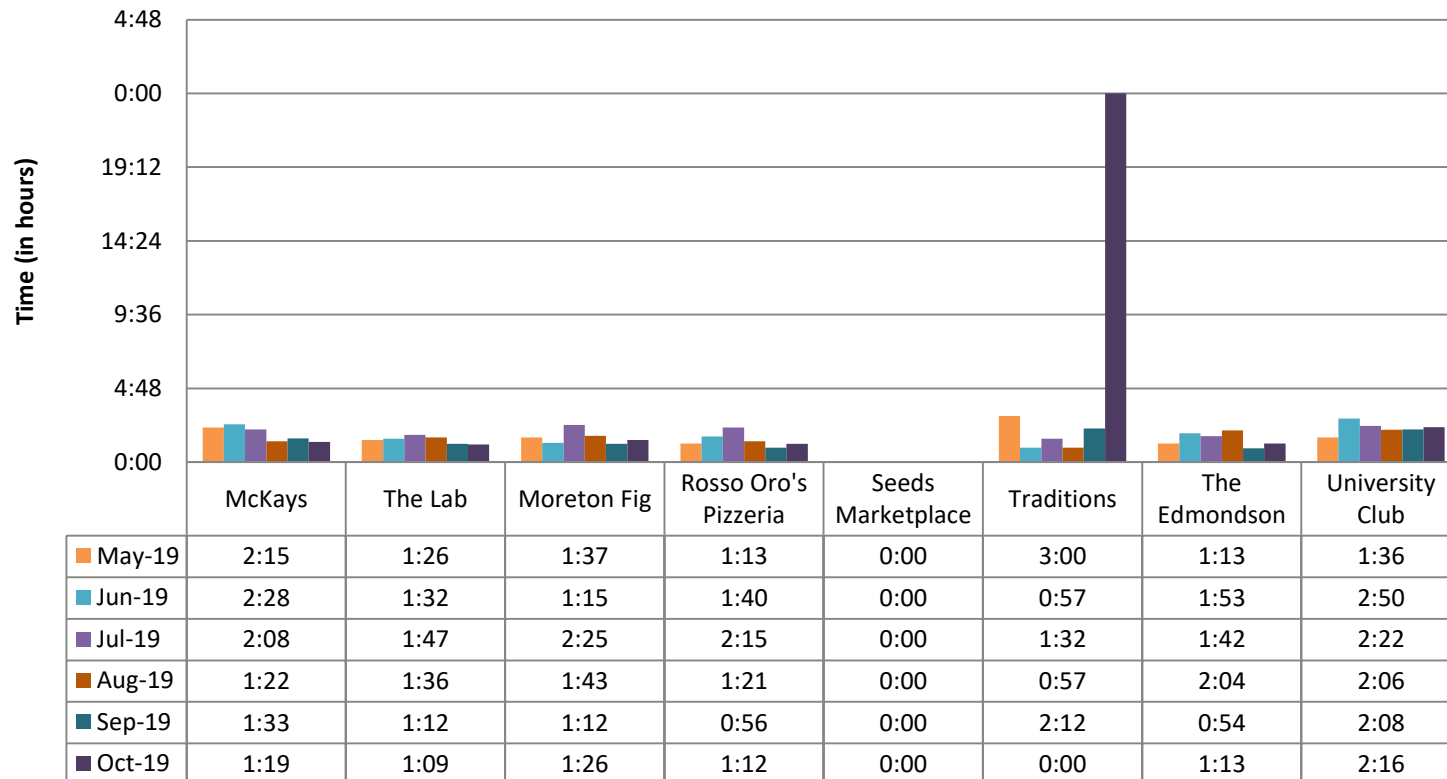
Website Reports October 2019





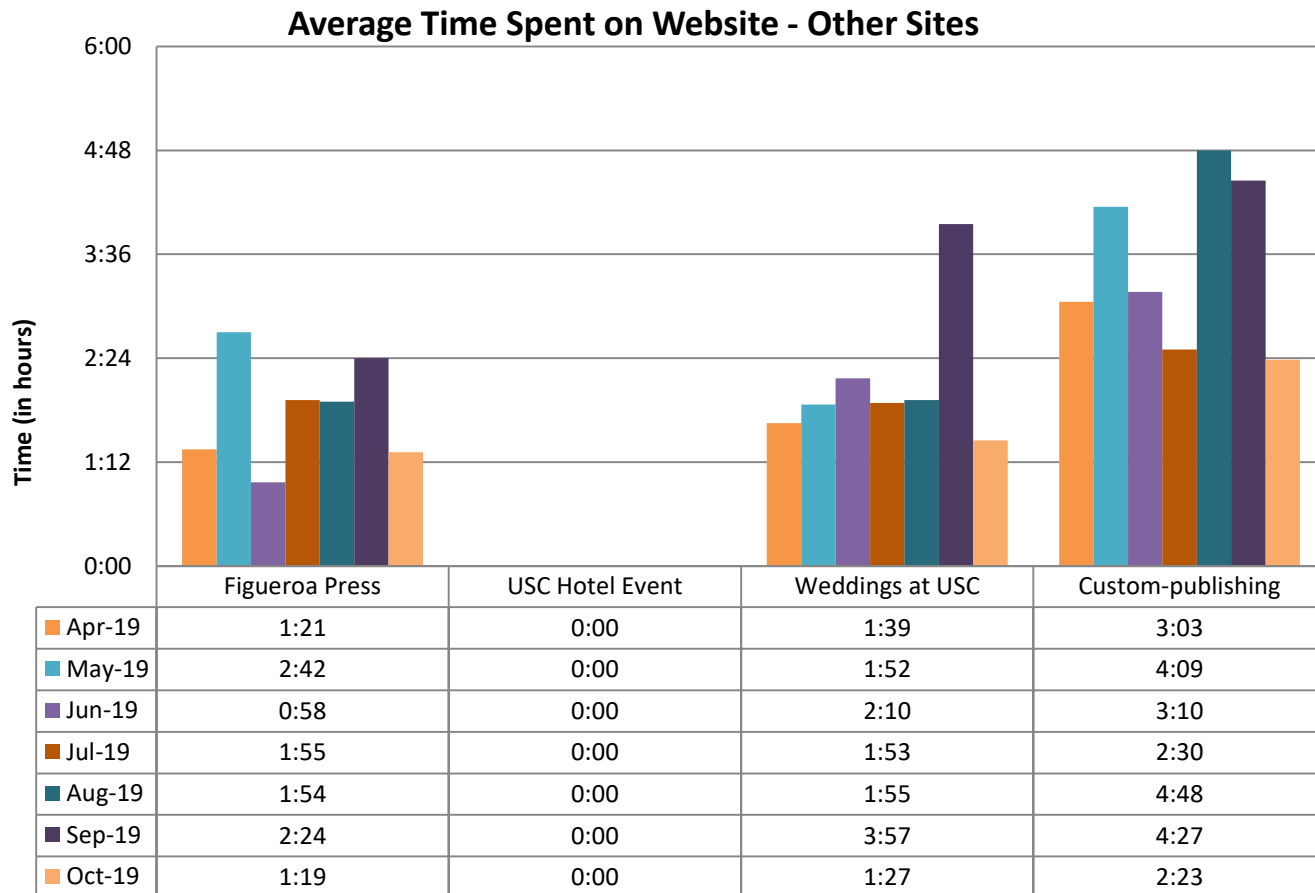
Website Reports October 2019

Average Time Spent on Website - HSP Micro Sites



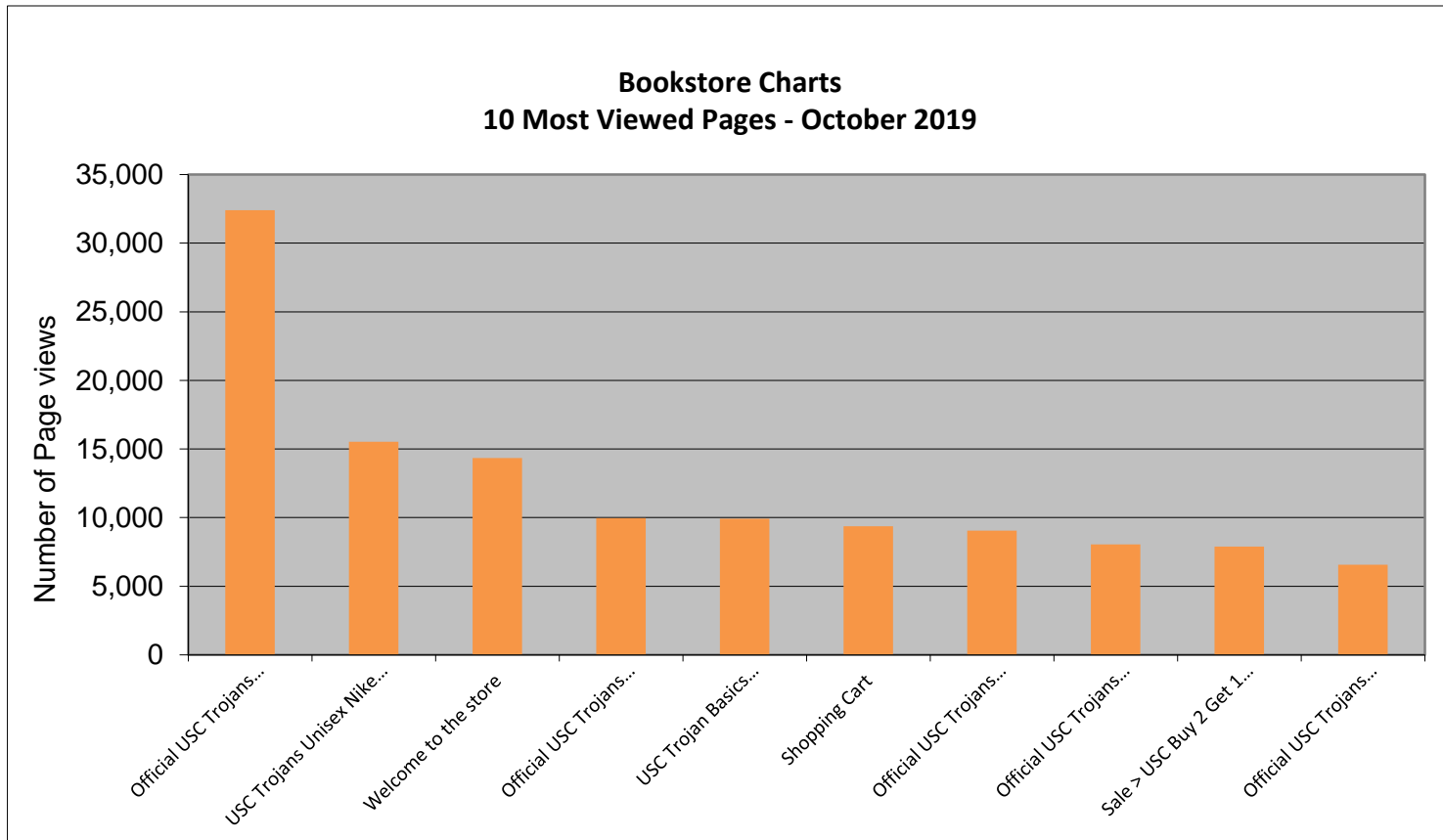


Website Reports October 2019





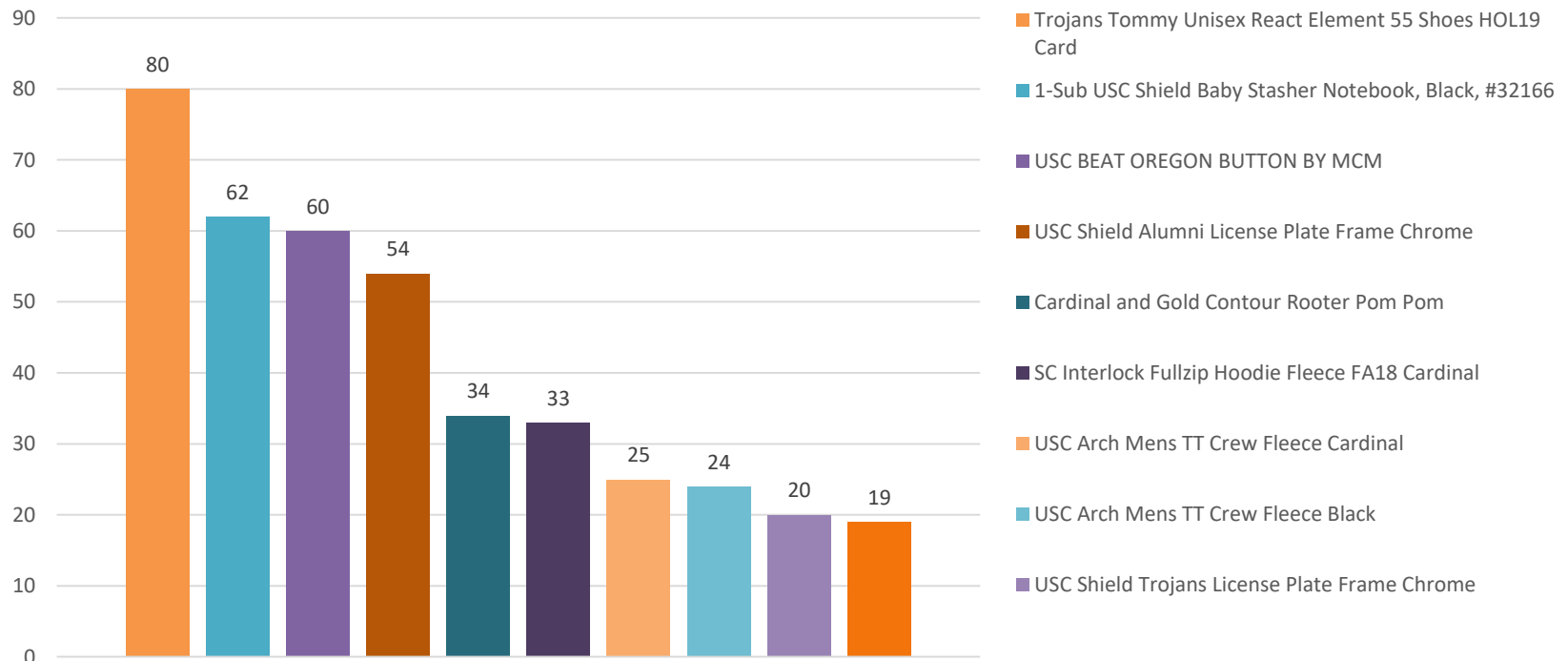
Website Reports October 2019





Website Reports October 2019

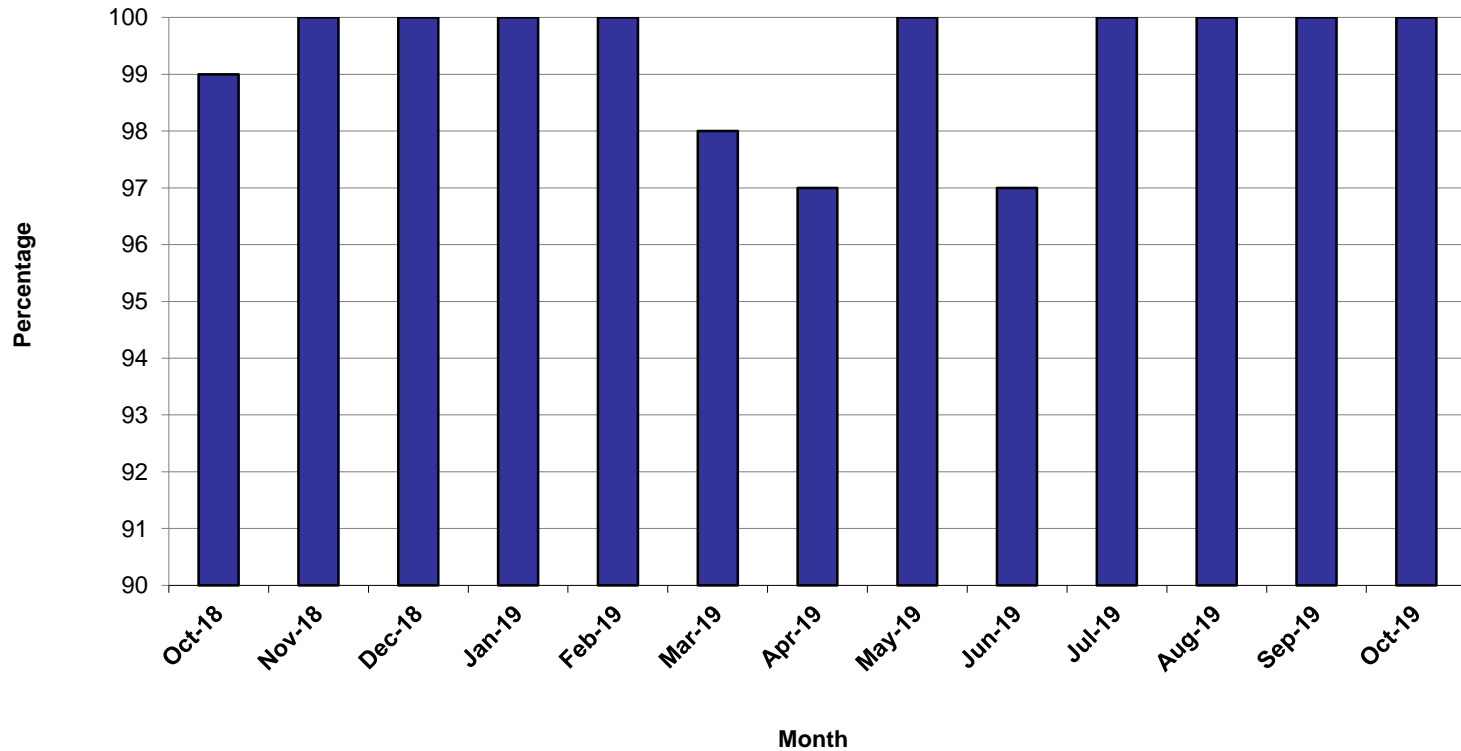
Bookstore Charts
10 Most Purchased Products -October 2019





Customer Satisfaction Report October 2019

Customer Satisfaction





Thank You !!