



AUXILIARY SERVICES IT

AS IT MONTHLY REPORTS

For September 2017

TO CREATE
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BESTPRODUCT.
BESTSERVICE.

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USCAUXILIARY SERVICESIT

AGENDA

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

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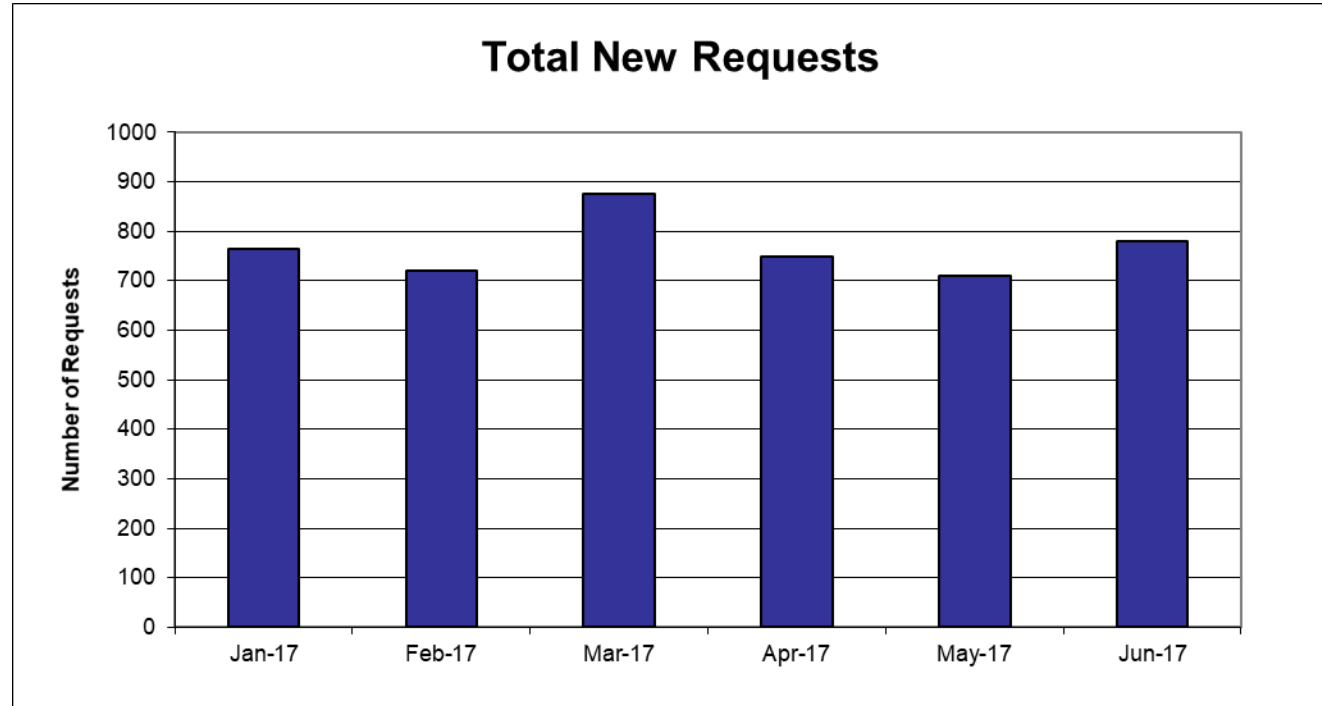
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Service Desk Reports September 2017



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Service Desk Reports September 2017

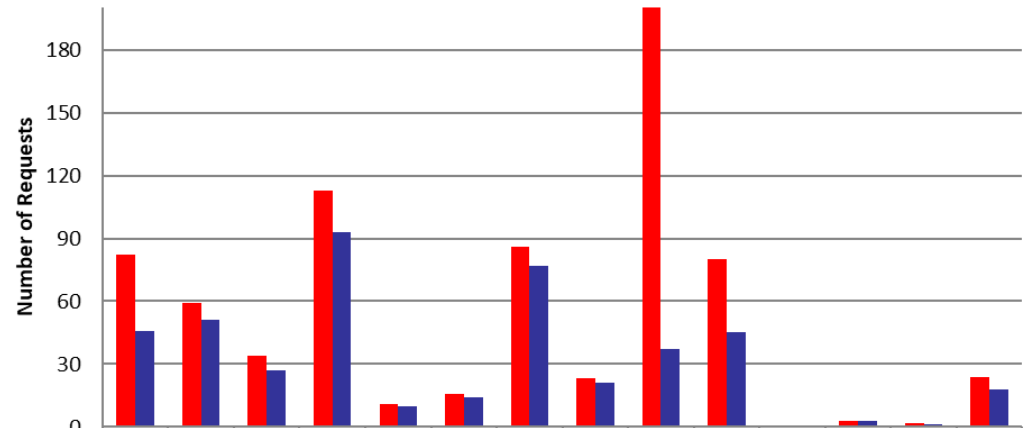
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Total New Vs Closed Requests



| | BKS | HOU | RAD | HSP | TRX | EXEC | SS-HR | SS-FIN | OTHER | SS-IT | ATH | DES | CUST | Coli |
|-----------------|-----|-----|-----|-----|-----|------|-------|--------|-------|-------|-----|-----|------|------|
| Total Requests | 82 | 59 | 34 | 113 | 11 | 16 | 86 | 23 | 248 | 80 | 0 | 3 | 2 | 24 |
| Closed Requests | 46 | 51 | 27 | 93 | 10 | 14 | 77 | 21 | 37 | 45 | 0 | 3 | 1 | 18 |

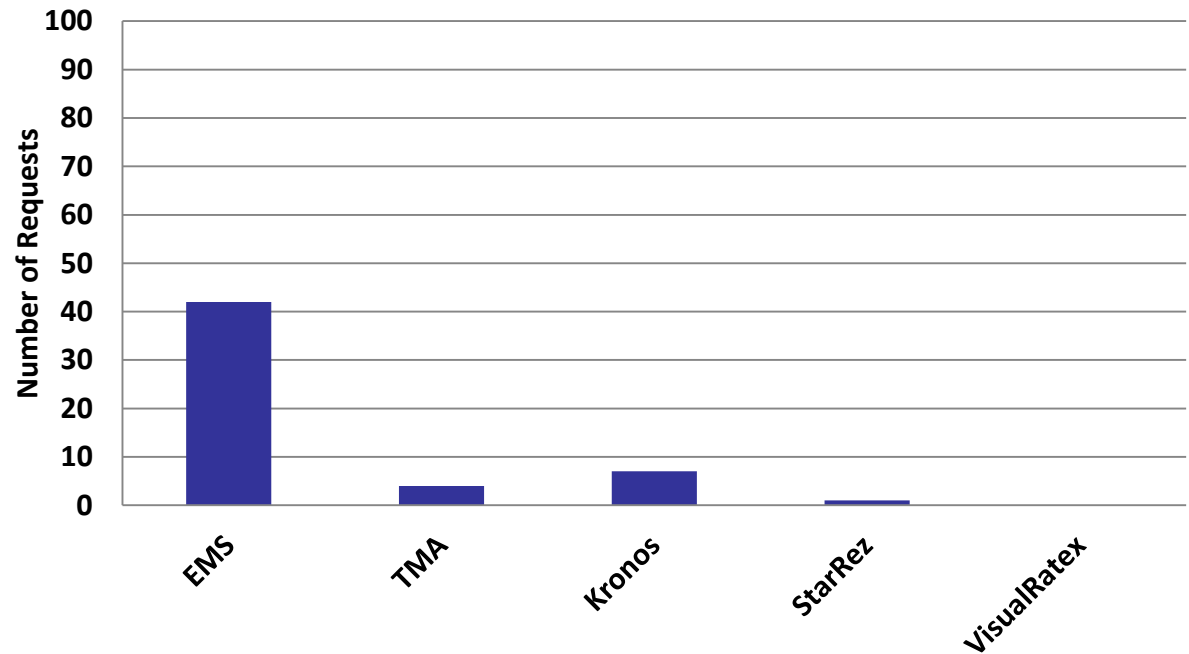


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Service Desk Reports

September 2017

Requests By BU System



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Service Desk Reports

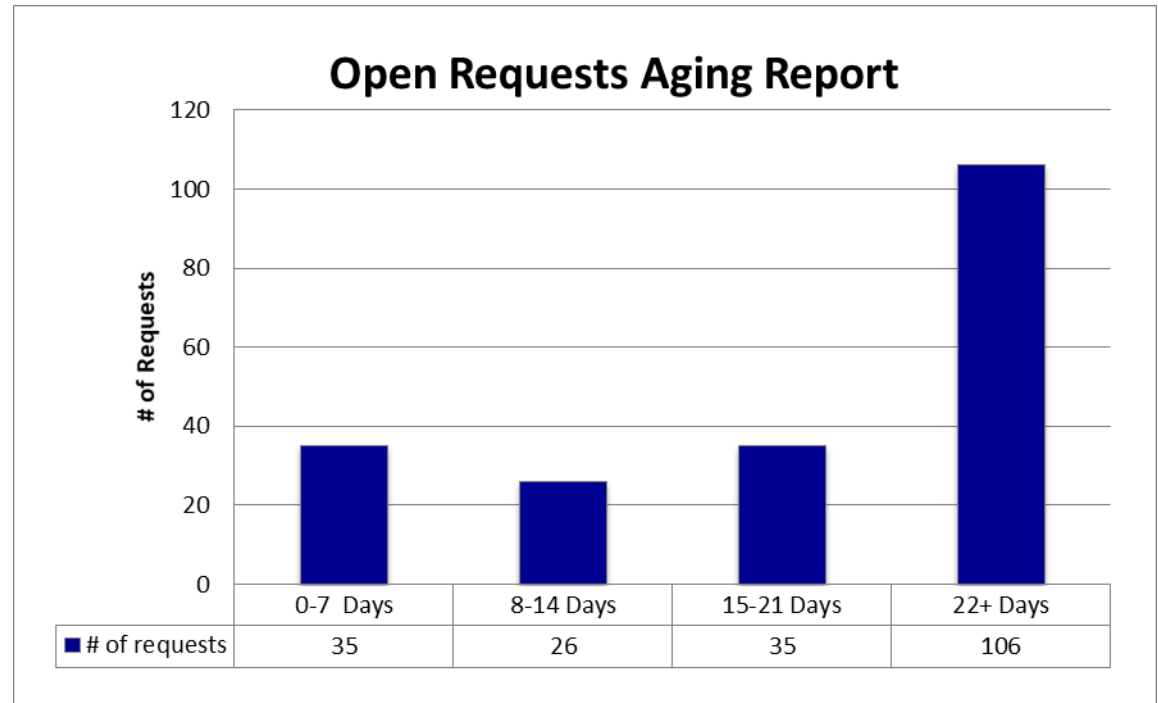
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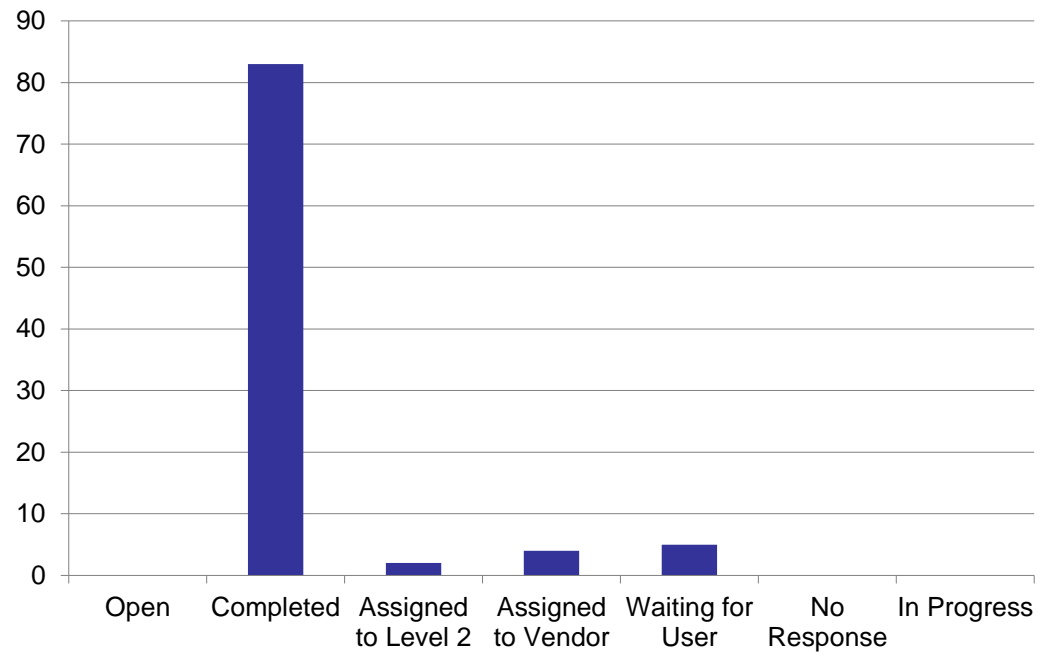
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of Web Requests Opened By Status





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Service Desk Reports September 2017

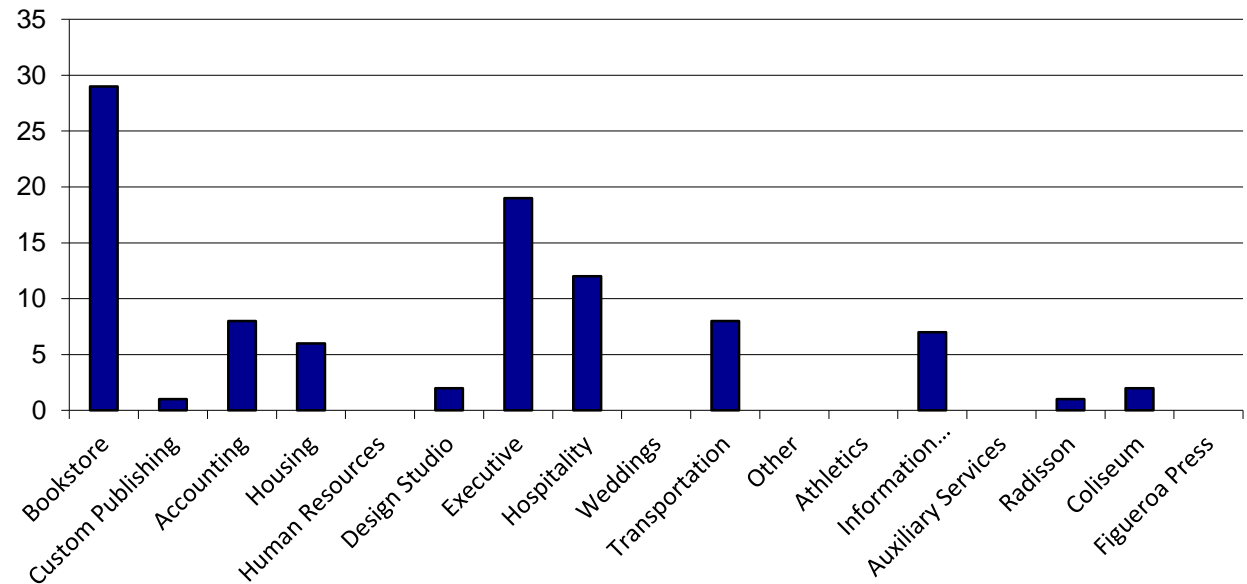
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of Web Requests Opened By Unit



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Service Desk Reports

September 2017

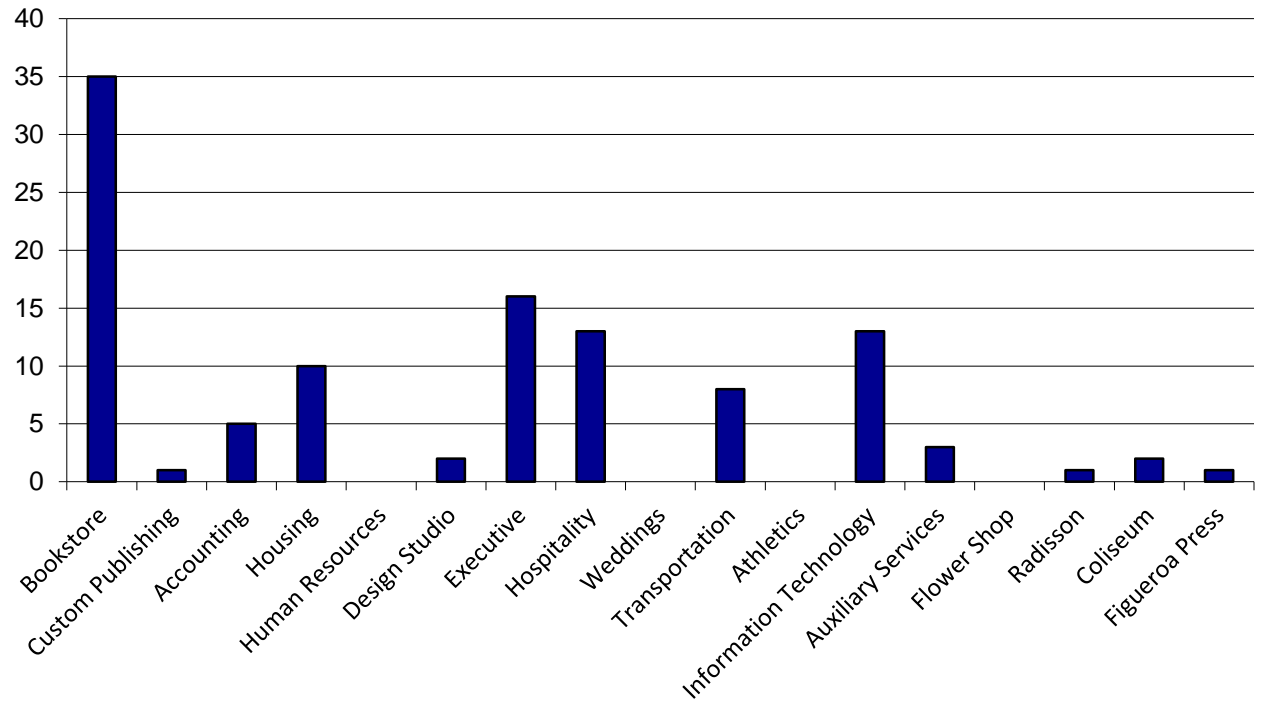
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of Web Requests Closed By Unit



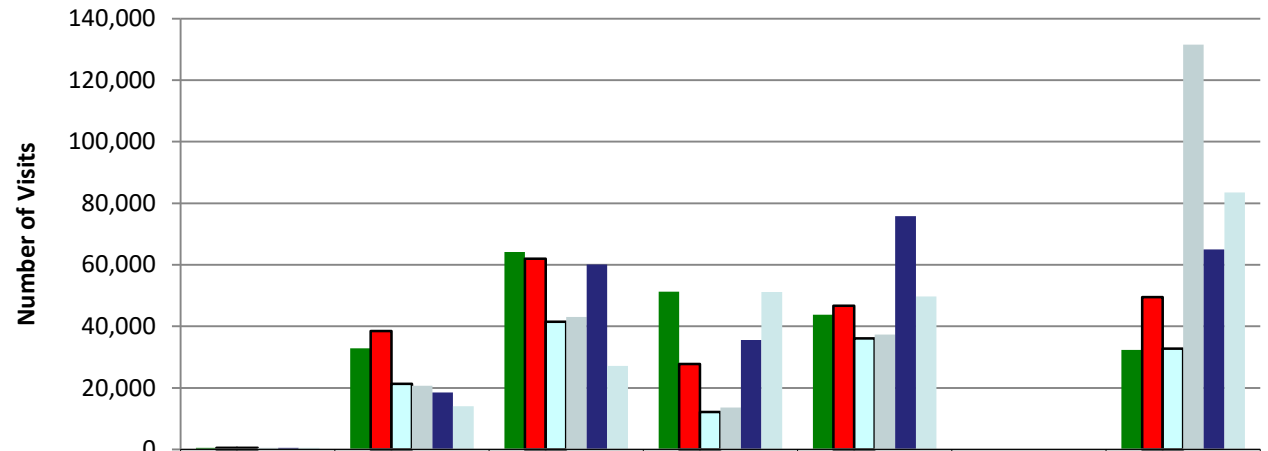


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Website Reports

September 2017

Web Visits Per Month - BU Main Sites



| | aux.usc.edu | Bookstore | Housing | Hospitality | Transportation | BKS - Other (Flower shop) | Coliseum |
|----------|-------------|-----------|---------|-------------|----------------|---------------------------|----------|
| ■ Apr-17 | 534 | 32,820 | 64,135 | 51,246 | 43,829 | 0 | 32,339 |
| ■ May-17 | 487 | 38,527 | 62,023 | 27,818 | 46,705 | 0 | 49,463 |
| ■ Jun-17 | 524 | 21,290 | 41,480 | 12,128 | 36,099 | 0 | 32,809 |
| ■ Jul-17 | 522 | 20,669 | 43,083 | 13,653 | 37,323 | 0 | 131,522 |
| ■ Aug-17 | 563 | 18,468 | 60,073 | 35,616 | 75,774 | 0 | 65,018 |
| ■ Sep-17 | 512 | 14,004 | 27,107 | 51,210 | 49,694 | 0 | 83,538 |

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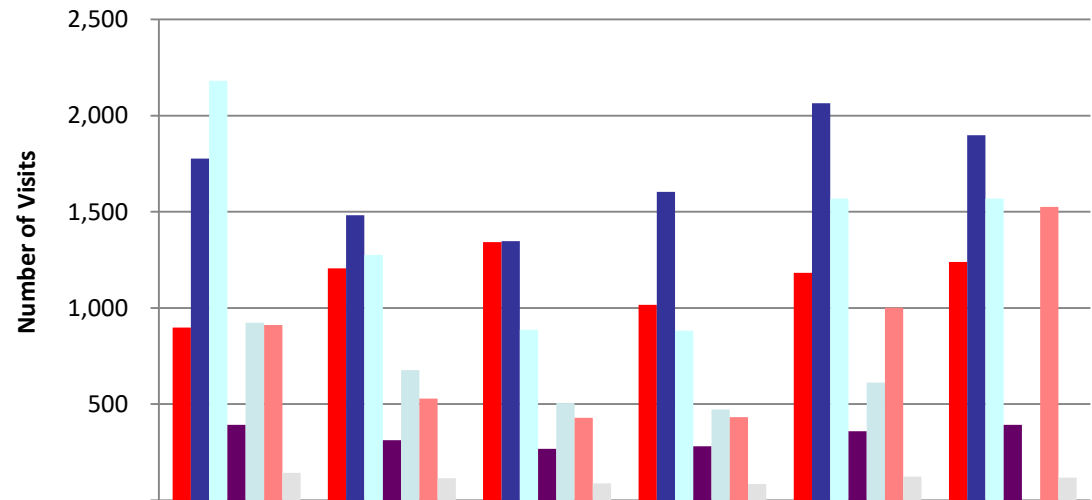


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Website Reports

September 2017

Web Visits Per Month - HSP Micro Sites



| | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 |
|------------------------|--------|--------|--------|--------|--------|--------|
| ■ McKays | 899 | 1,206 | 1,342 | 1,016 | 1,182 | 1,240 |
| ■ The Lab | 1,776 | 1,482 | 1,348 | 1,603 | 2,065 | 1,899 |
| ■ Moreton Fig | 2,181 | 1,276 | 887 | 882 | 1,569 | 1,569 |
| ■ Rosso Oro's Pizzeria | 393 | 312 | 267 | 281 | 360 | 392 |
| ■ Seeds Marketplace | 923 | 677 | 505 | 472 | 612 | 1 |
| ■ Traditions | 912 | 529 | 429 | 432 | 1,002 | 1,525 |
| ■ The Edmondson | 143 | 115 | 88 | 85 | 123 | 118 |

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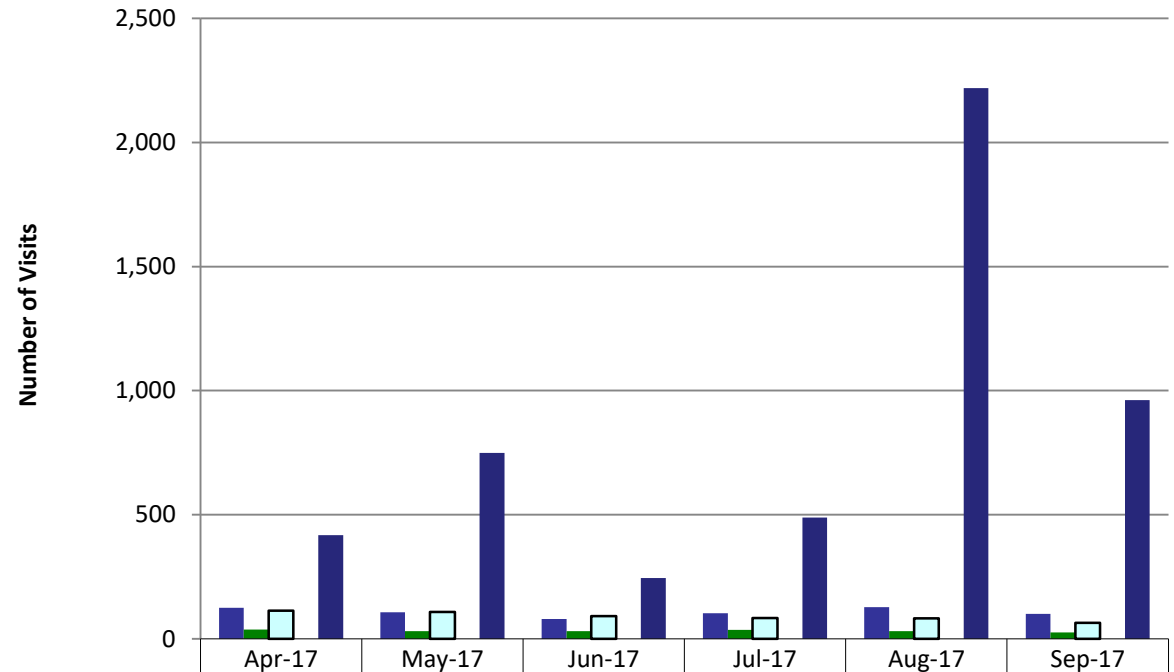


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Web Visits Per Month - Other Sites



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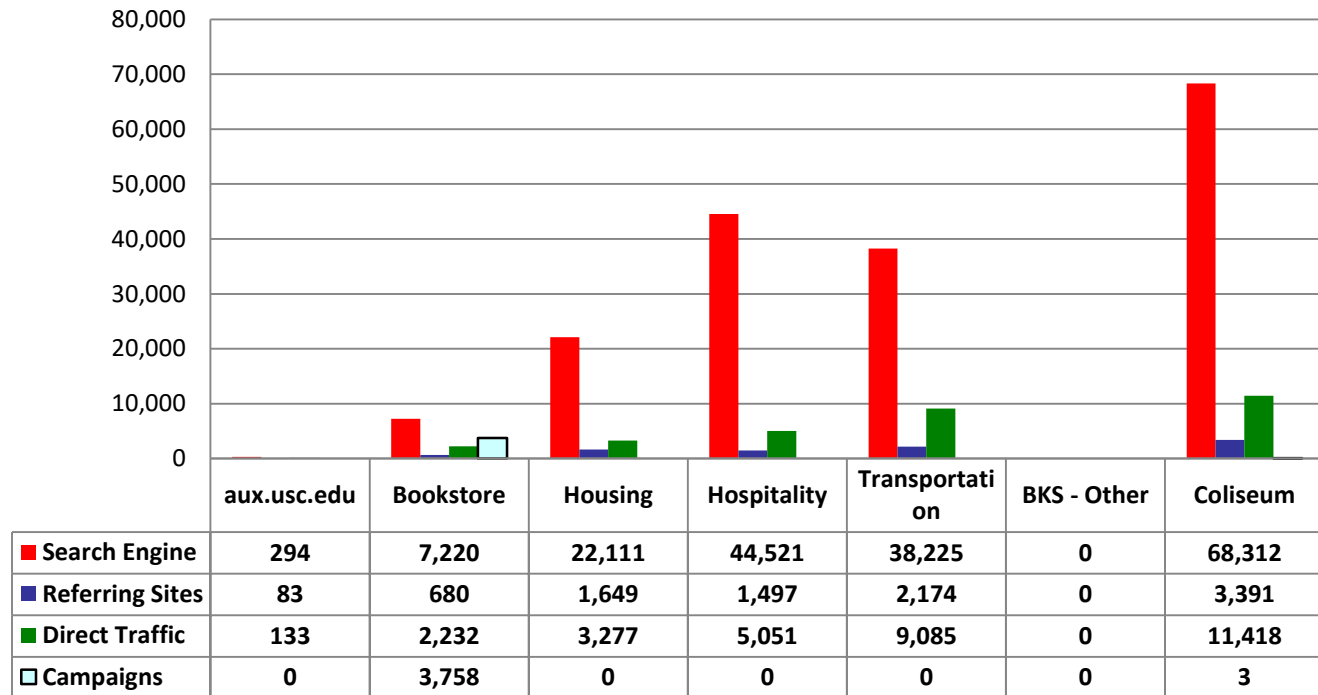
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Website Reports September 2017

September 2017 Traffic Sources - BU Main Sites



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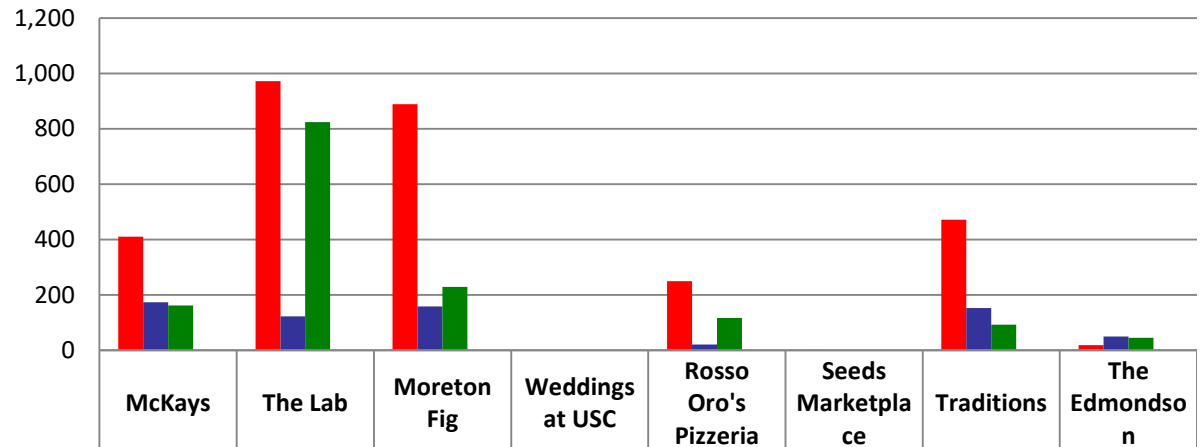


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September 2017 Traffic Sources - HSP Micro Sites



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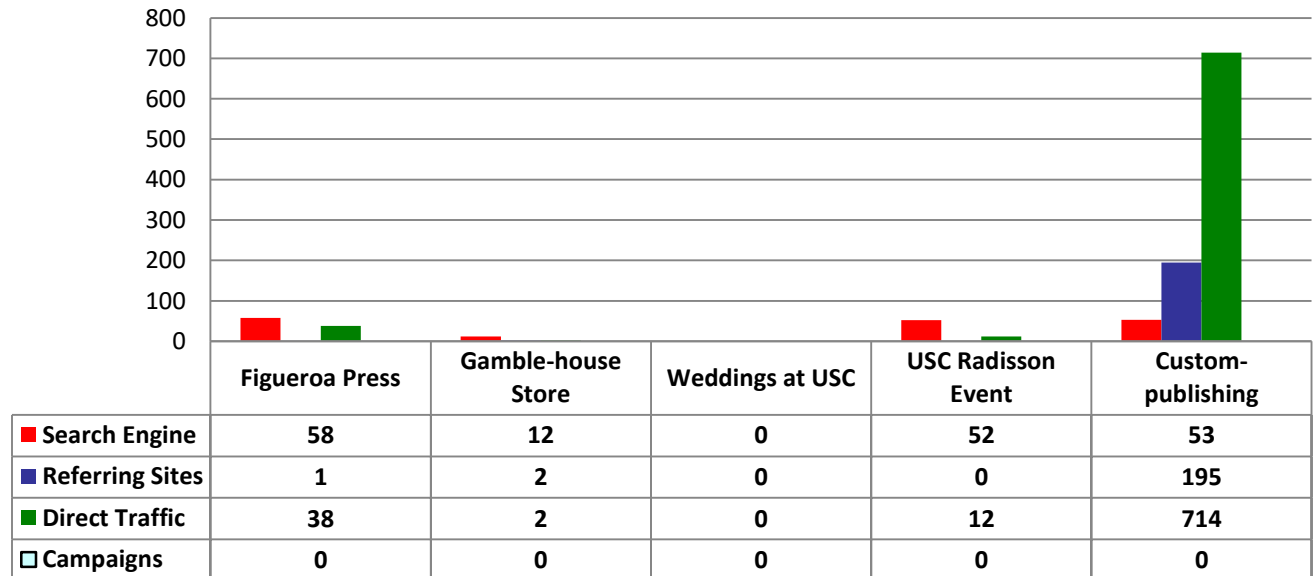
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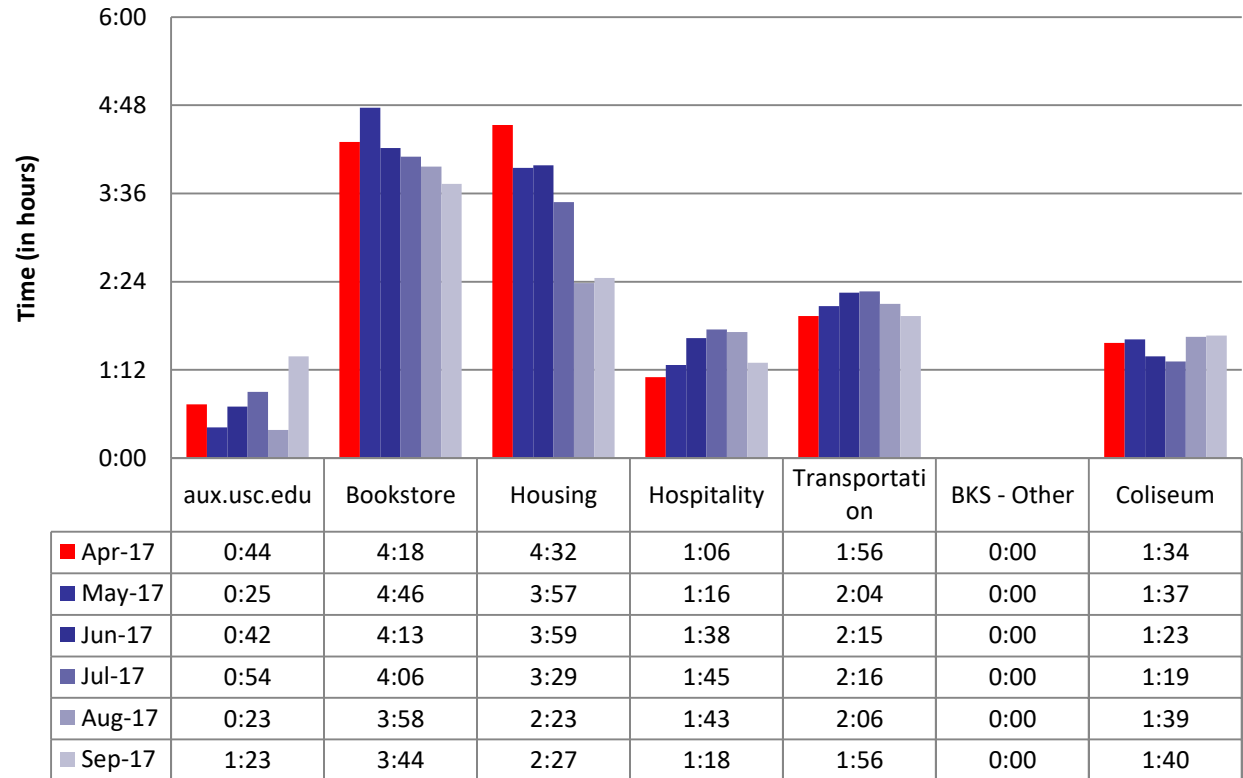


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Average Time Spent on Website - BU Main Sites



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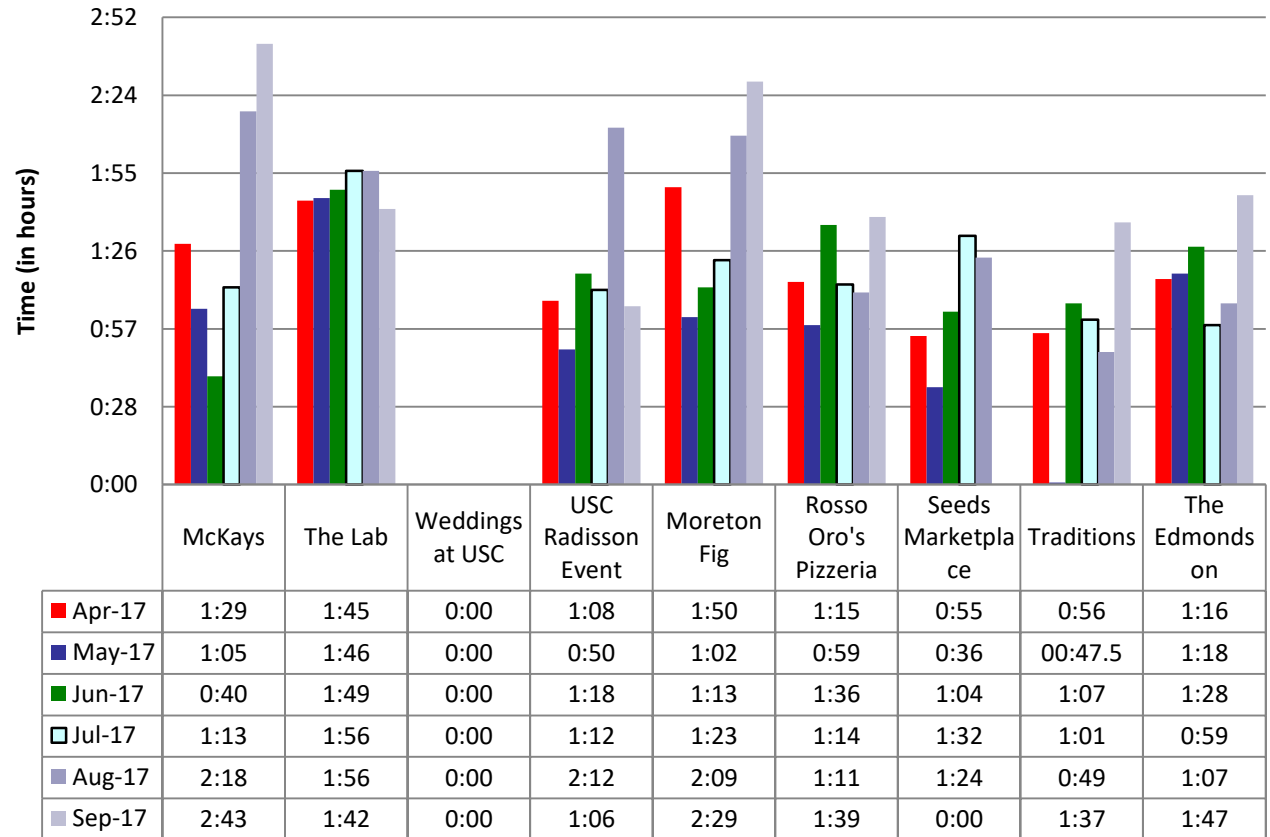


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Average Time Spent on Website - HSP Micro Sites



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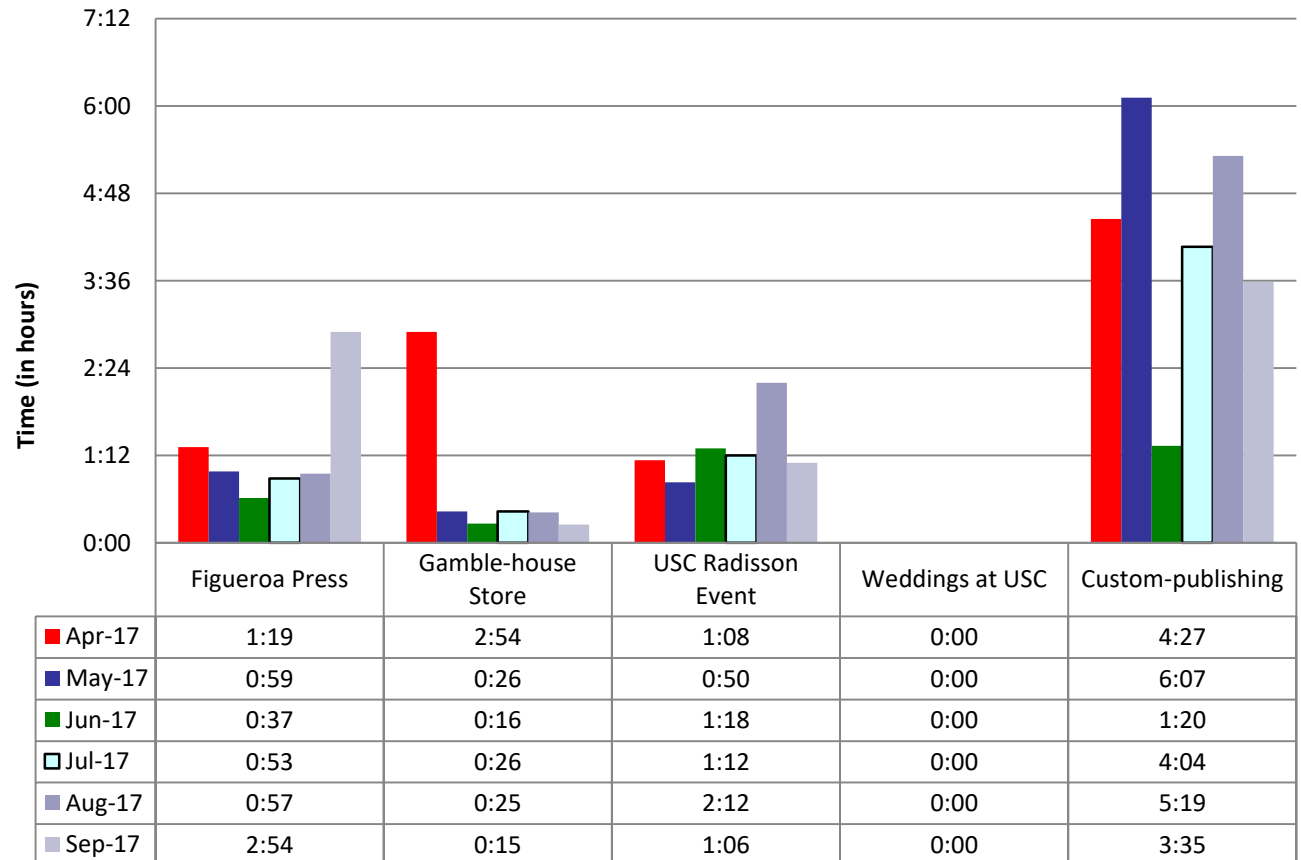
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Average Time Spent on Website - Other Sites





Website Reports September 2017

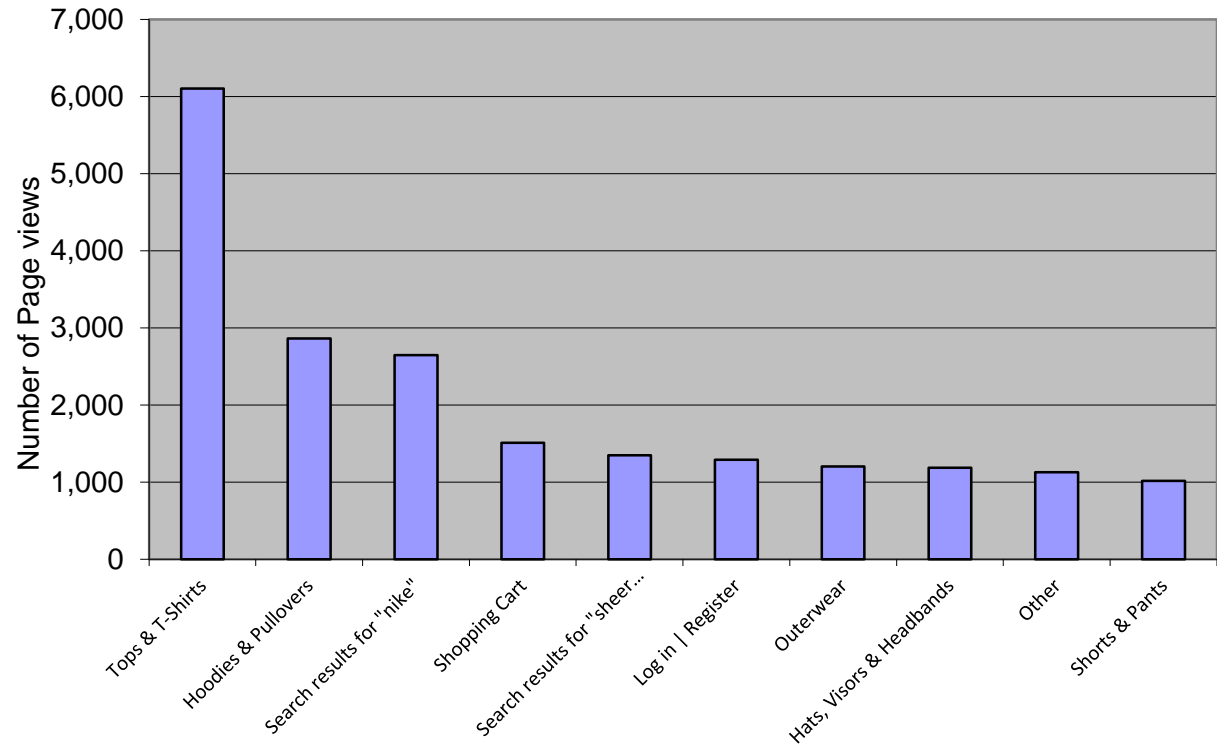
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Bookstore Charts
10 Most Viewed Pages - September 2017





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Website Reports September 2017

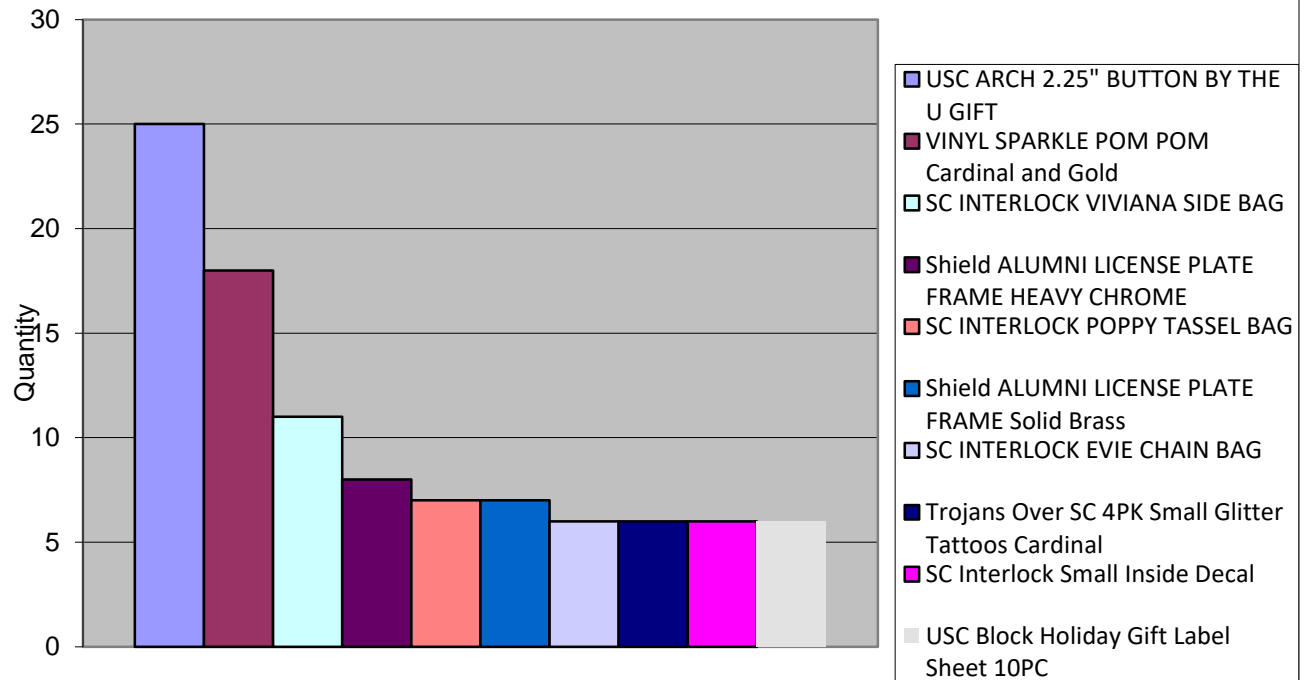
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Bookstore Charts
10 Most Purchased Products September 2017



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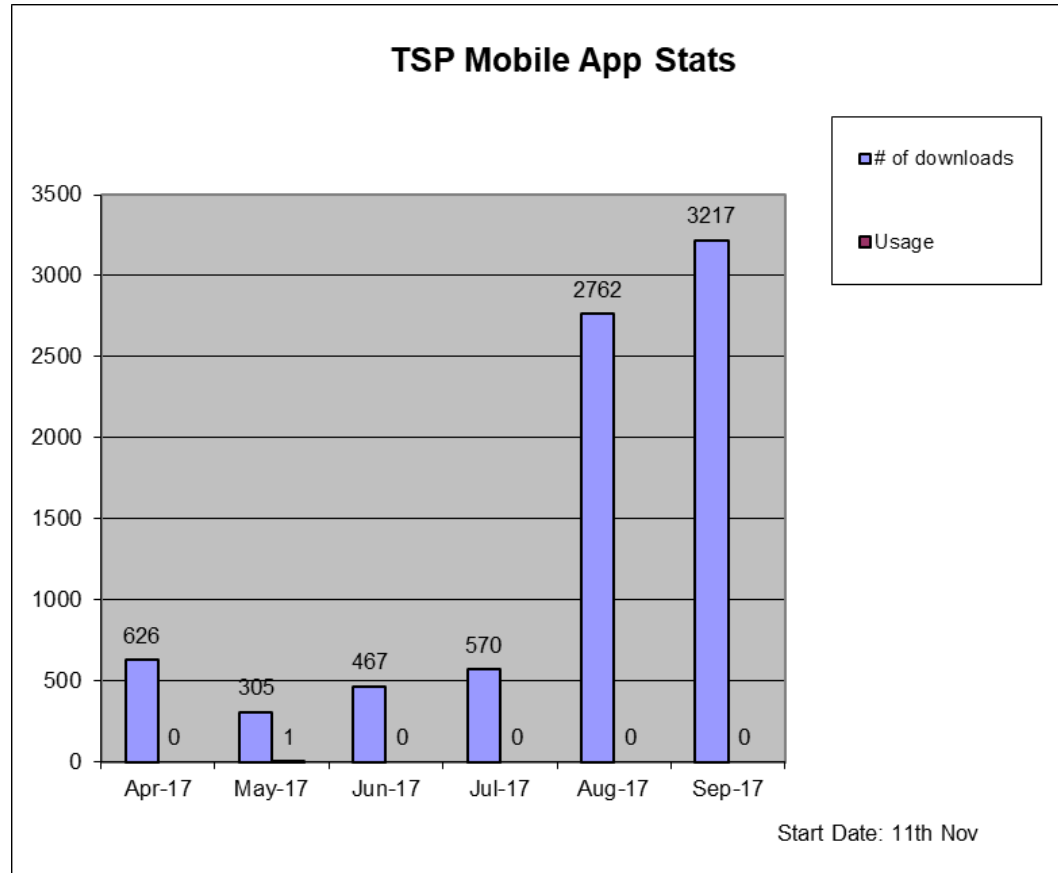
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September 2017

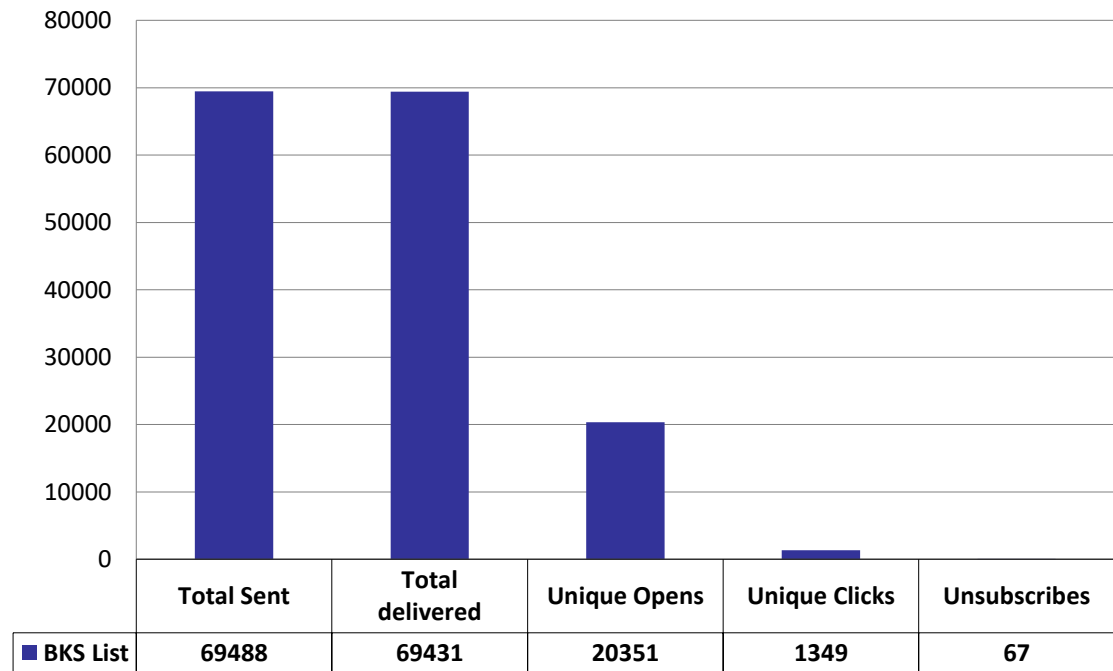
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Heritage exclusively for USC! - 09/30/2017



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September 2017

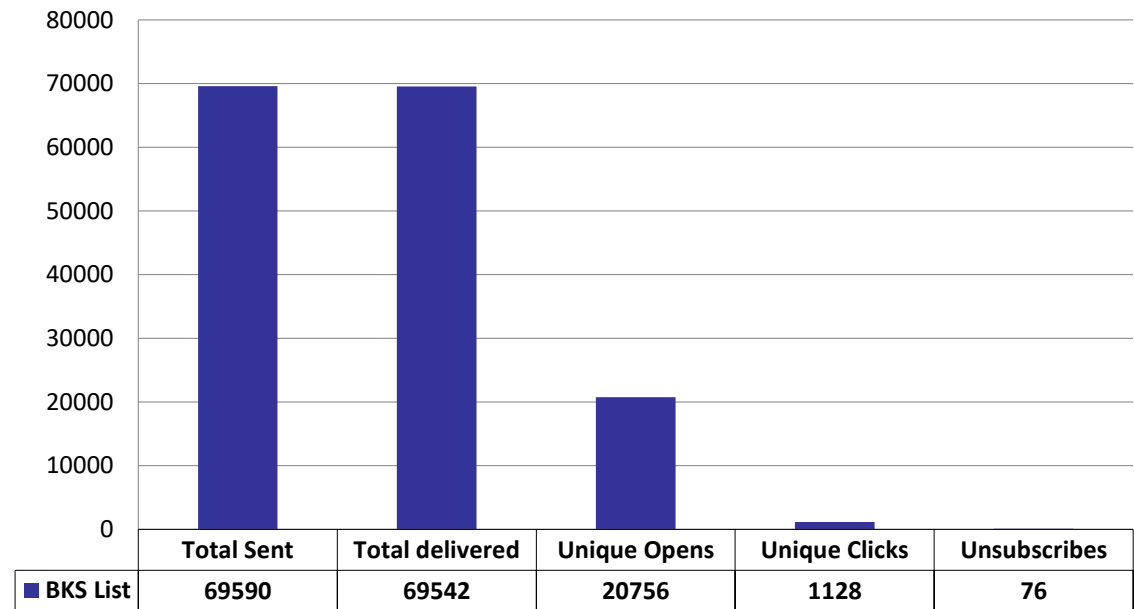
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USC Nike Elite for a Winning Season! - 09/23/2017





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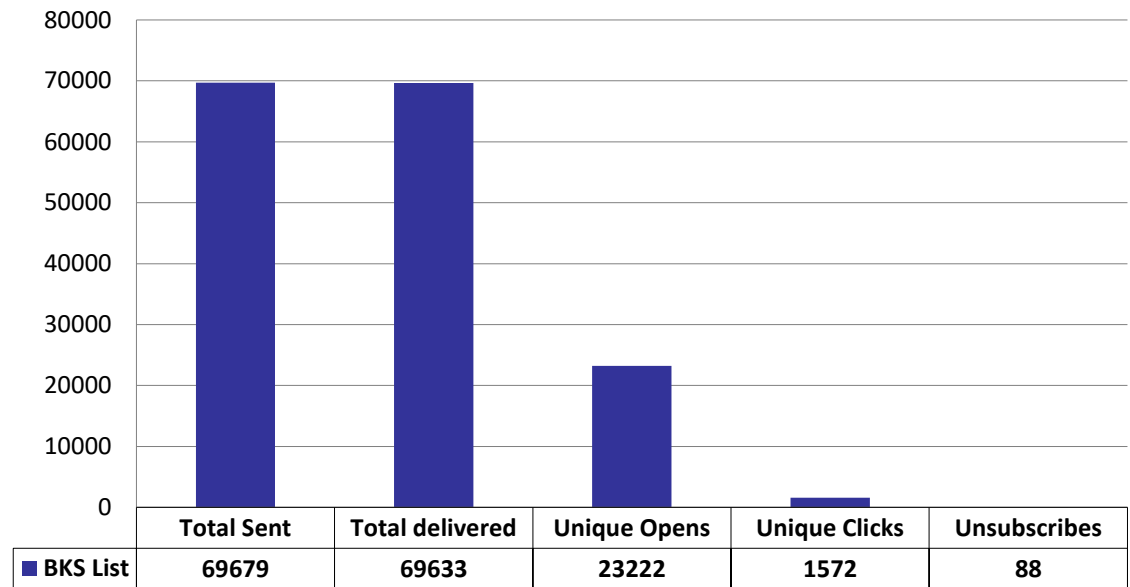
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Exclusive Trojans Pins - Only at USC Bookstores! - 09/19/2017





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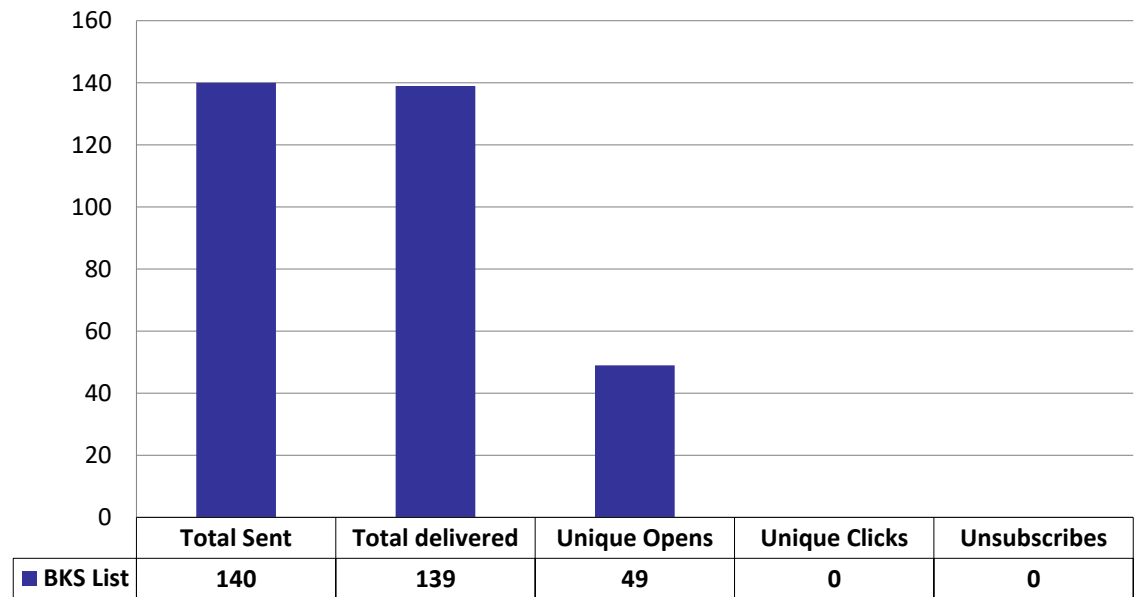
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USC Custom Craft Collections Special Event - 09/18/2017





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September 2017

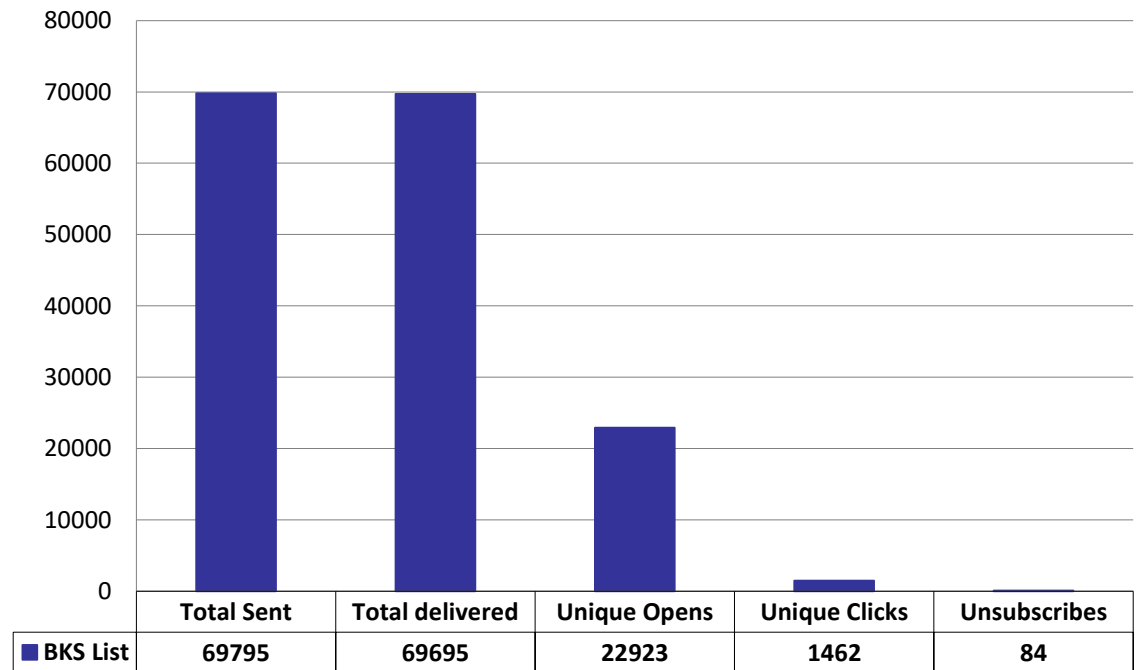
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Trojan Tees for the Family! - 09/15/2017





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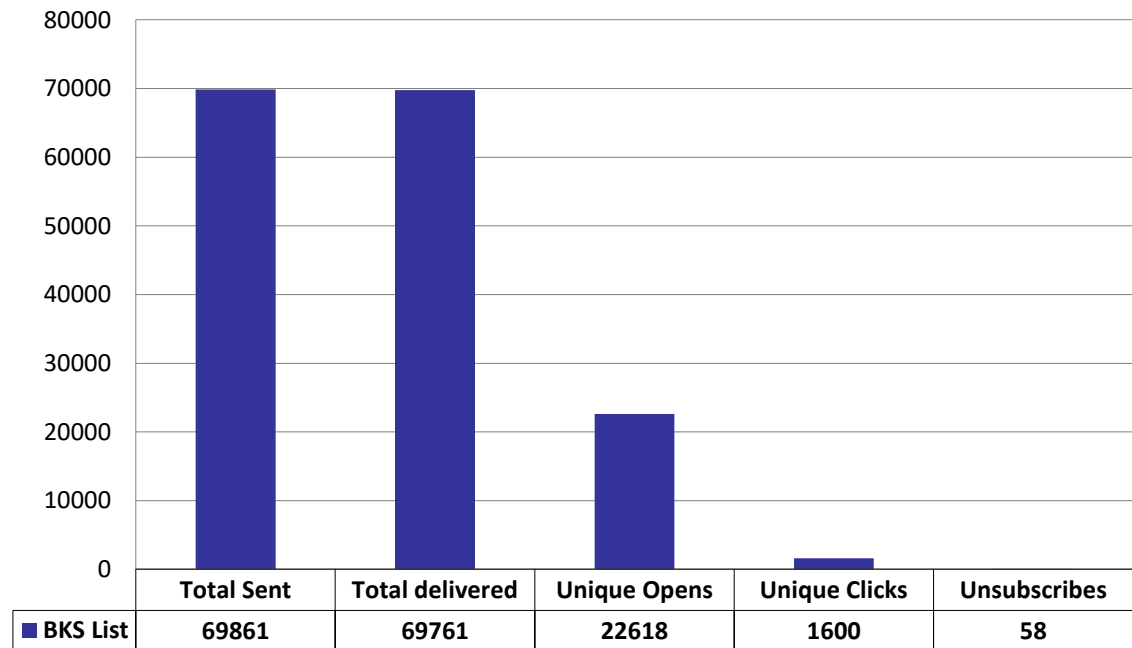
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USC Trojans Don't Hold Back! - 09/09/2017





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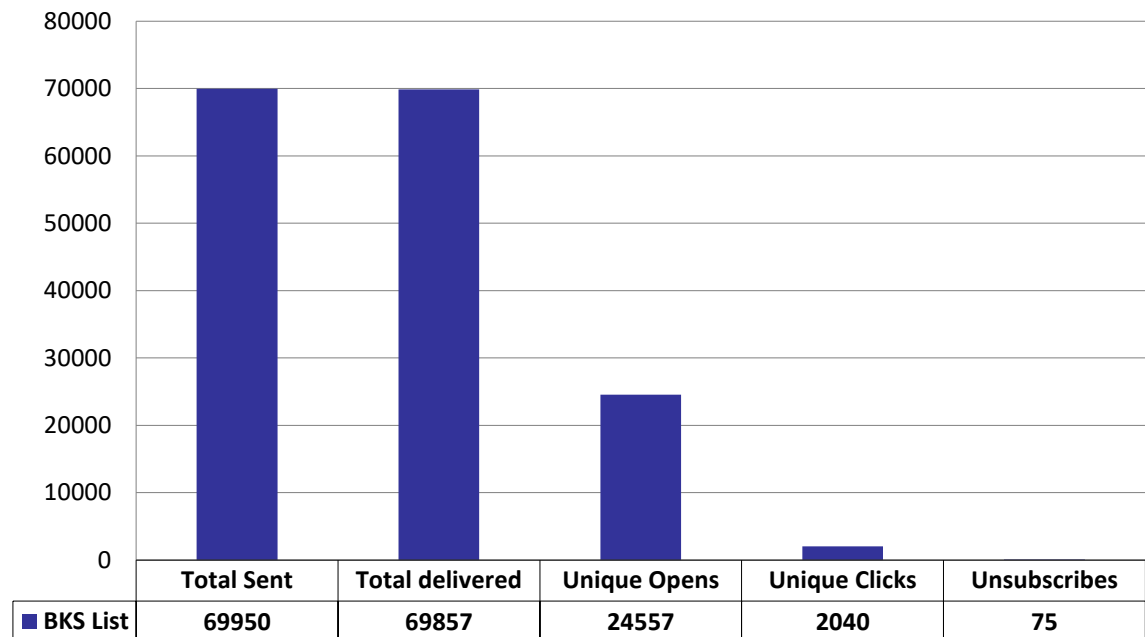
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Clear for the Coliseum! - 09/02/2017





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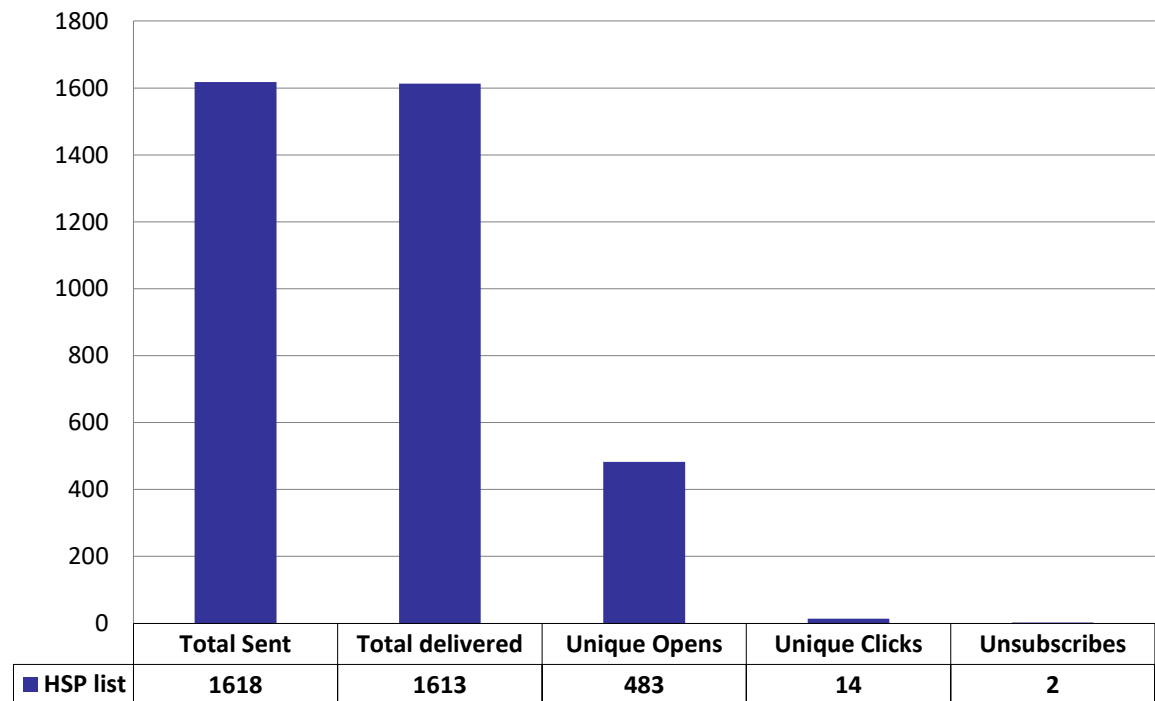
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Invitation to USC Fisher Museum Tour and Reception - October 9th - 09/28/2017





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September 2017

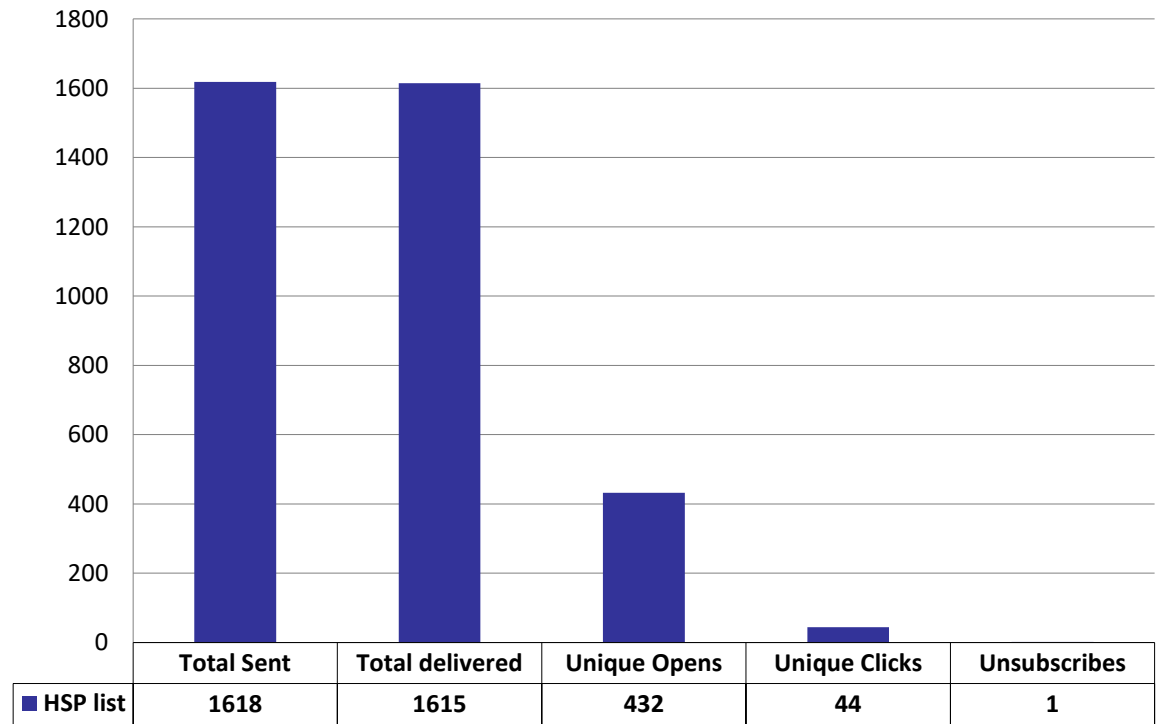
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This Week- September 25, 2017 - 09/25/2017





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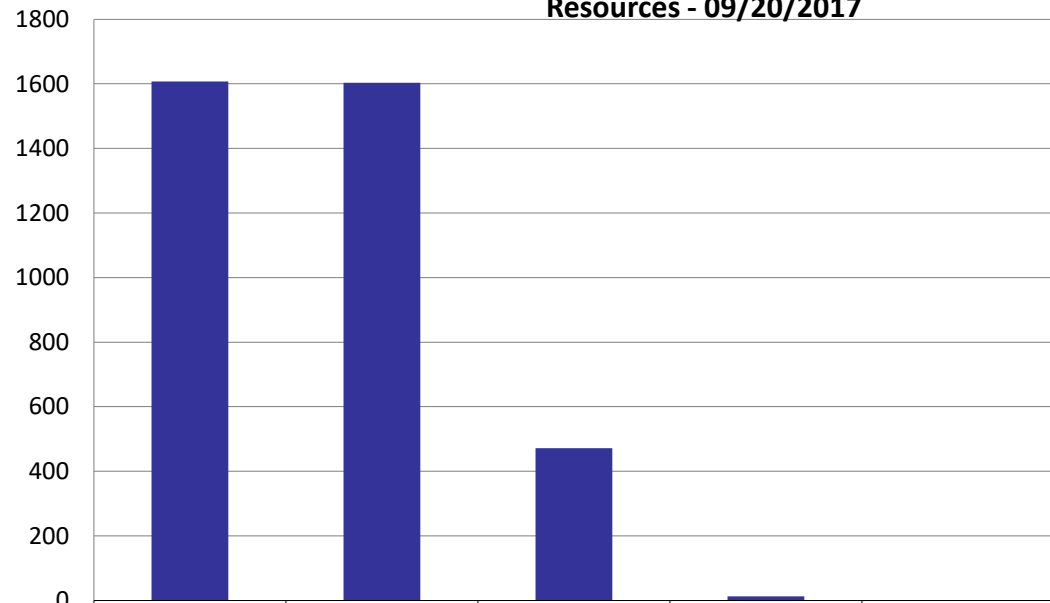
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Reminder: Lunchtime Panel - USC's Cultural Commitment: Cultural Centers-Havens, Help(er)s, and Underutilized Research and Teaching Resources - 09/20/2017



| | Total Sent | Total delivered | Unique Opens | Unique Clicks | Unsubscribes |
|----------|------------|-----------------|--------------|---------------|--------------|
| HSP List | 1607 | 1603 | 472 | 13 | 0 |

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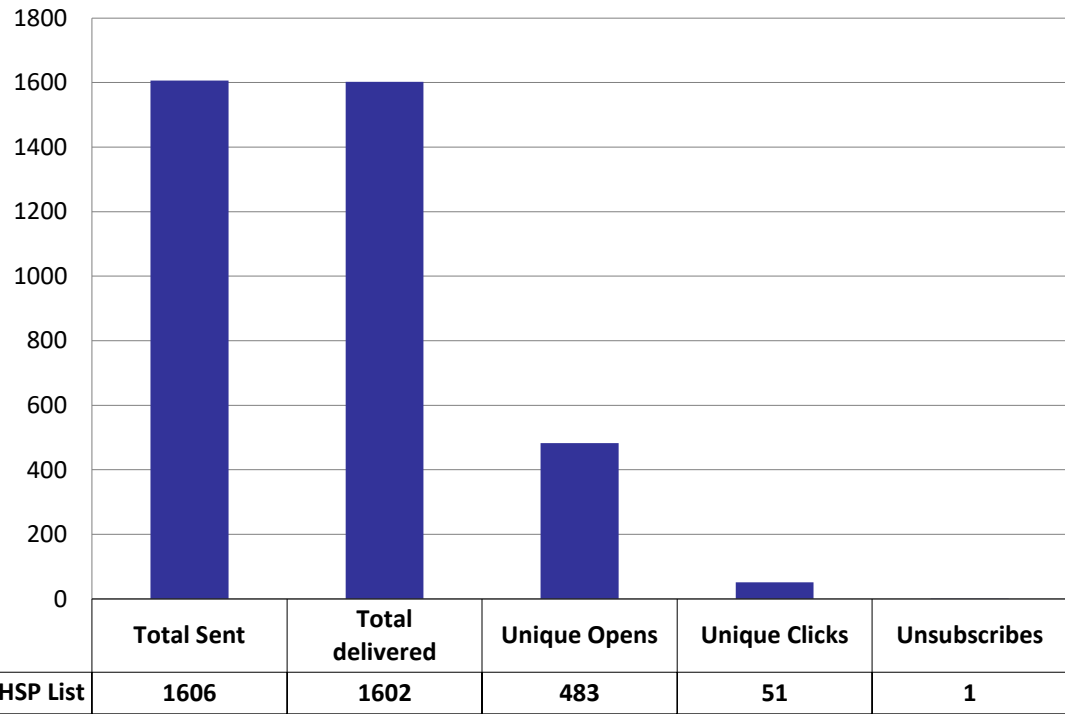
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This Week- September 18, 2017 - 09/18/2017





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September 2017

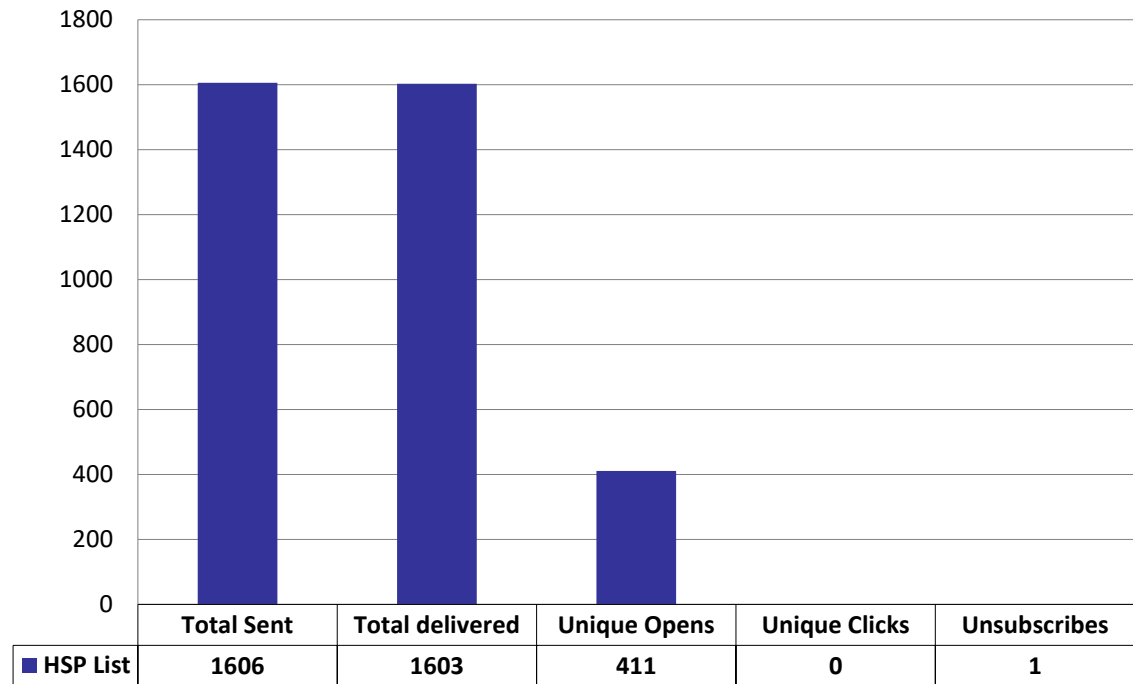
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Football Buffet this Saturday at the University Club - 09/15/2017





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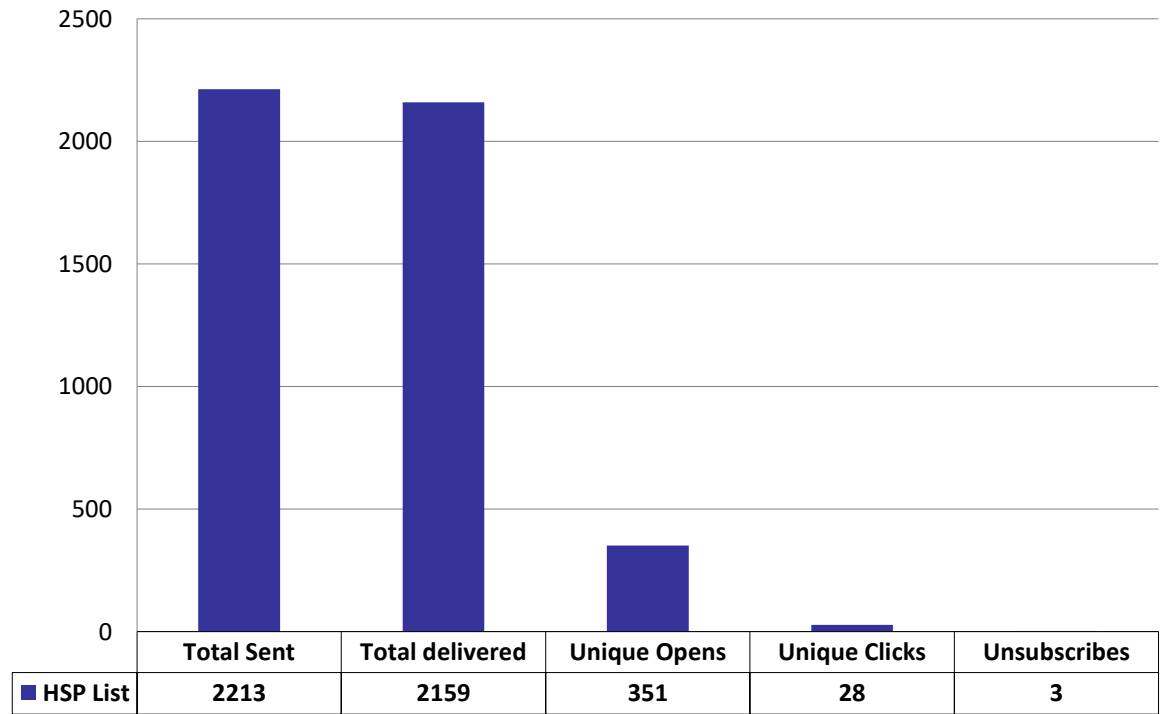
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Game Day Dining - Beat Texas! - 09/15/2017





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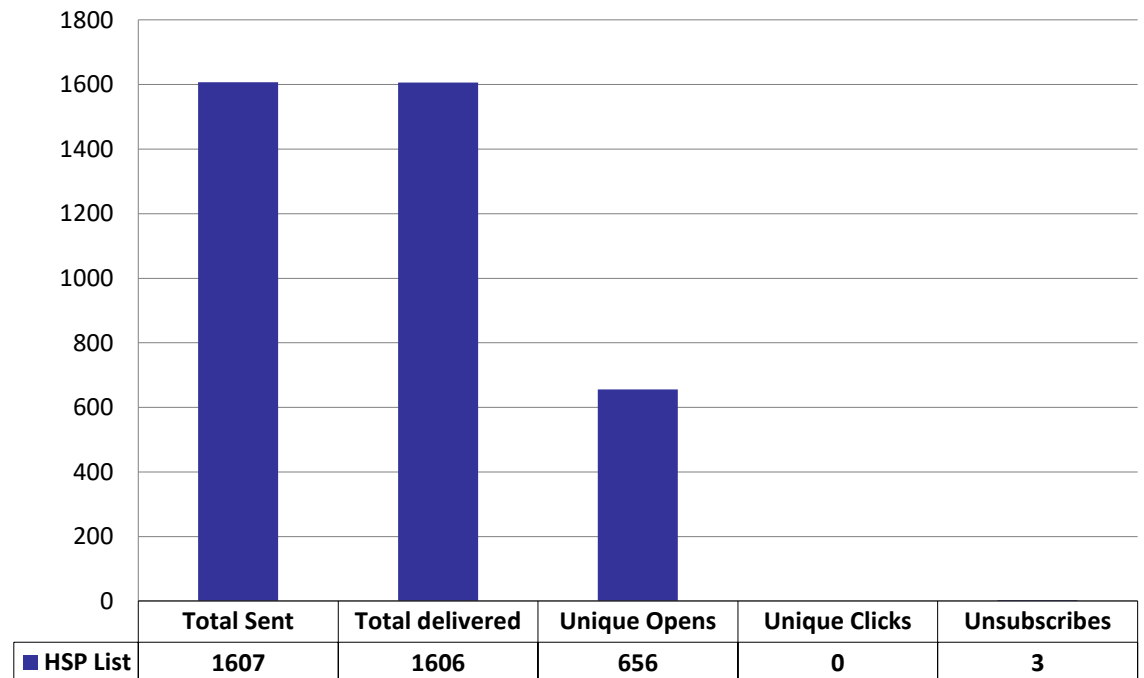
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Member Monday Invitation - 09/13/2017





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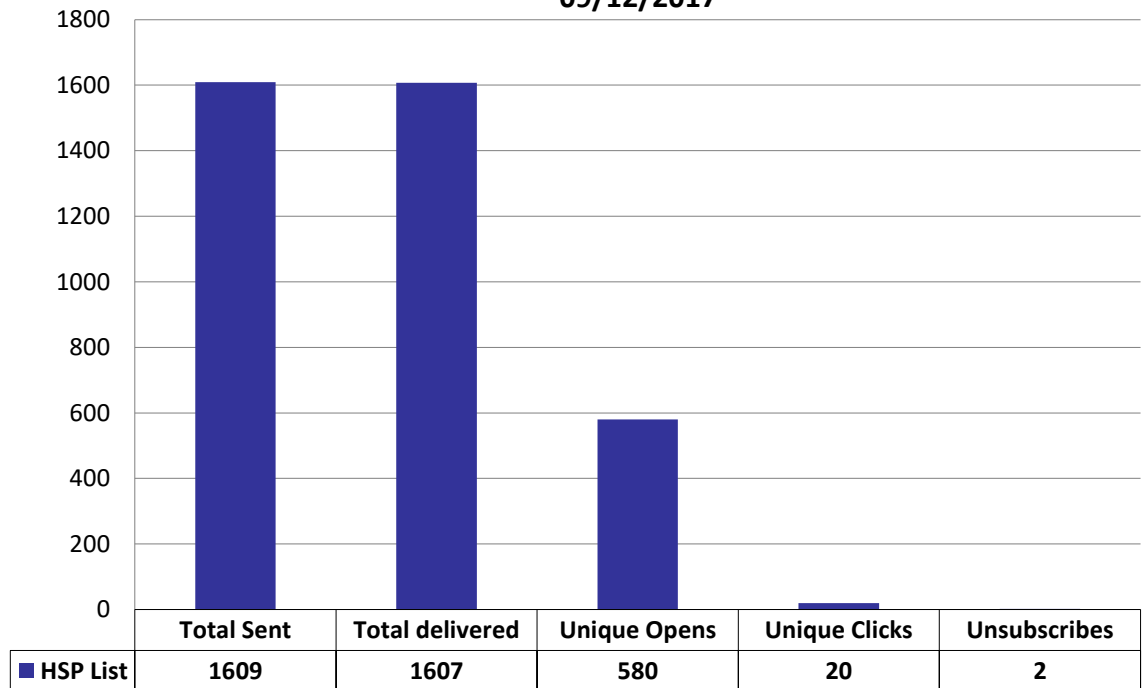
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Invitation: Lunchtime Panel - USC's Cultural Commitment: Cultural Centers-Havens, Help(er)s, and Underutilized Research and Teaching Resources - 09/12/2017





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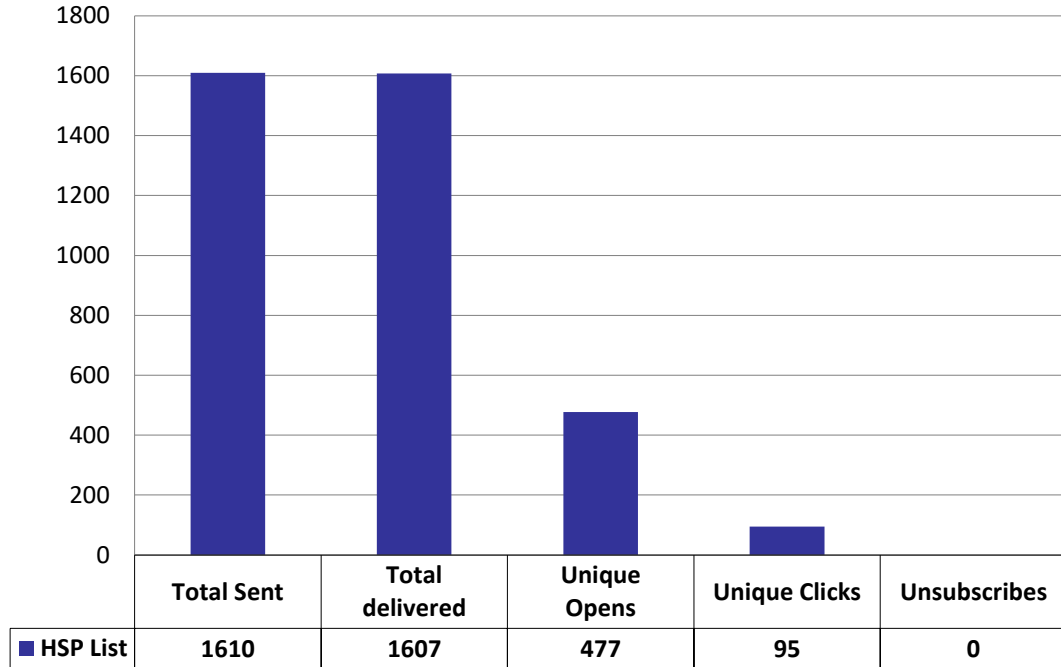
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This Week- September 11, 2017 - 09/11/2017





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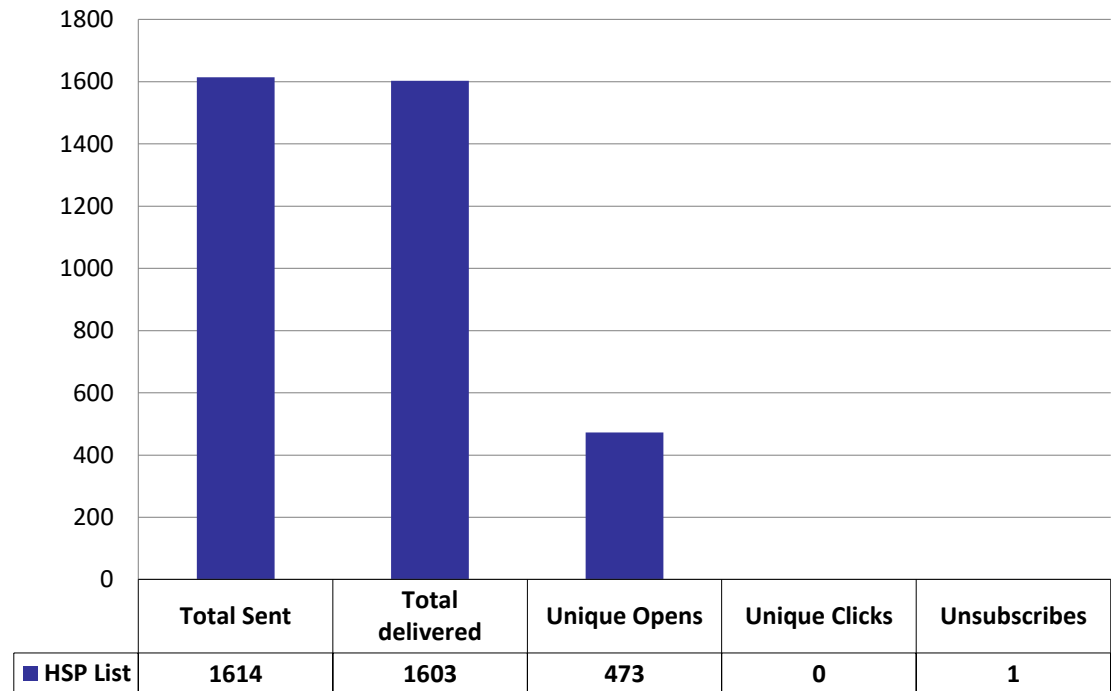
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University Club - Football Pre-Game Buffet this Saturday - 09/07/2017





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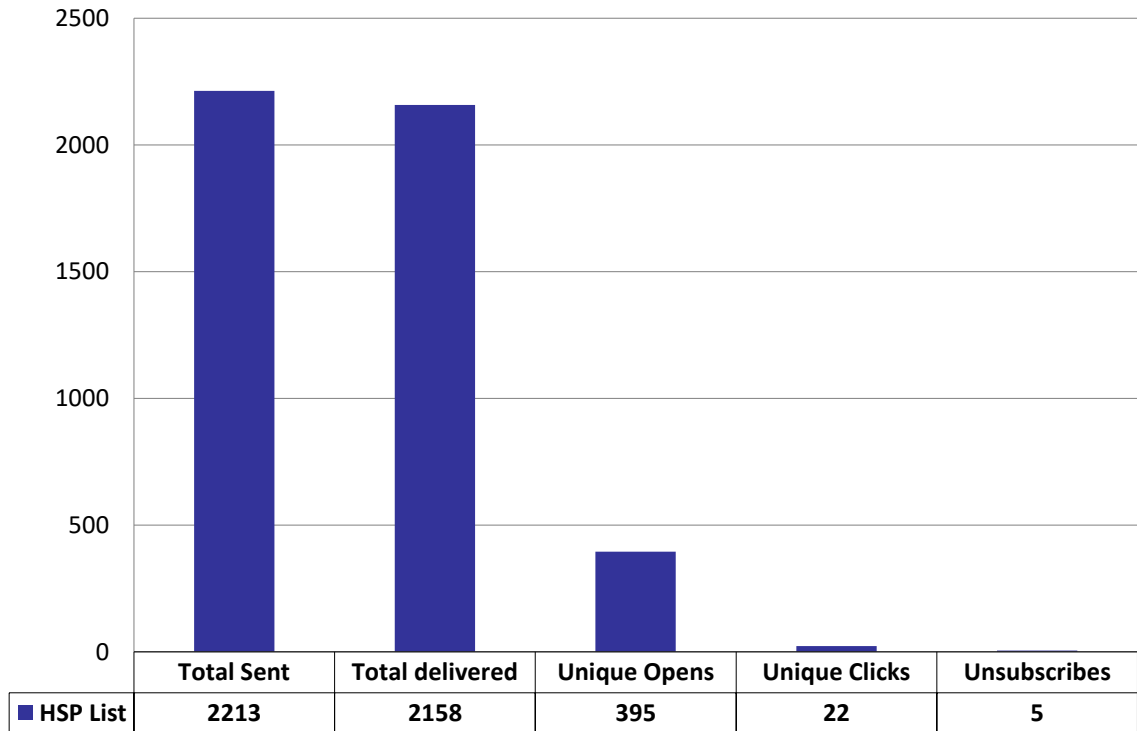
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Game Day Dining - Beat Stanford! - 09/07/2017





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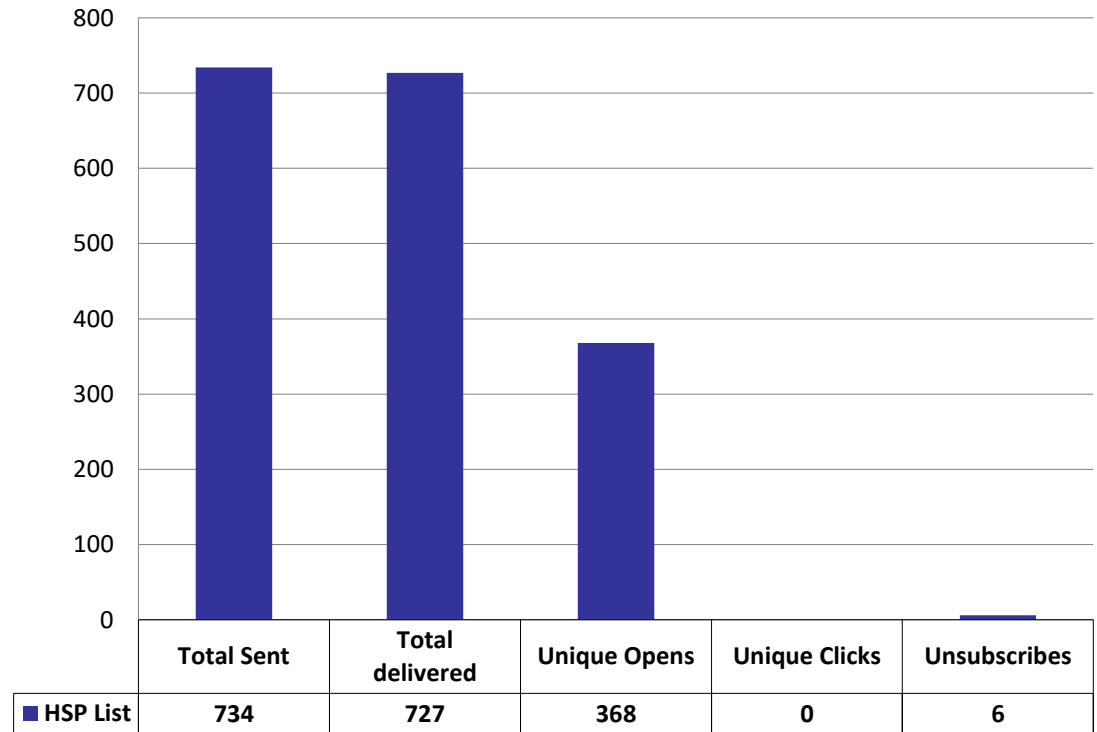
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Sambazon & Popovich Cafe want your feedback! - 09/05/2017





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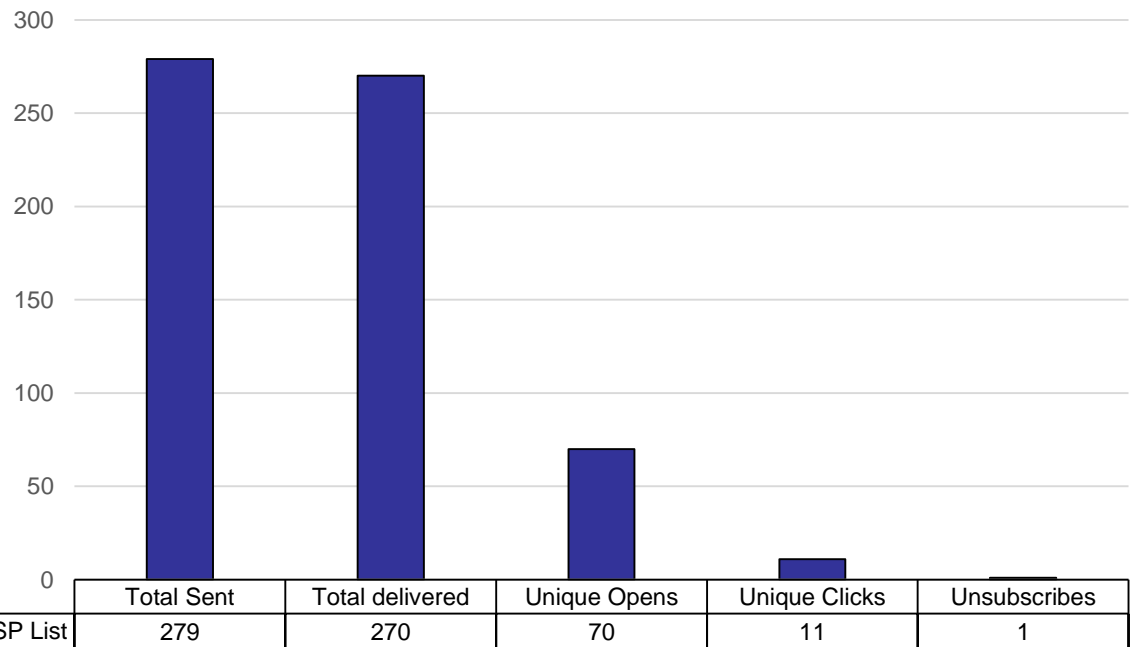
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This Week at HSC - 09/06/2017





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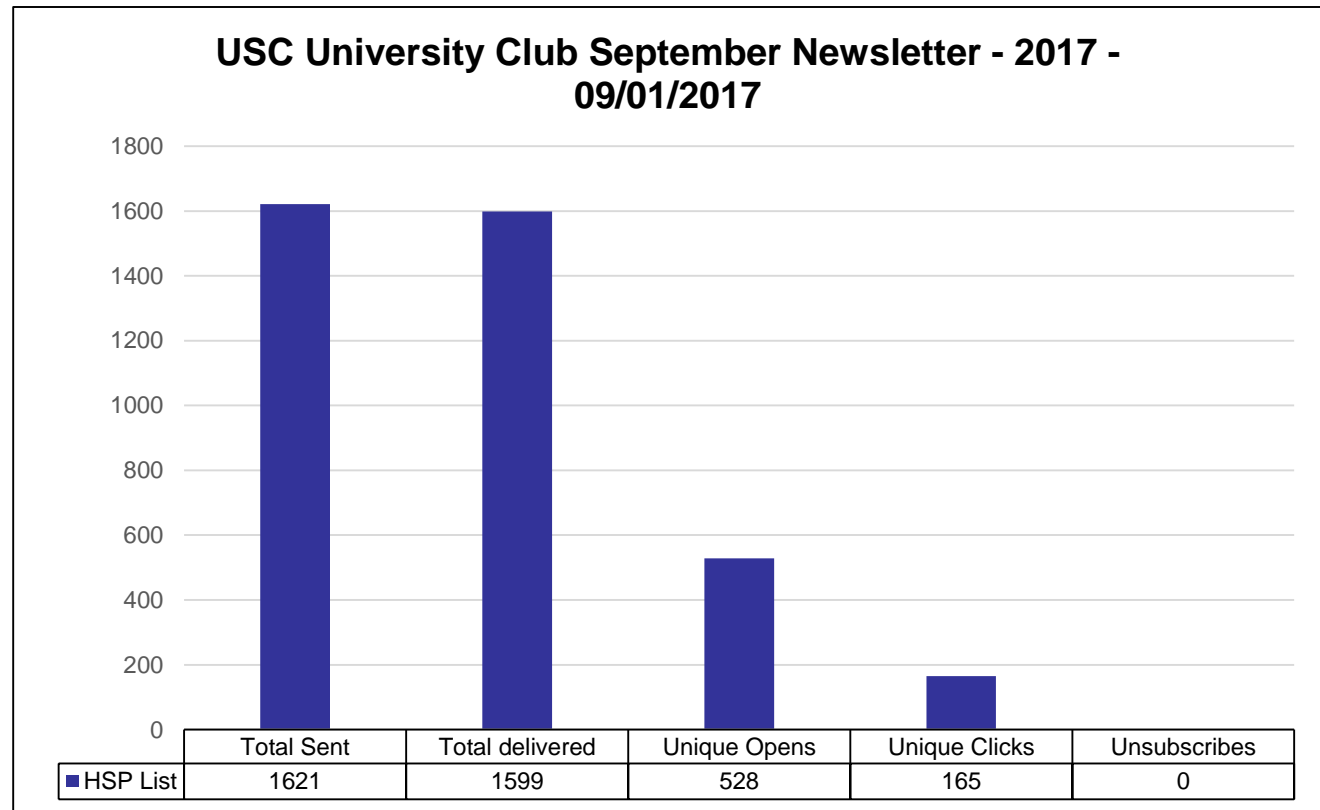
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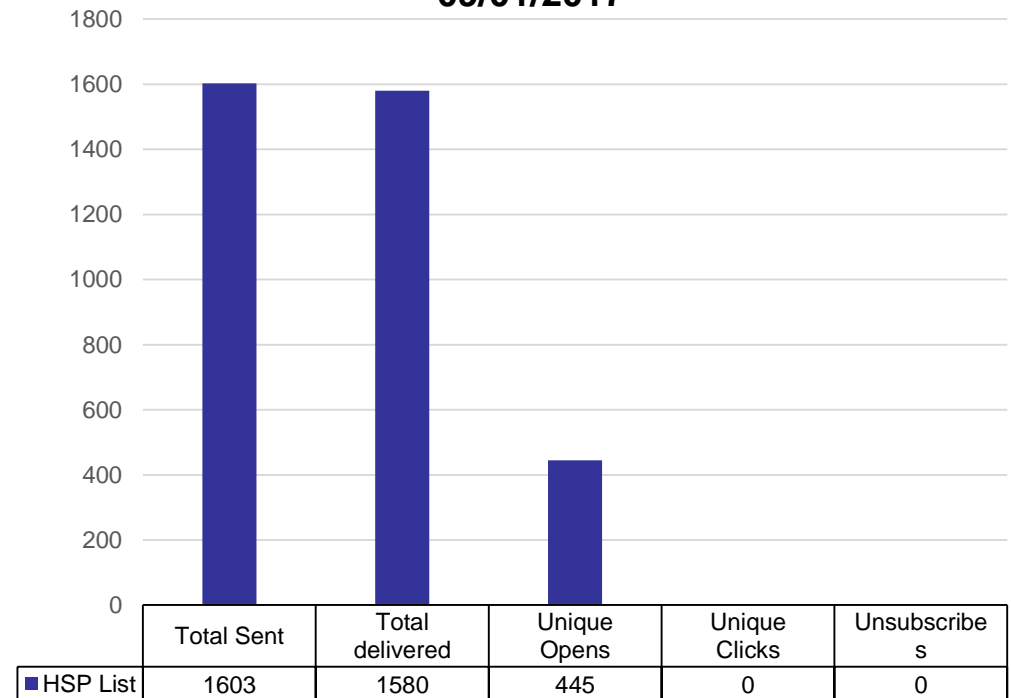
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University Club - Football Pre-Game Buffet this Saturday - 09/01/2017



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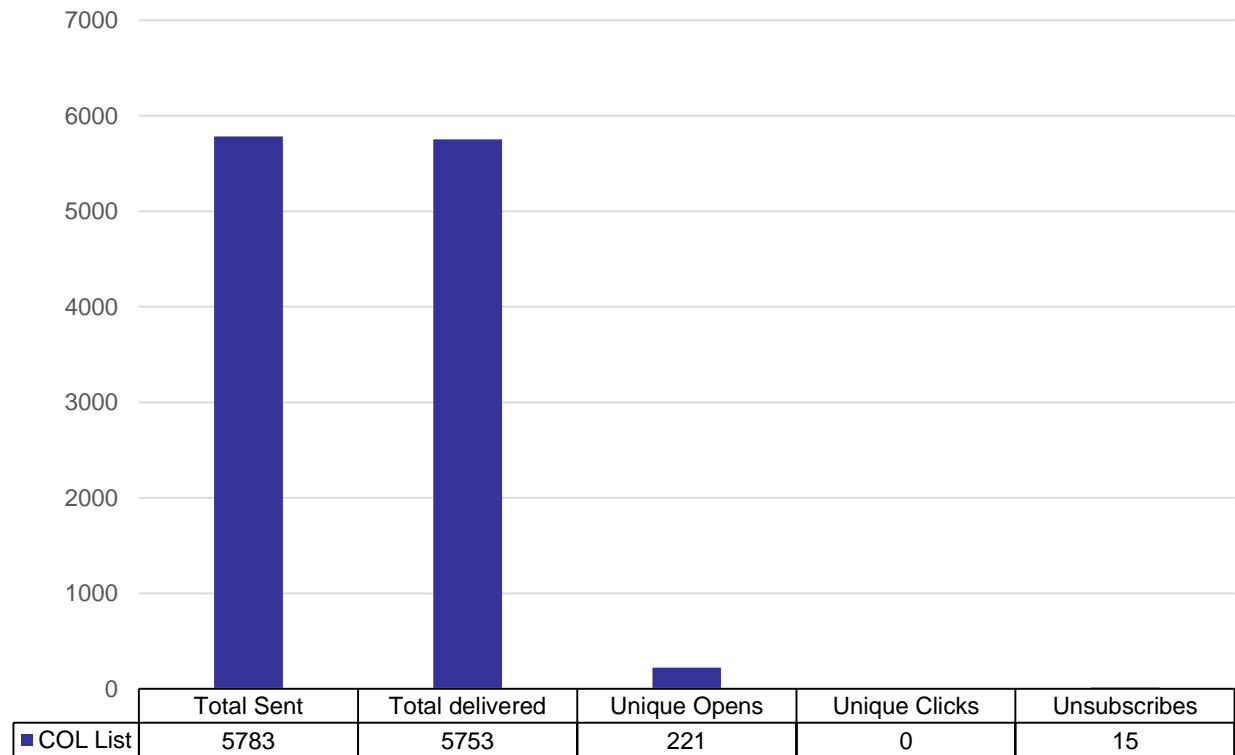
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Flash Sale on MMA Tickets - 09/23/2017



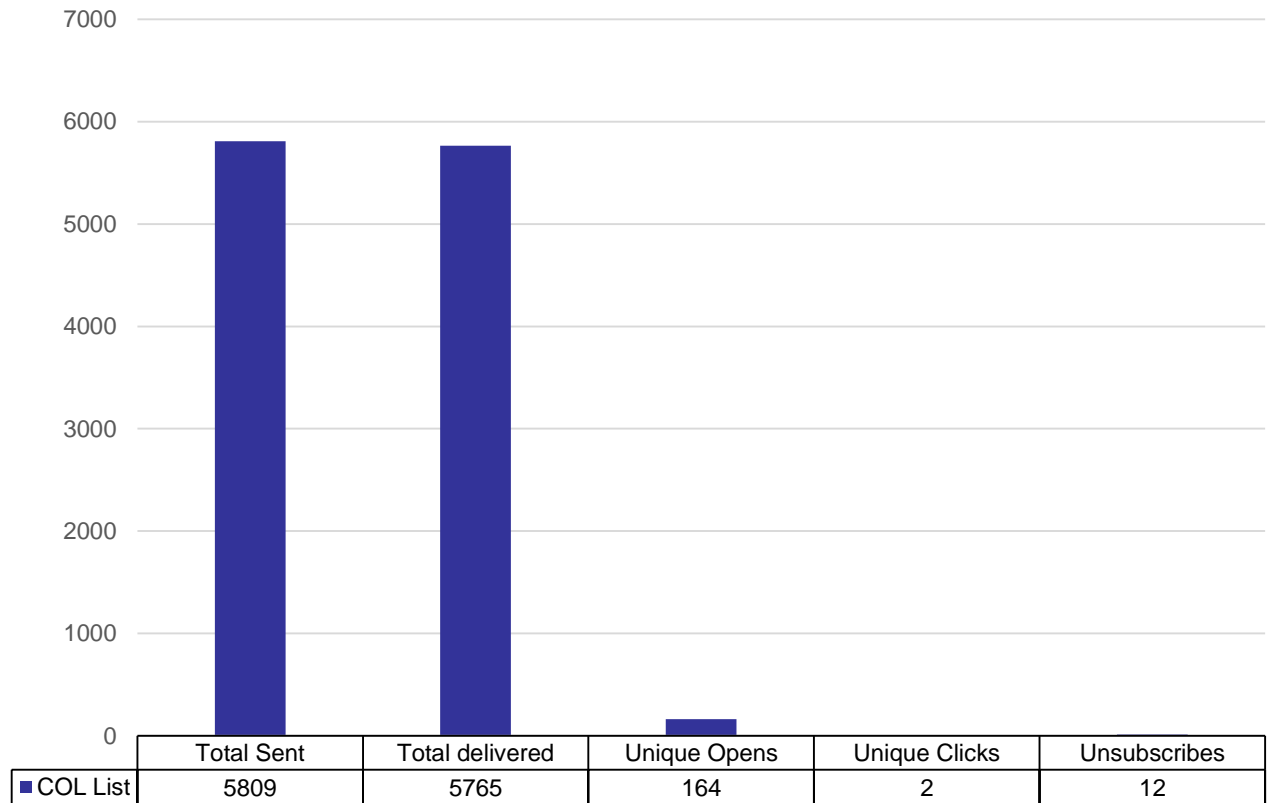


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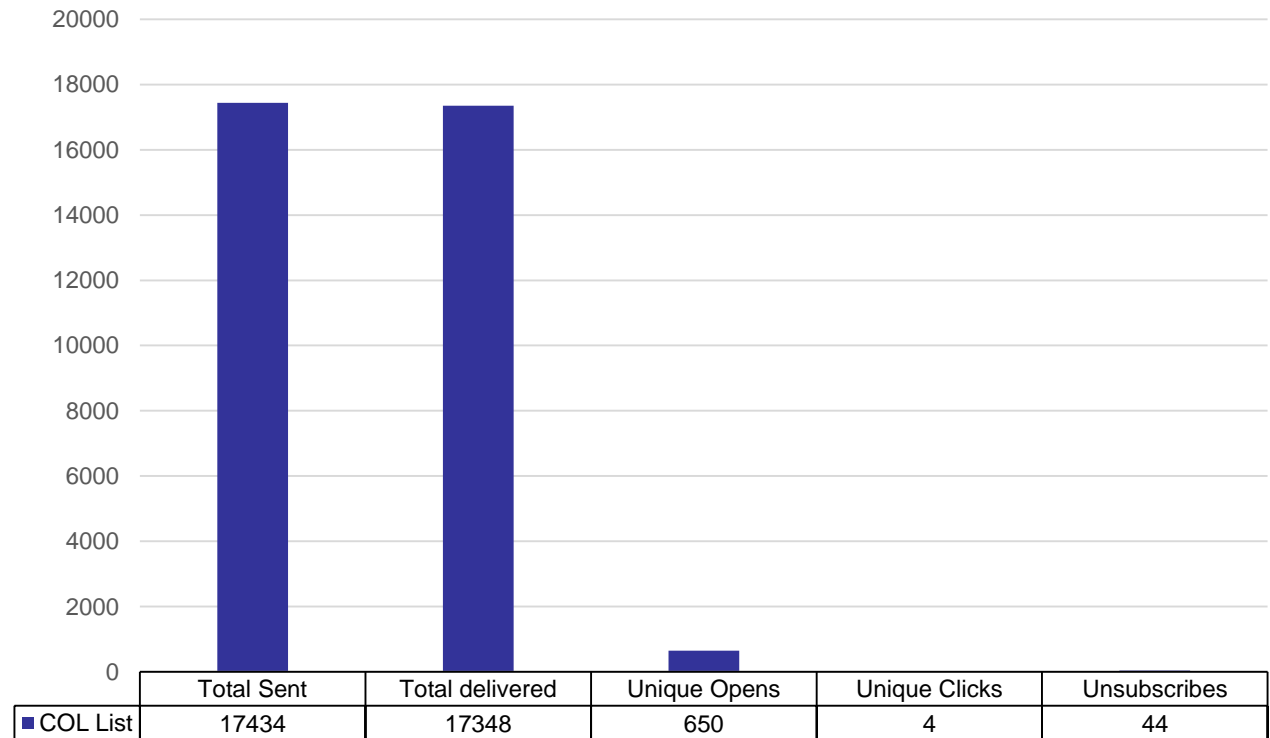
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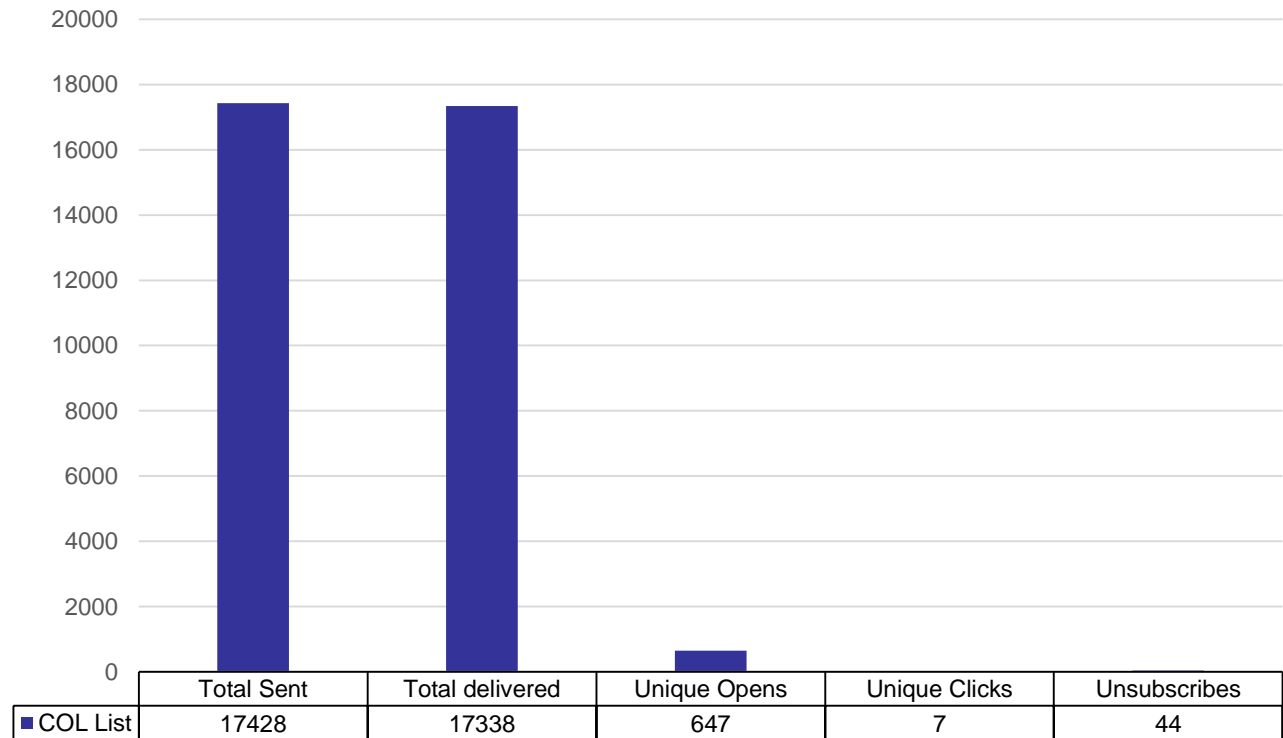
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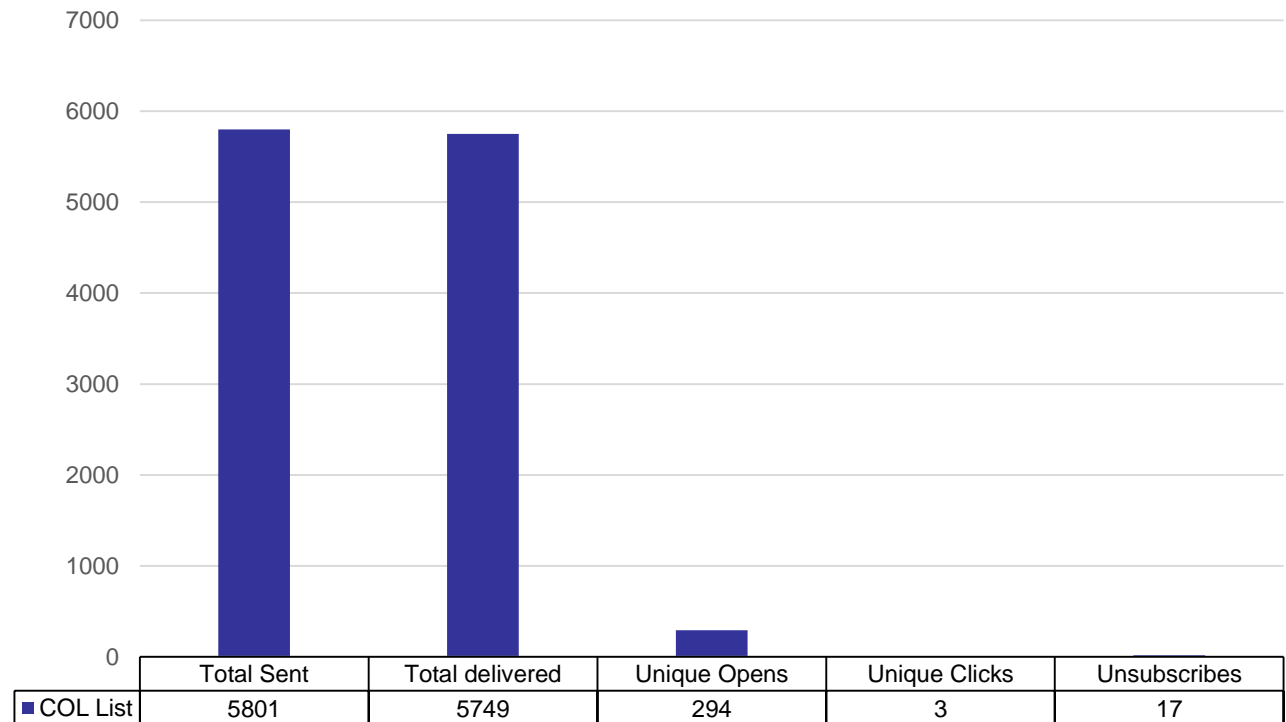
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MMA Tickets - BLACK FRIDAY SALE - 09/22/2017



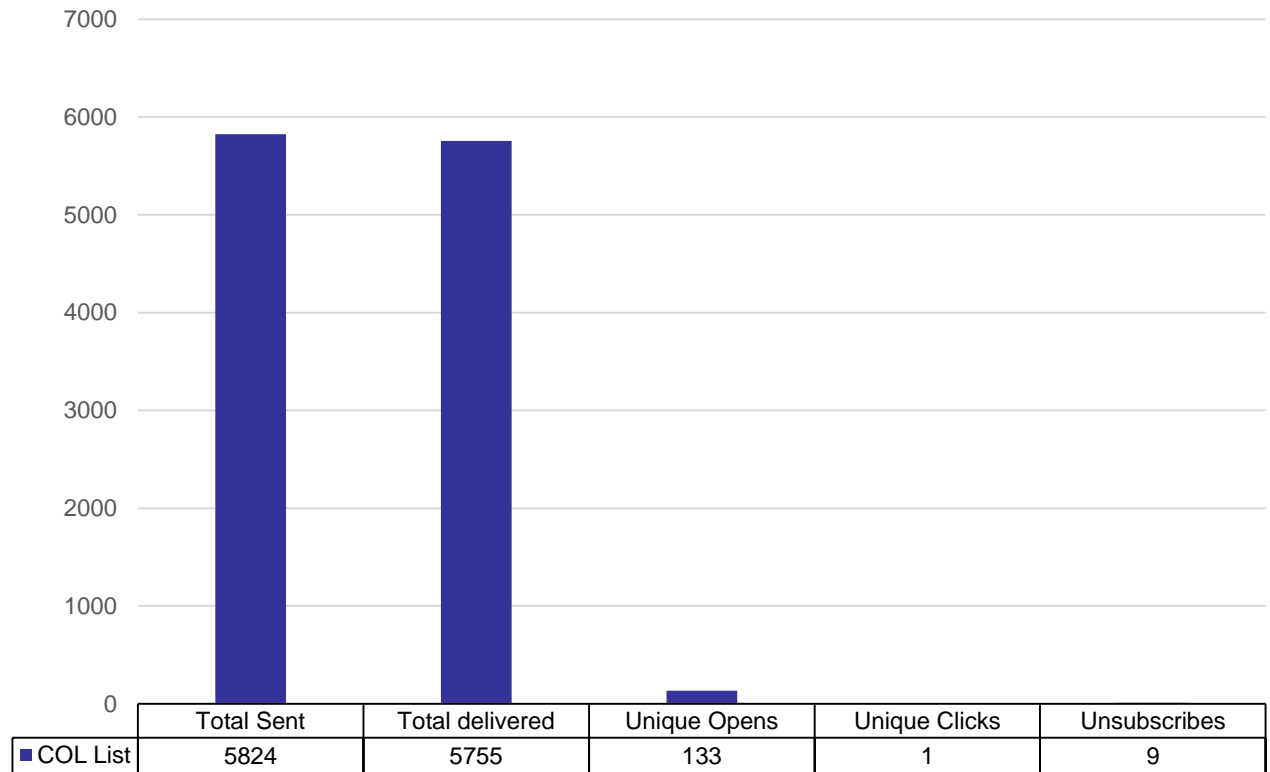


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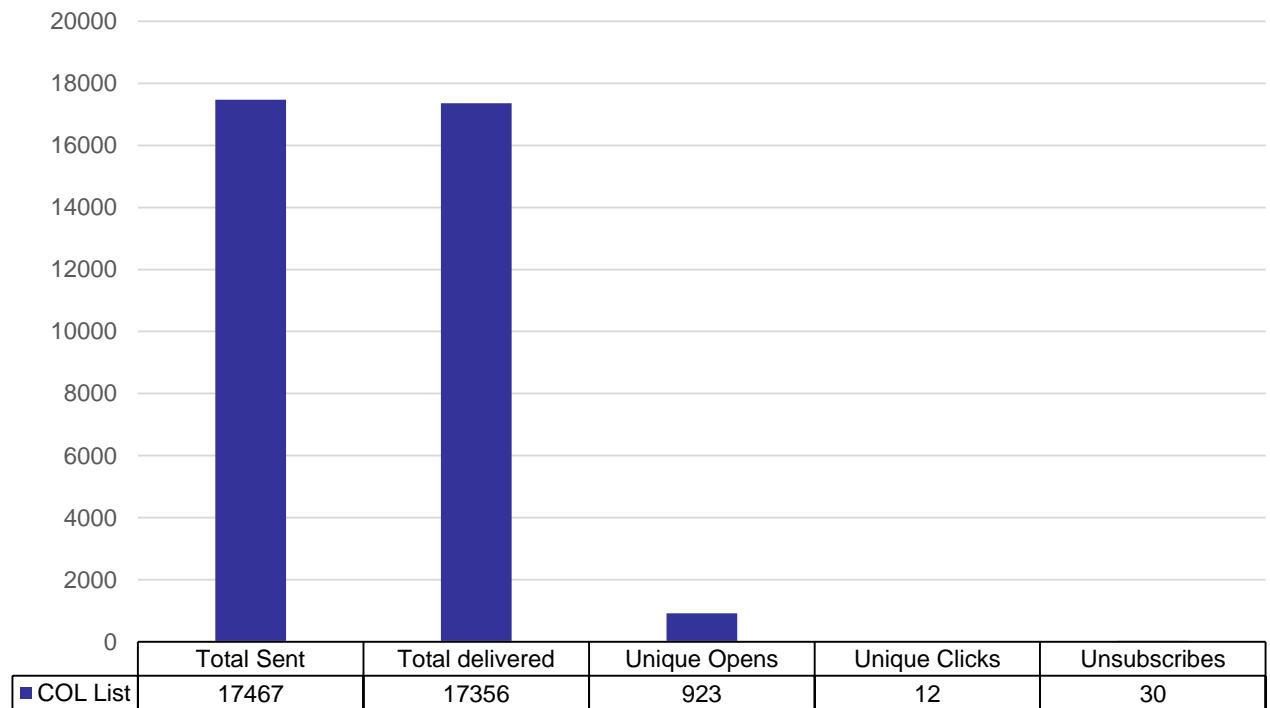


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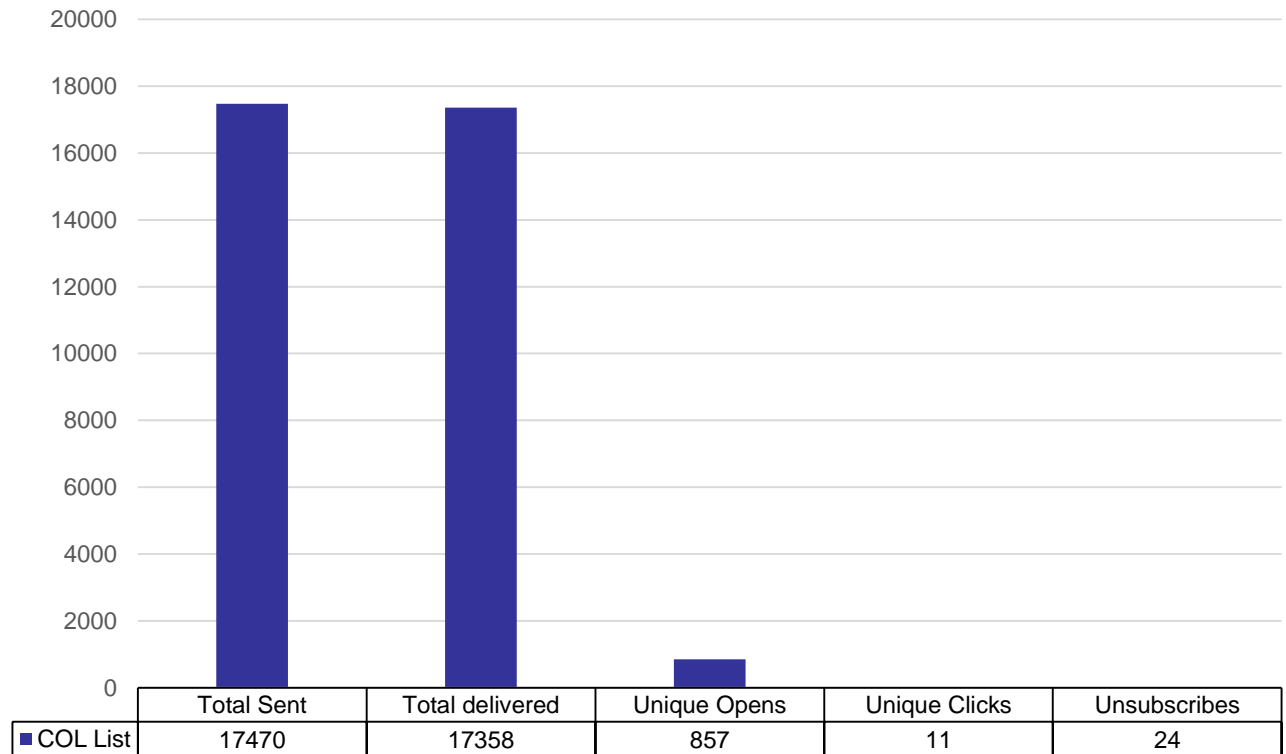


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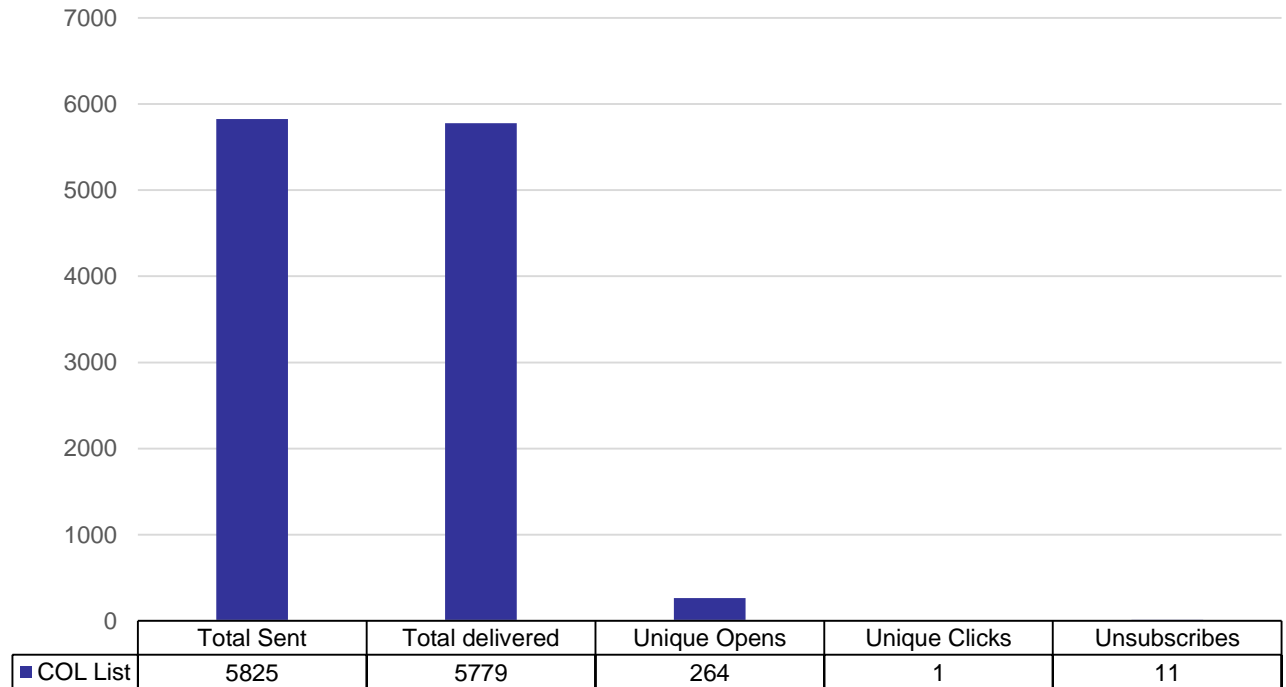
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First Name >>? - 09/22/2017



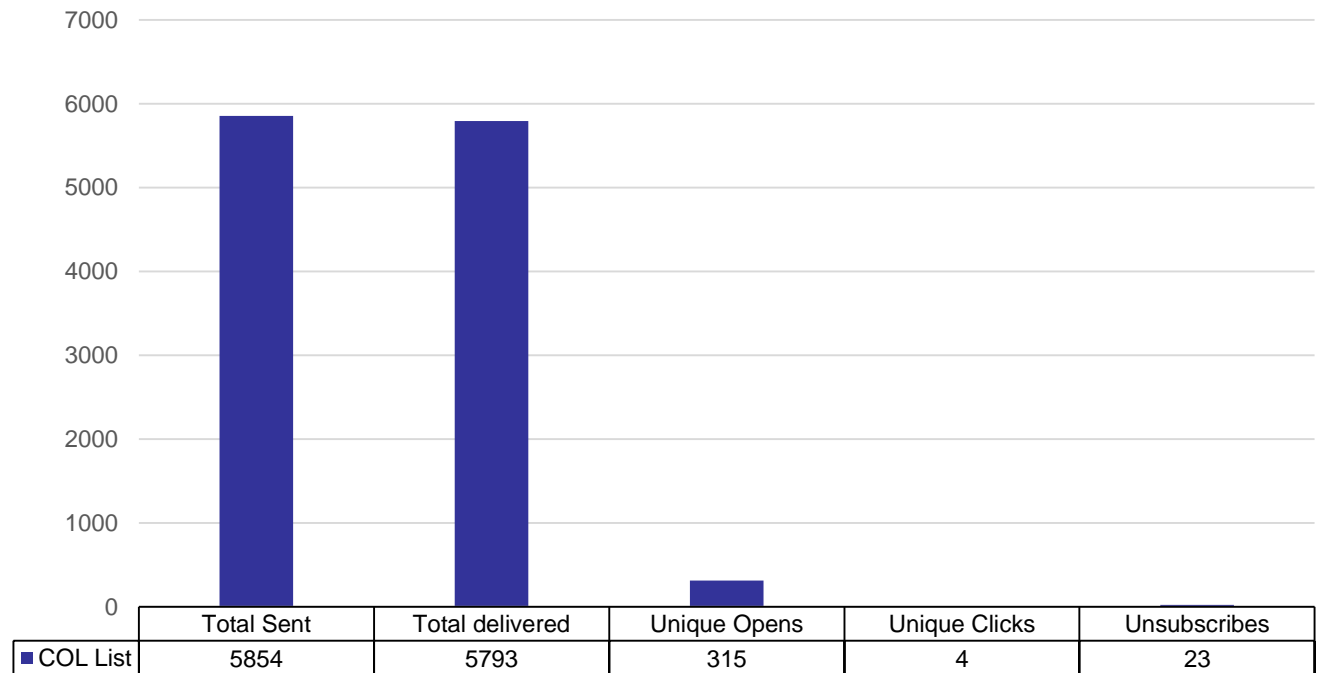


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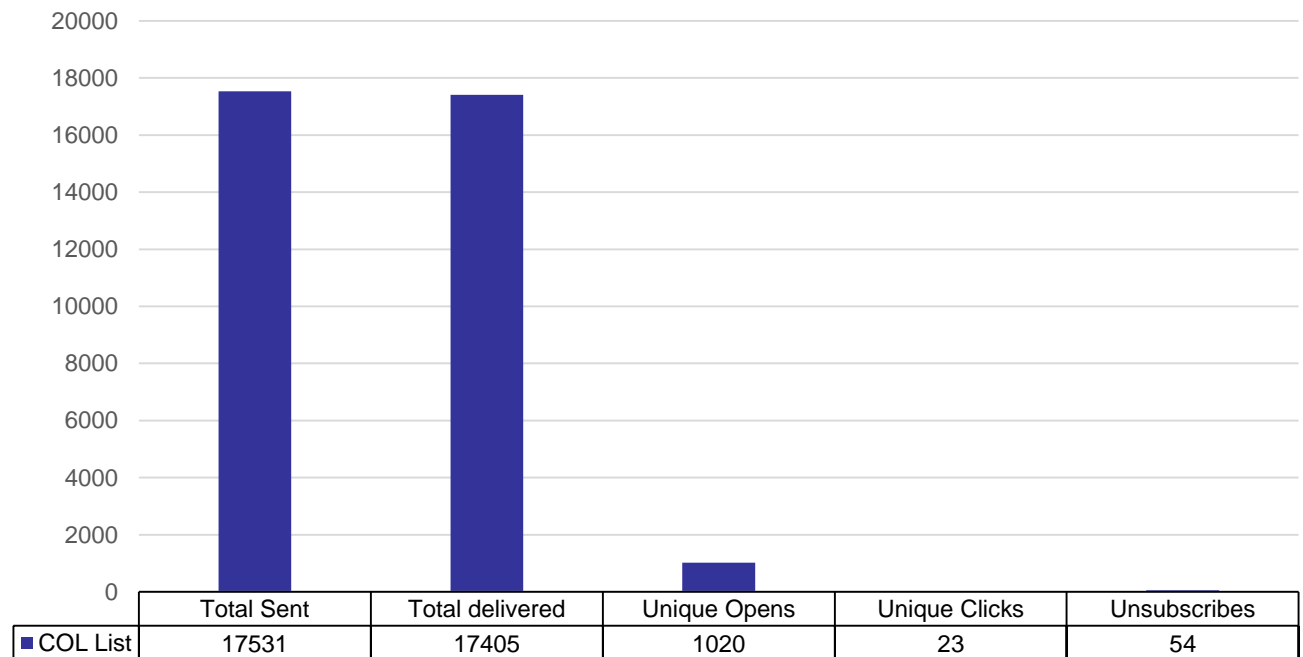
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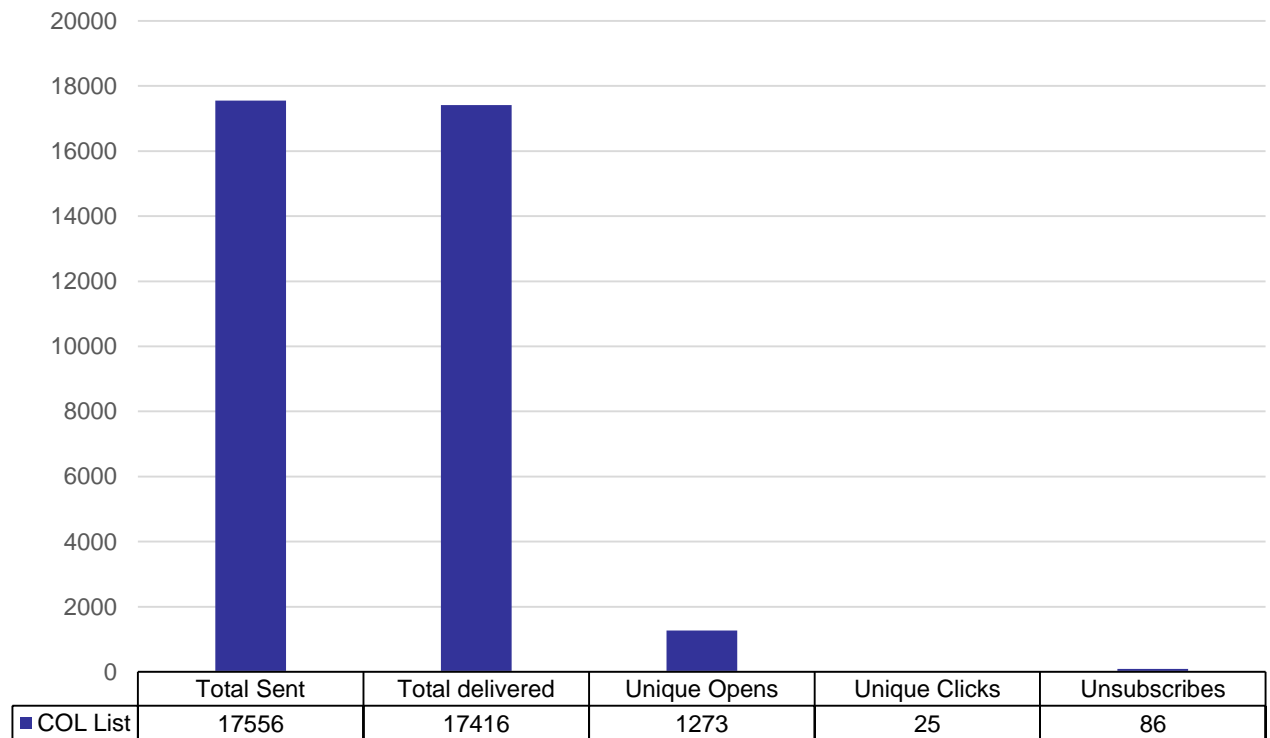


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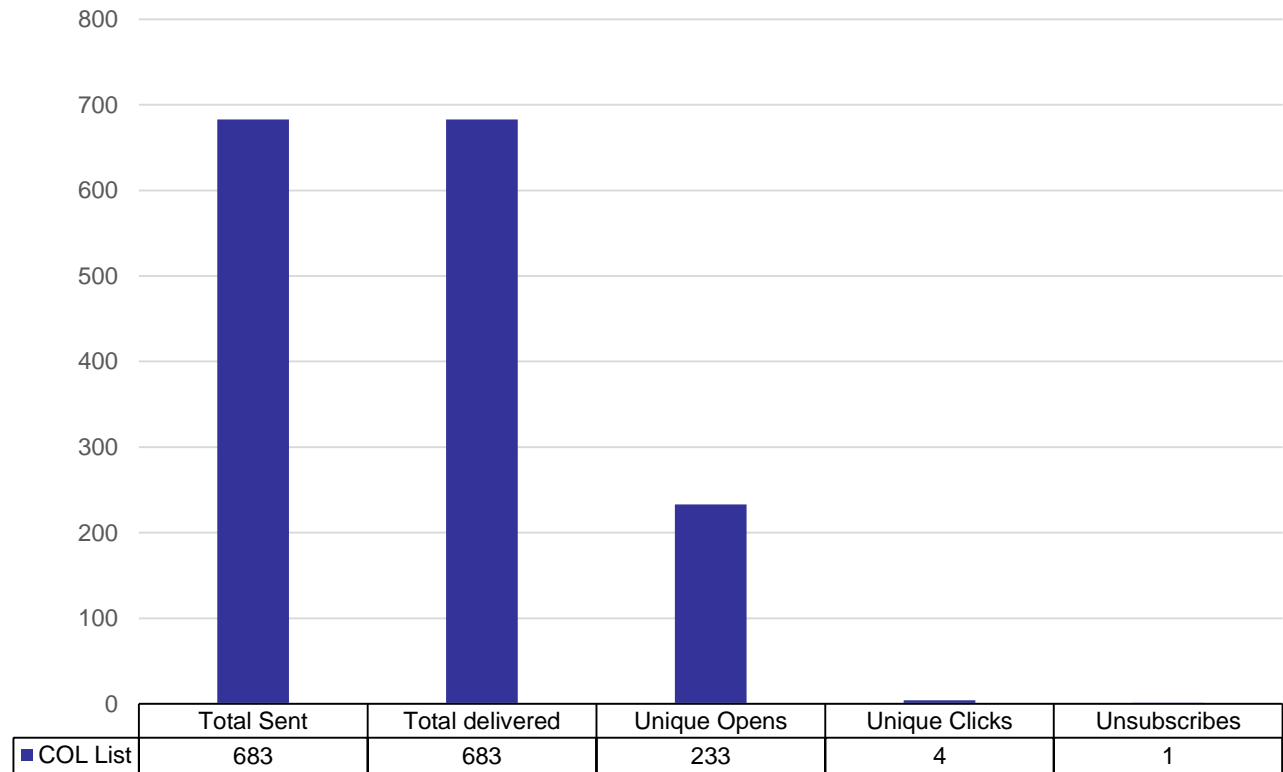
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Don't Miss the MMA Championship Finals - 09/20/2017



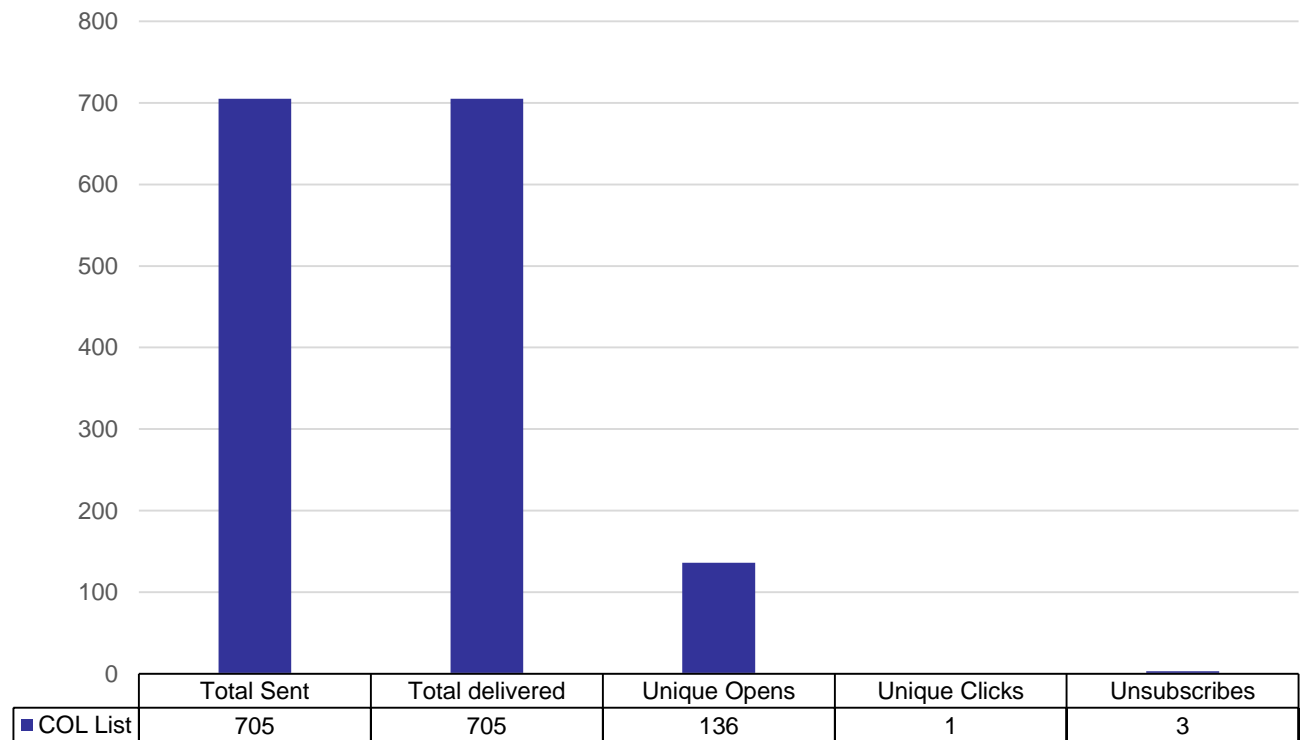


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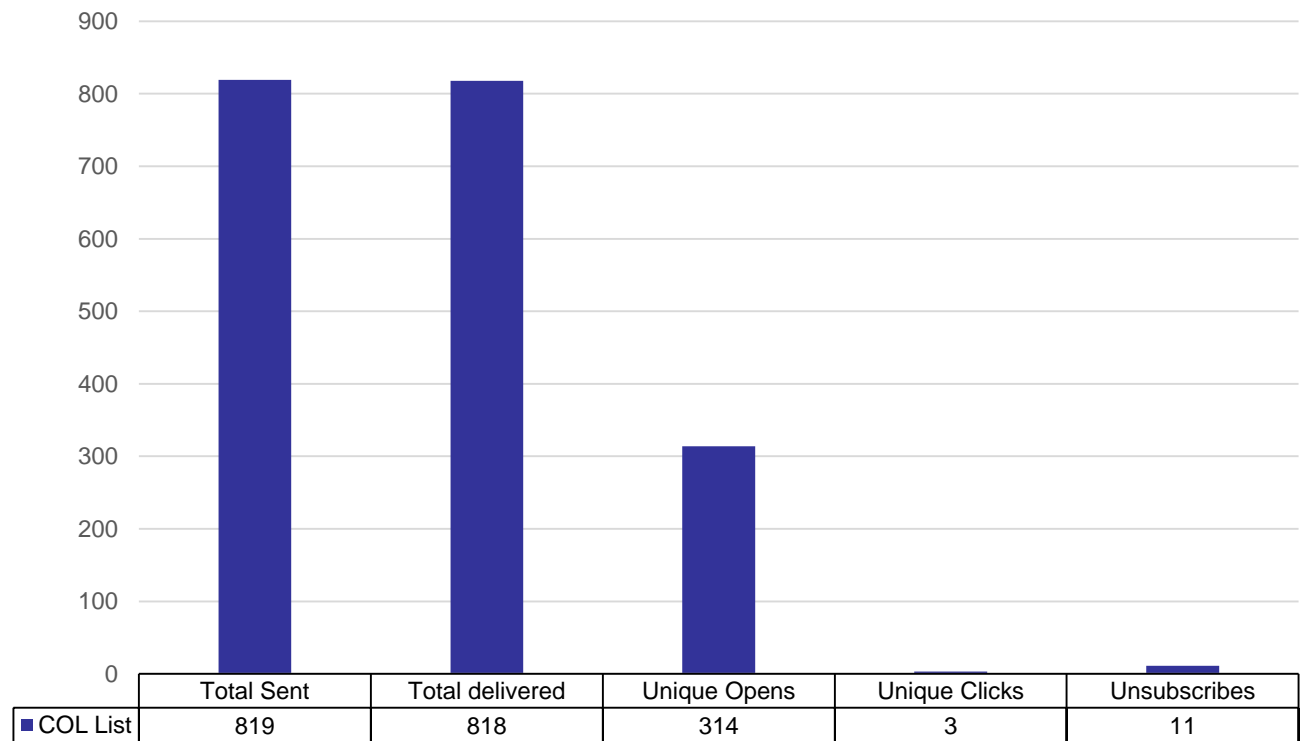


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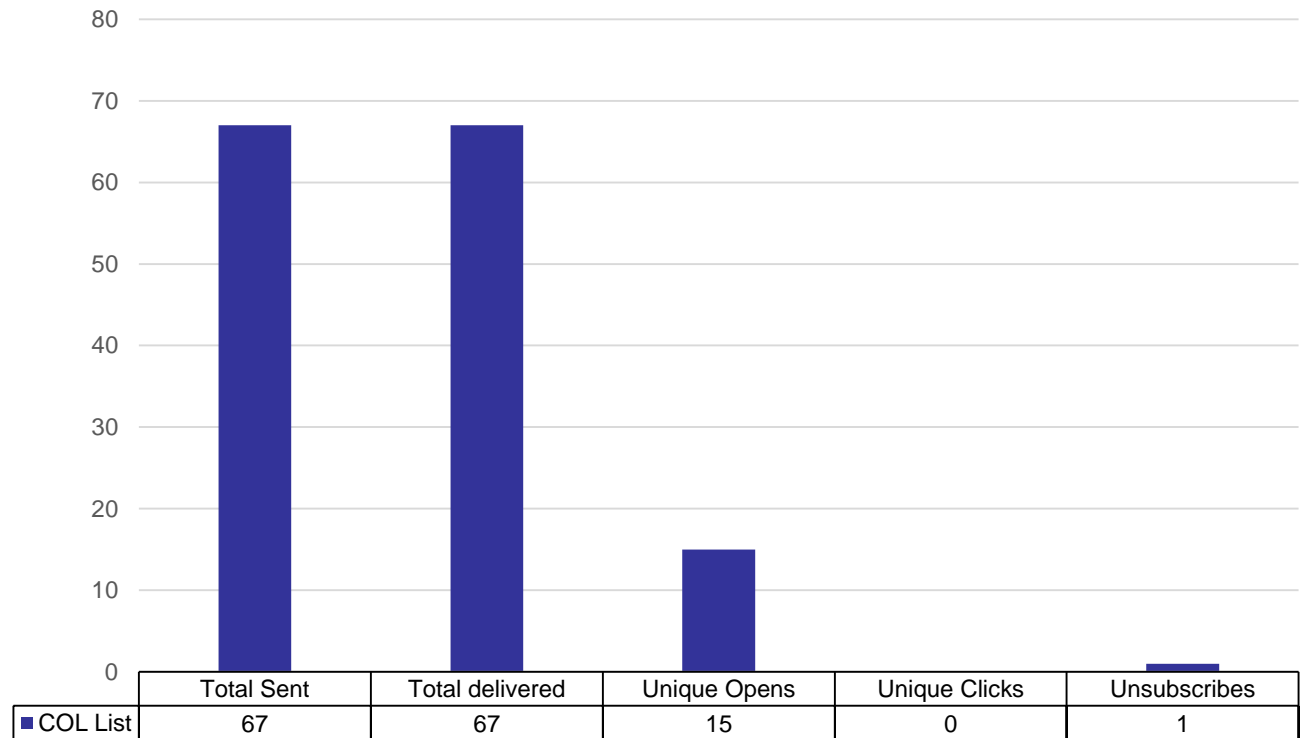
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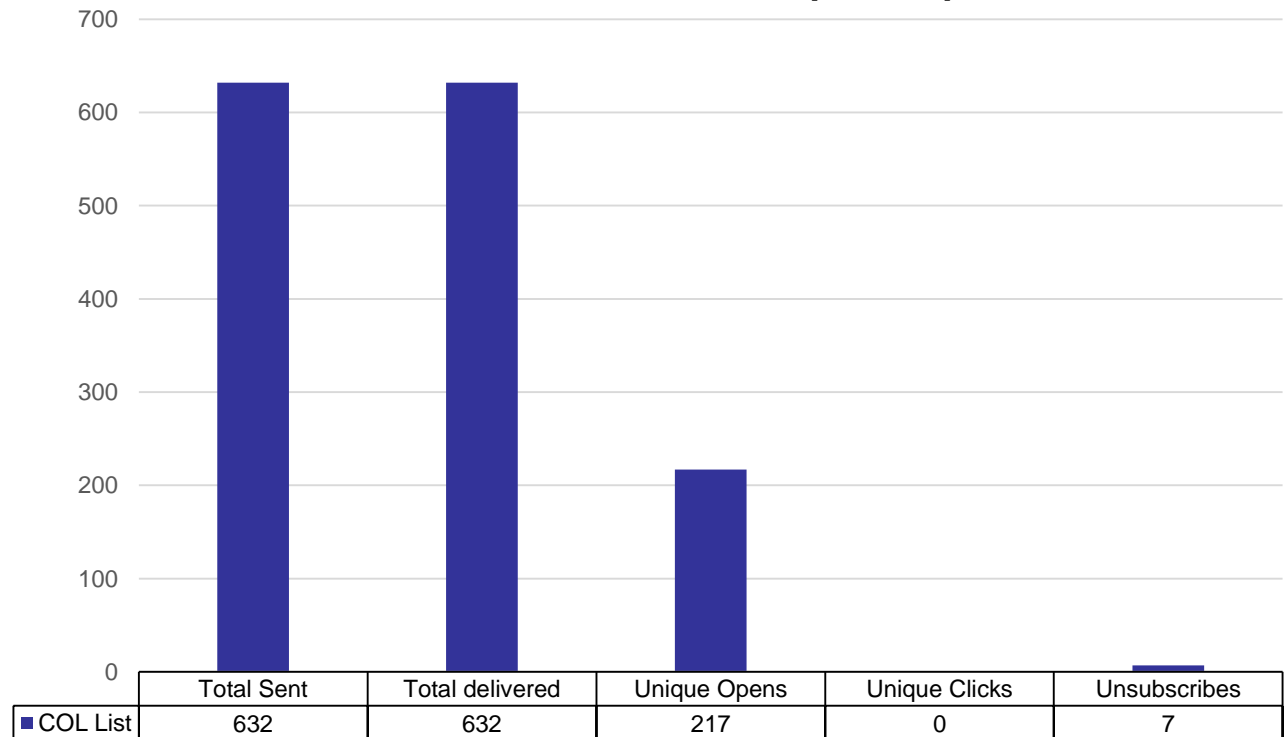
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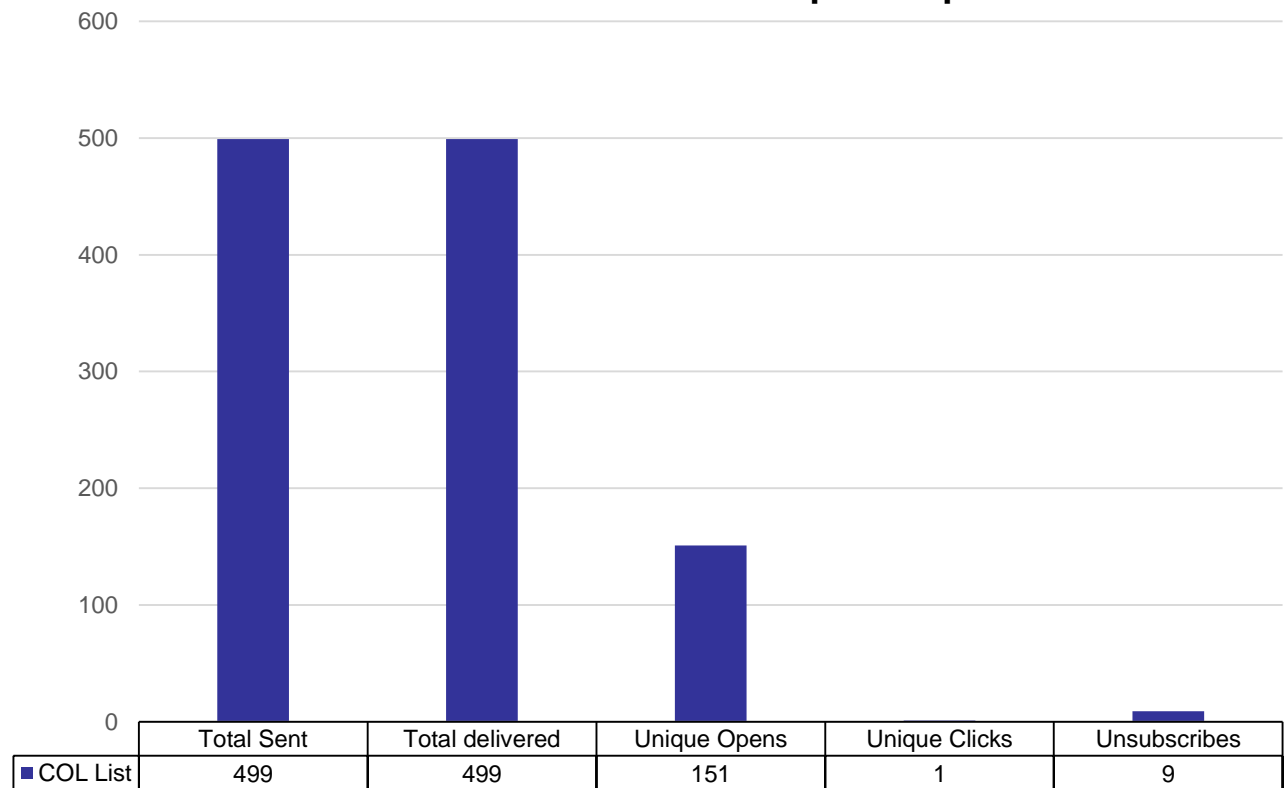
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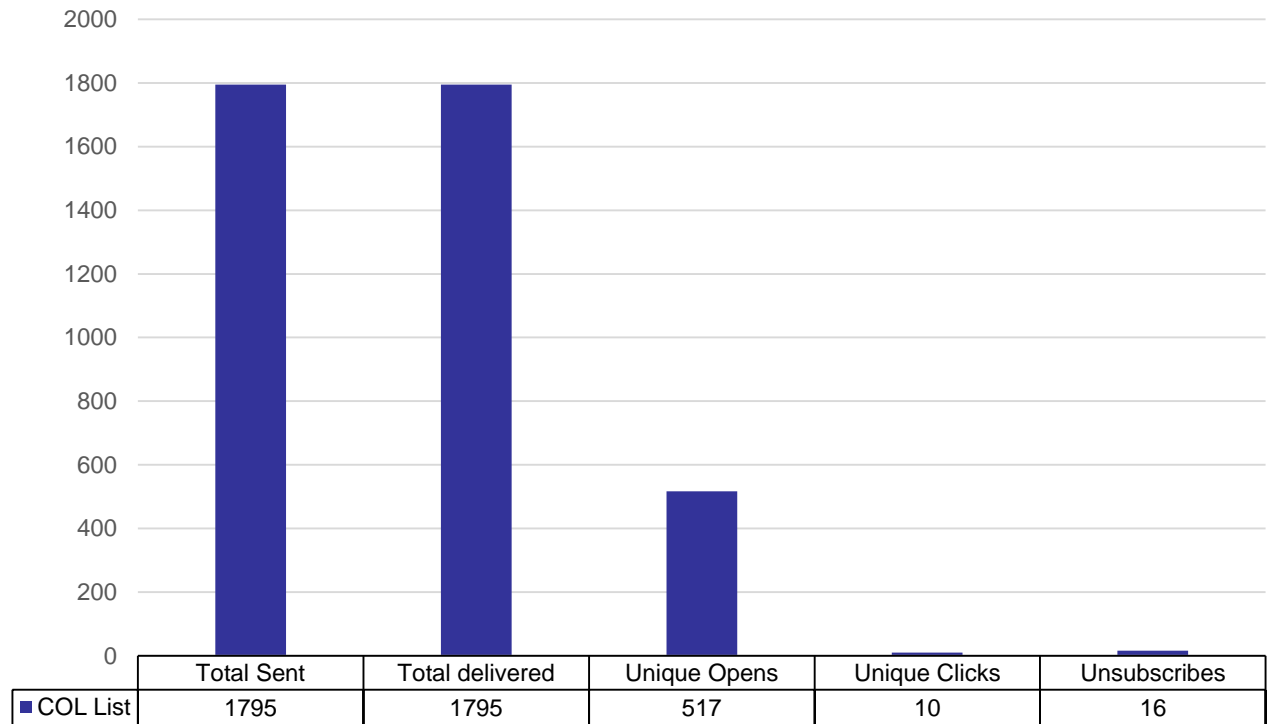
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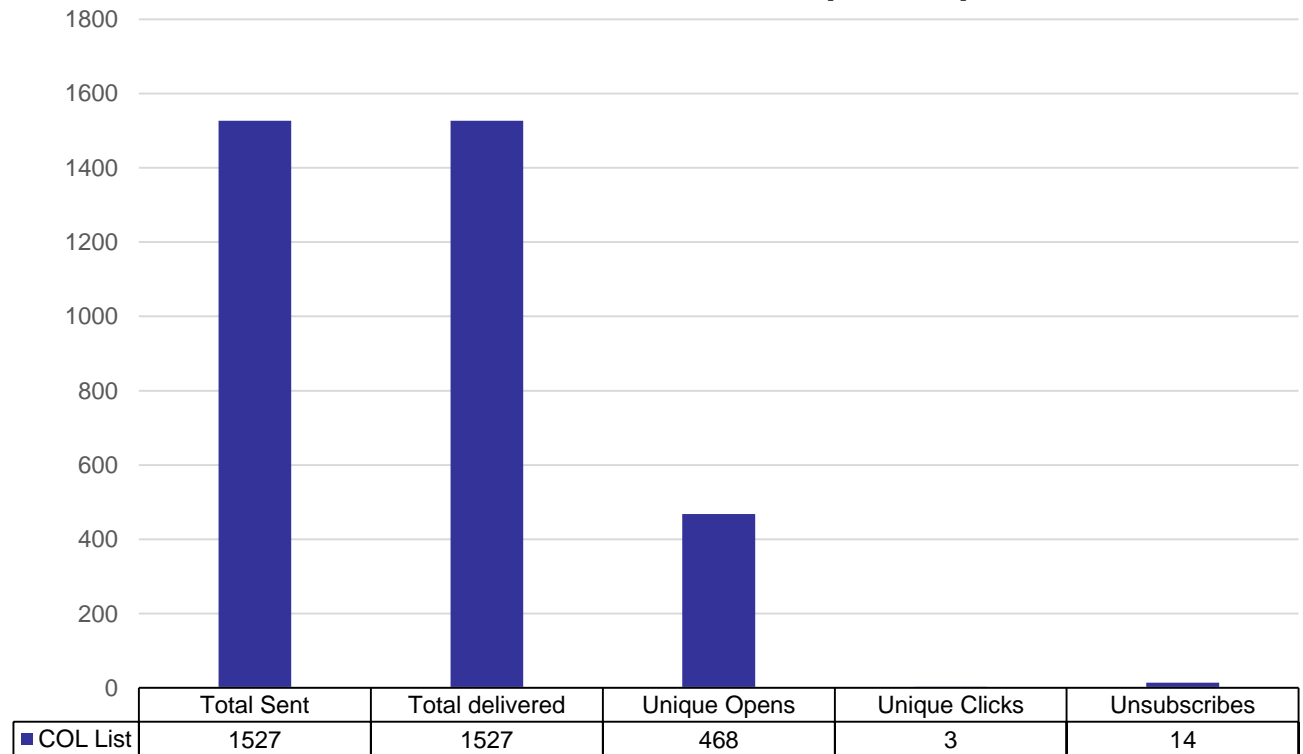
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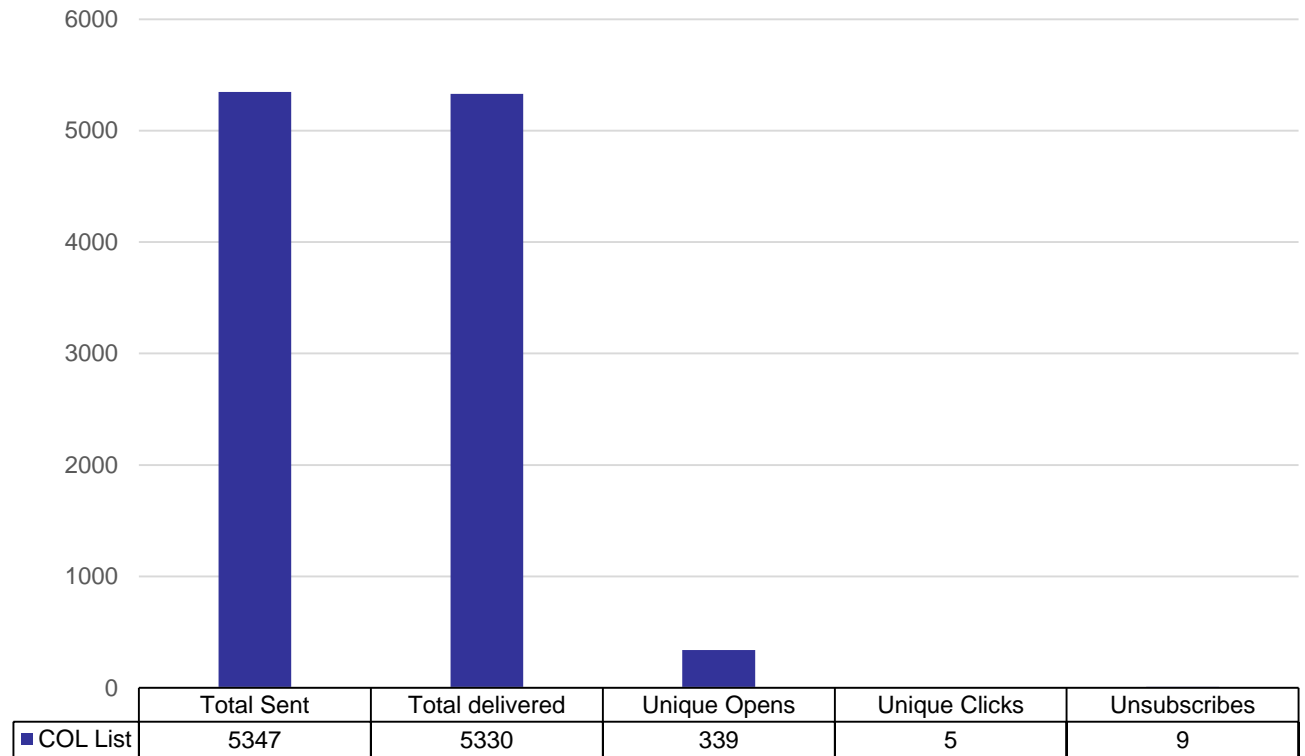


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MMA FANS - Special Coliseum Event - 09/19/2017



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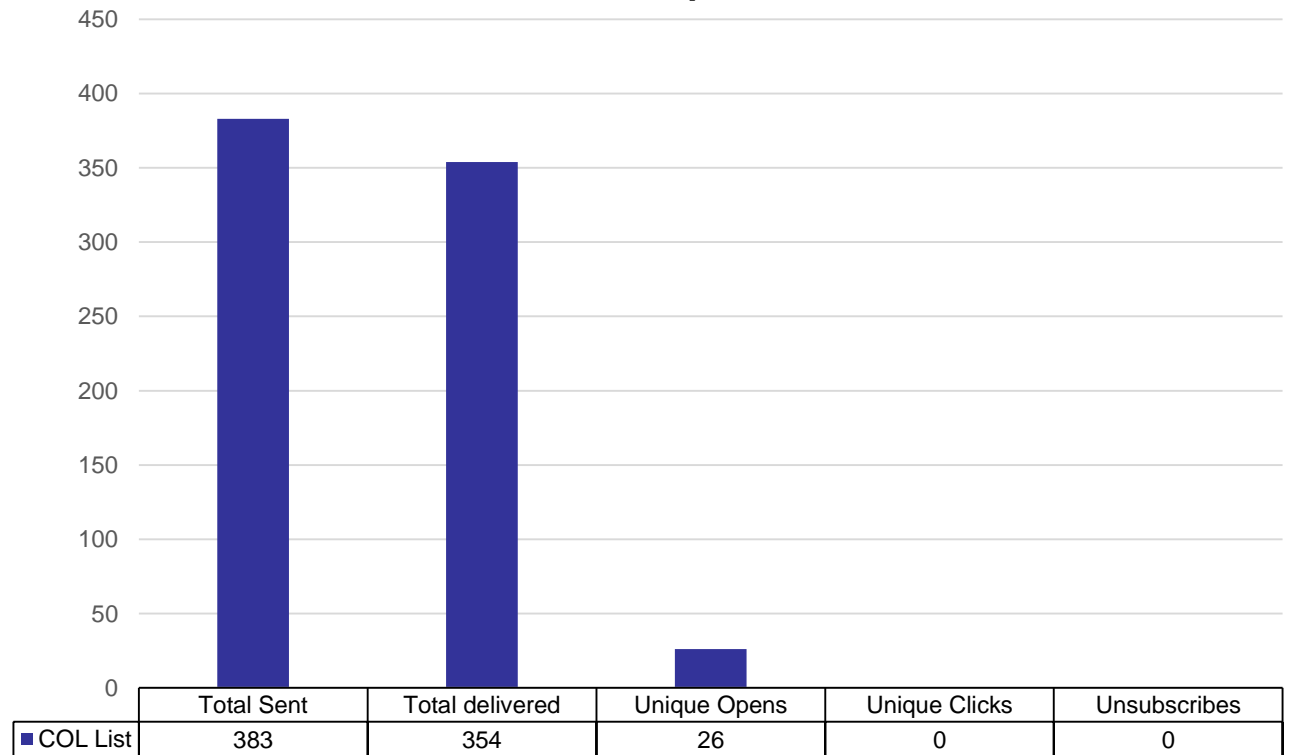


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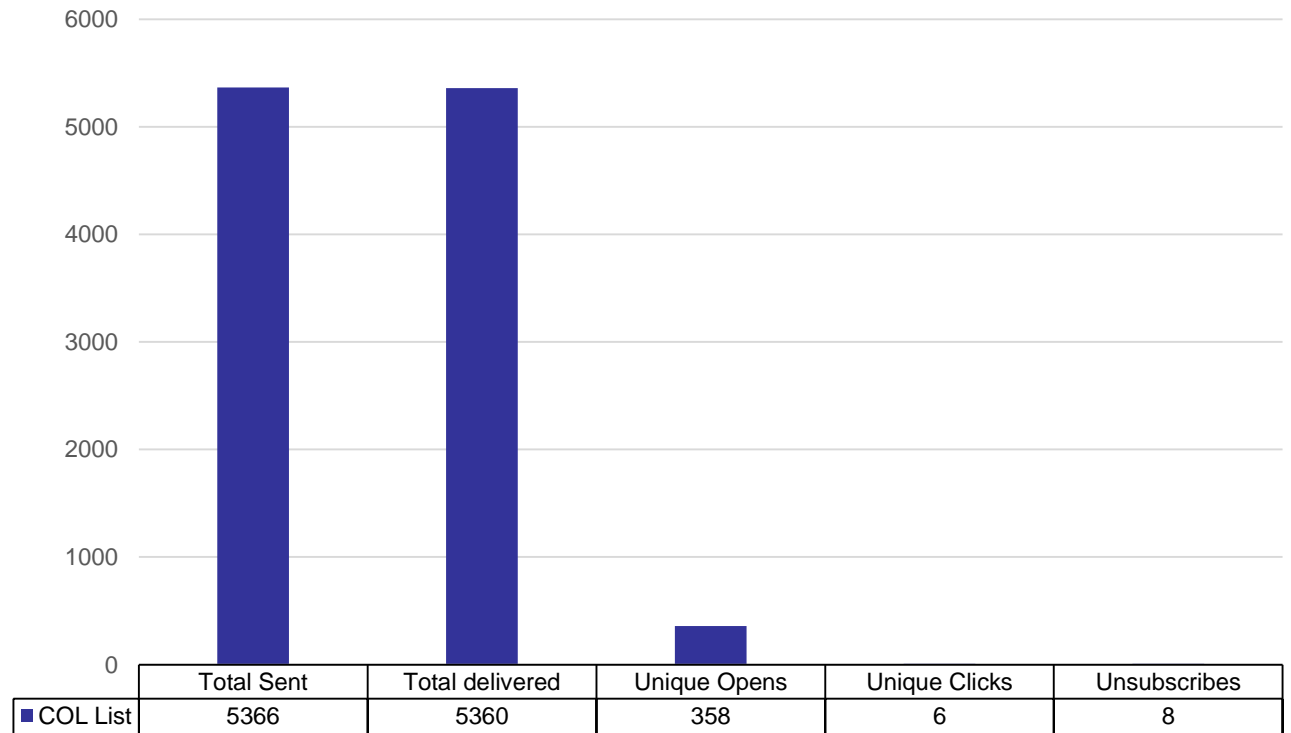
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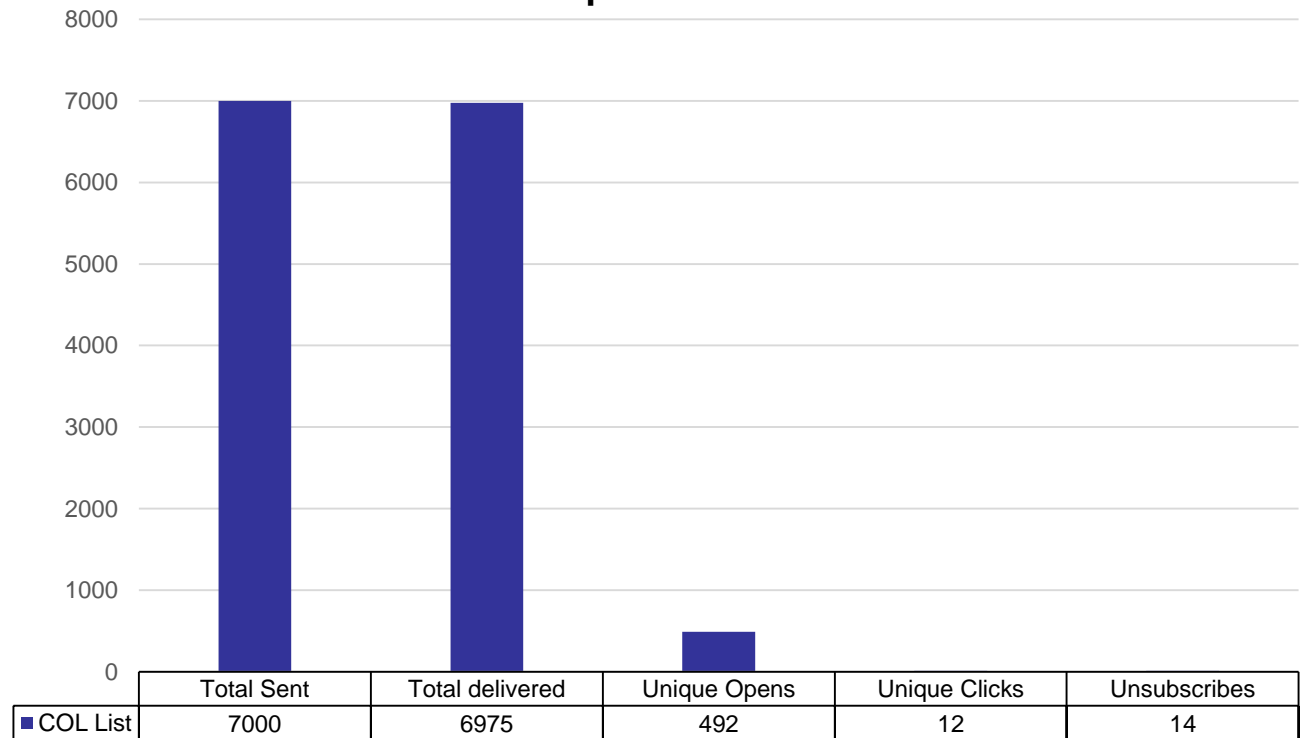
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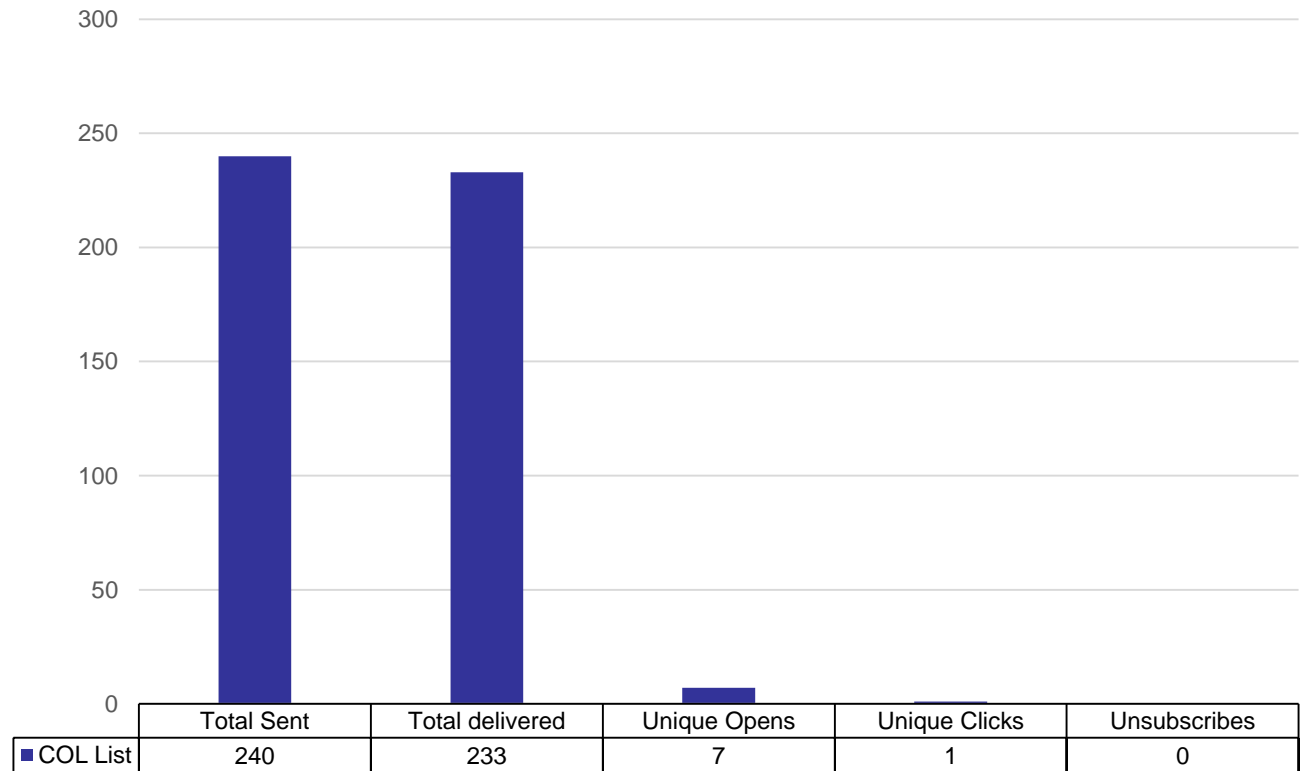
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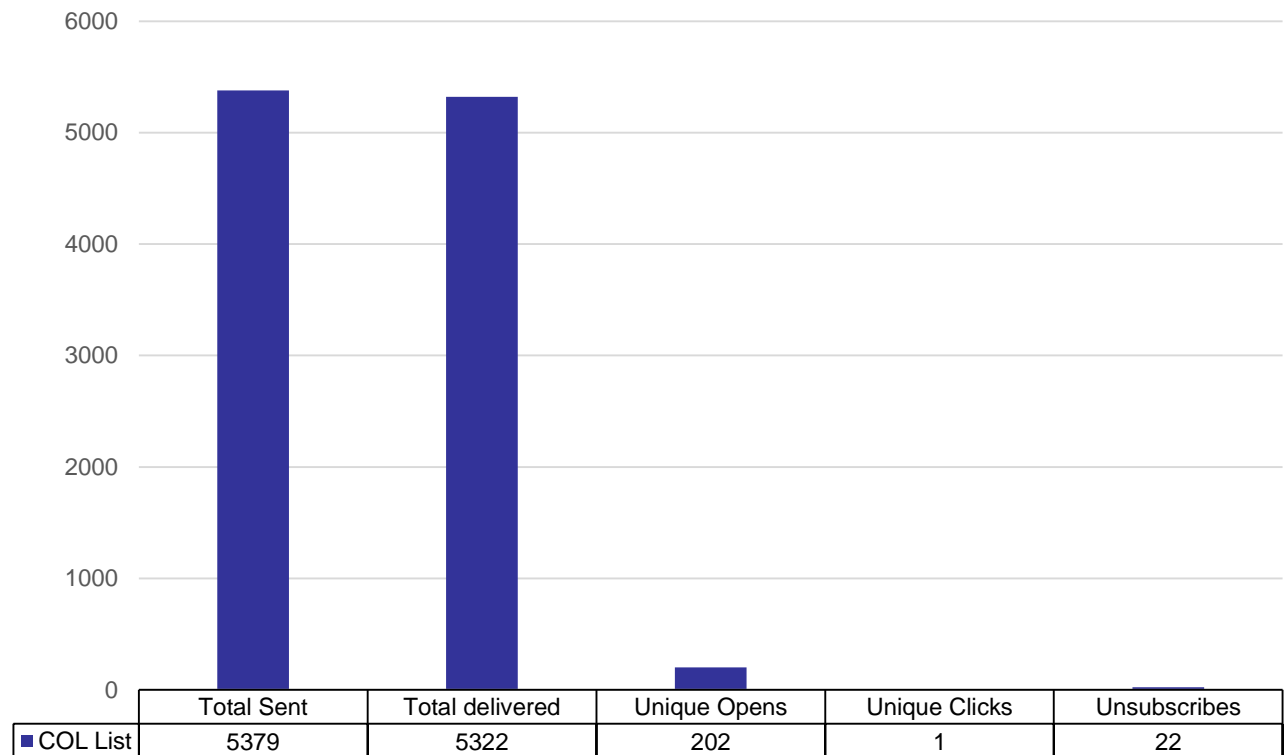
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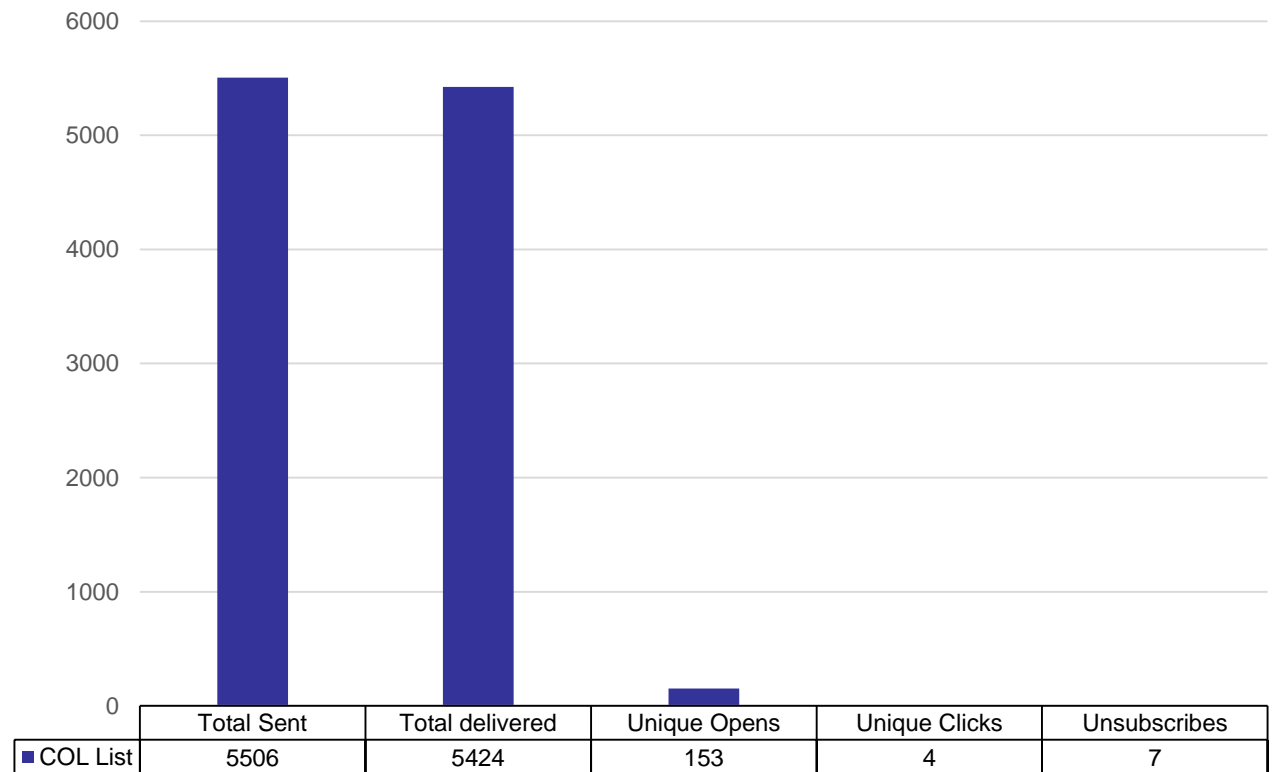
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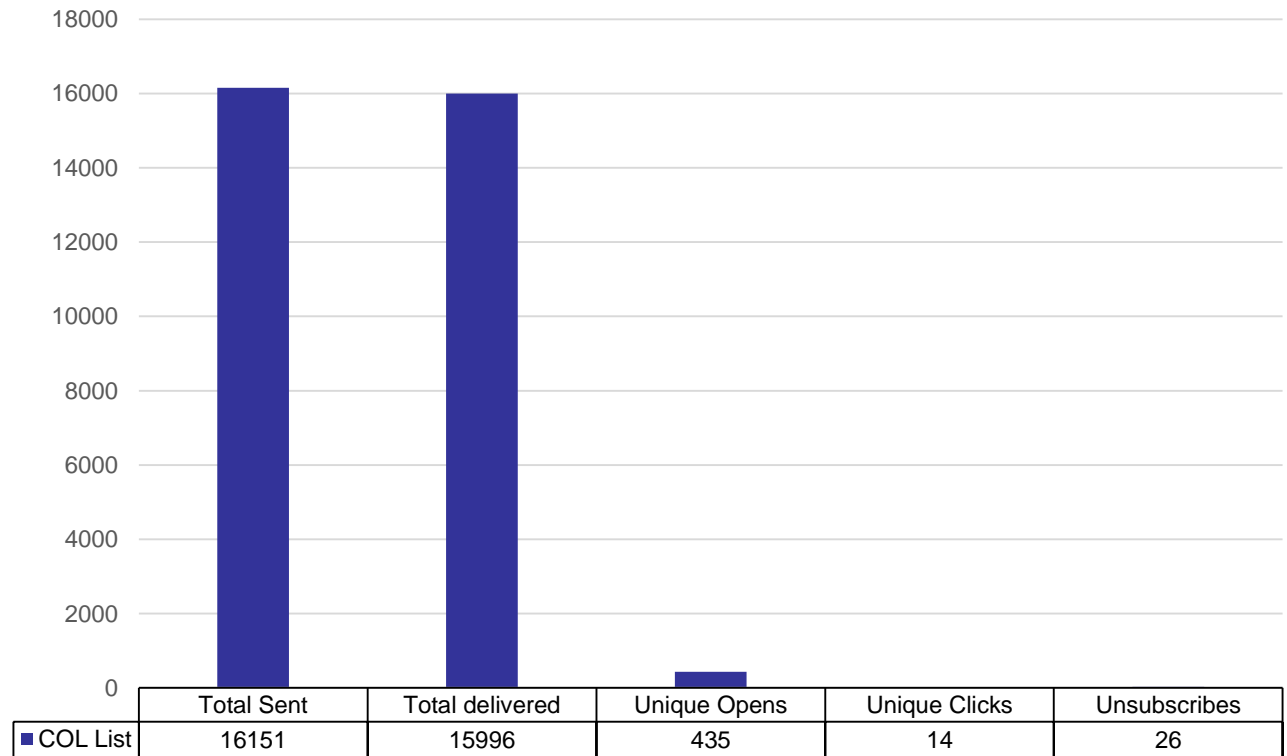
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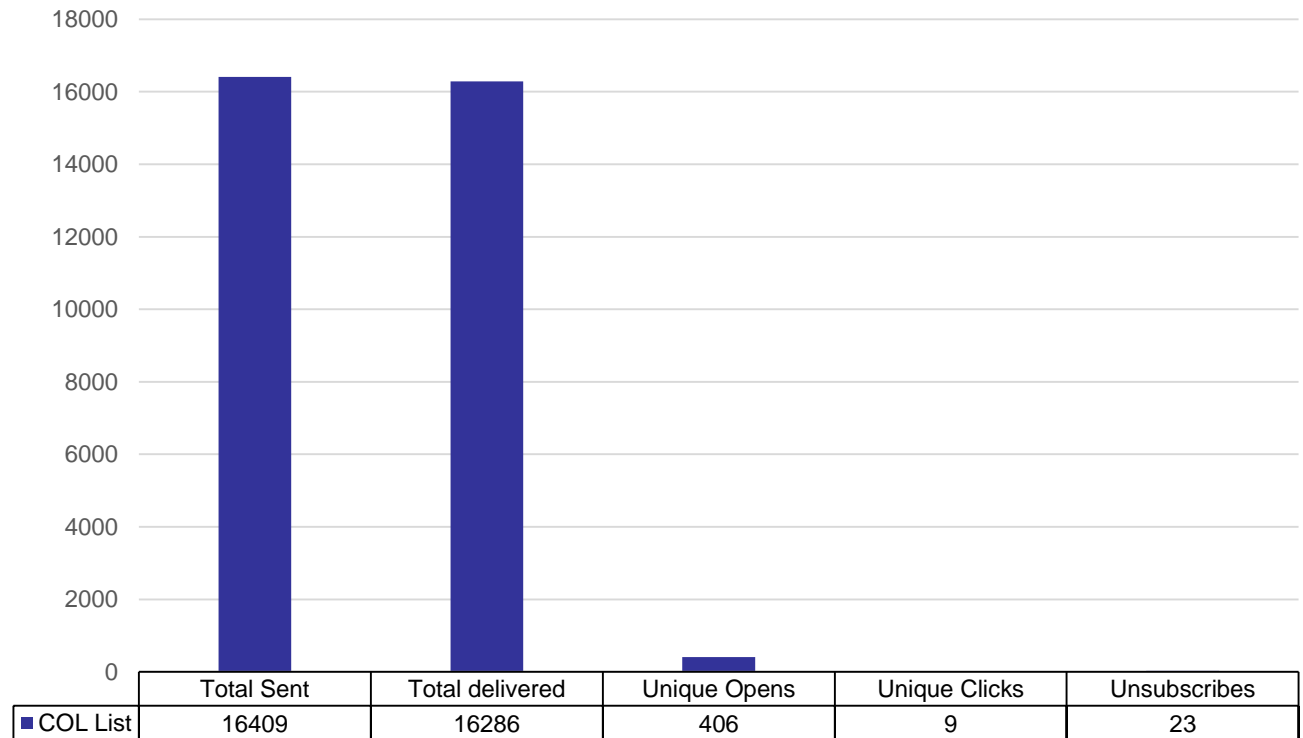
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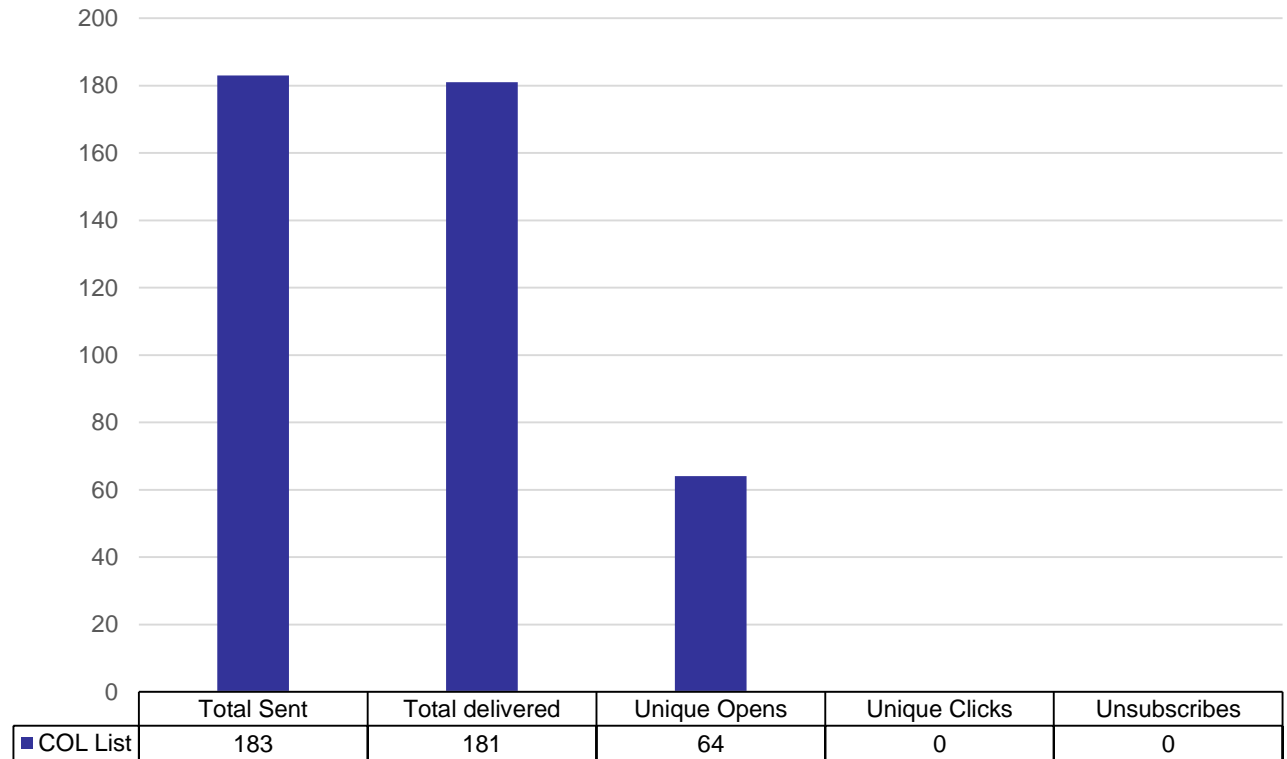


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On This Day in History at the Los Angeles Memorial Coliseum - 09/15/2017



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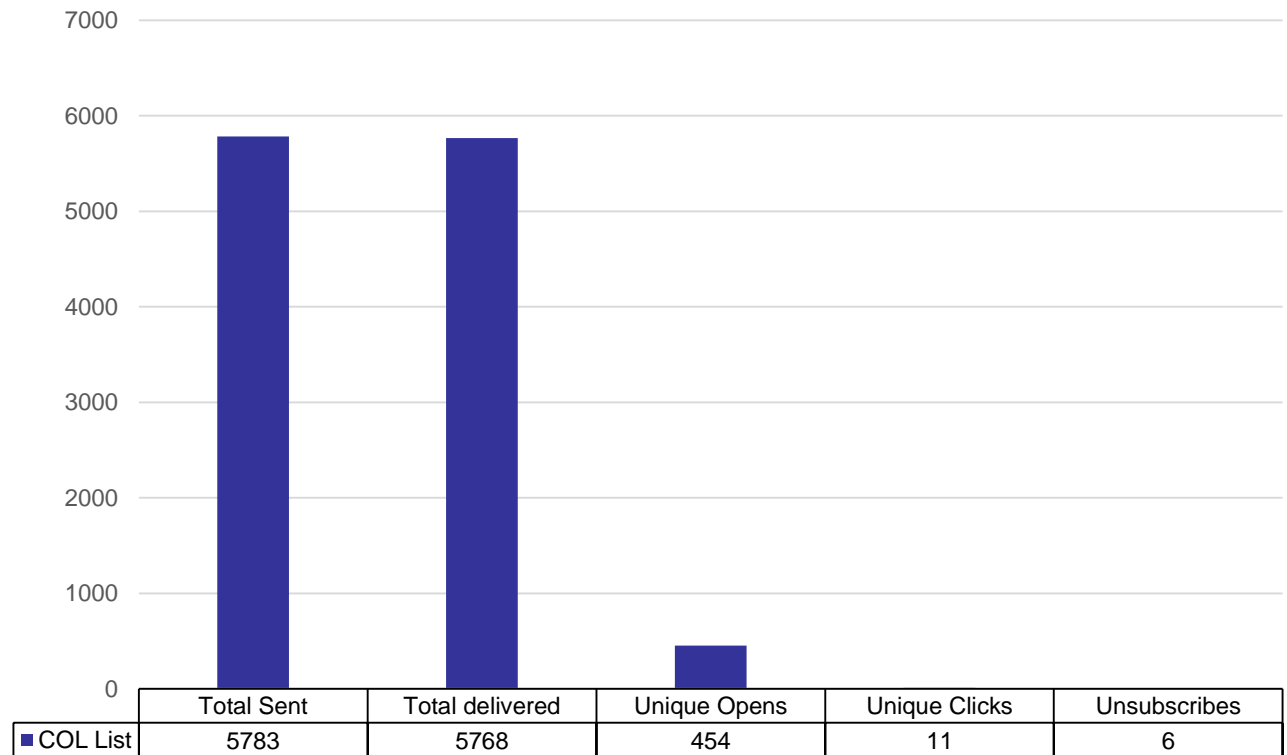
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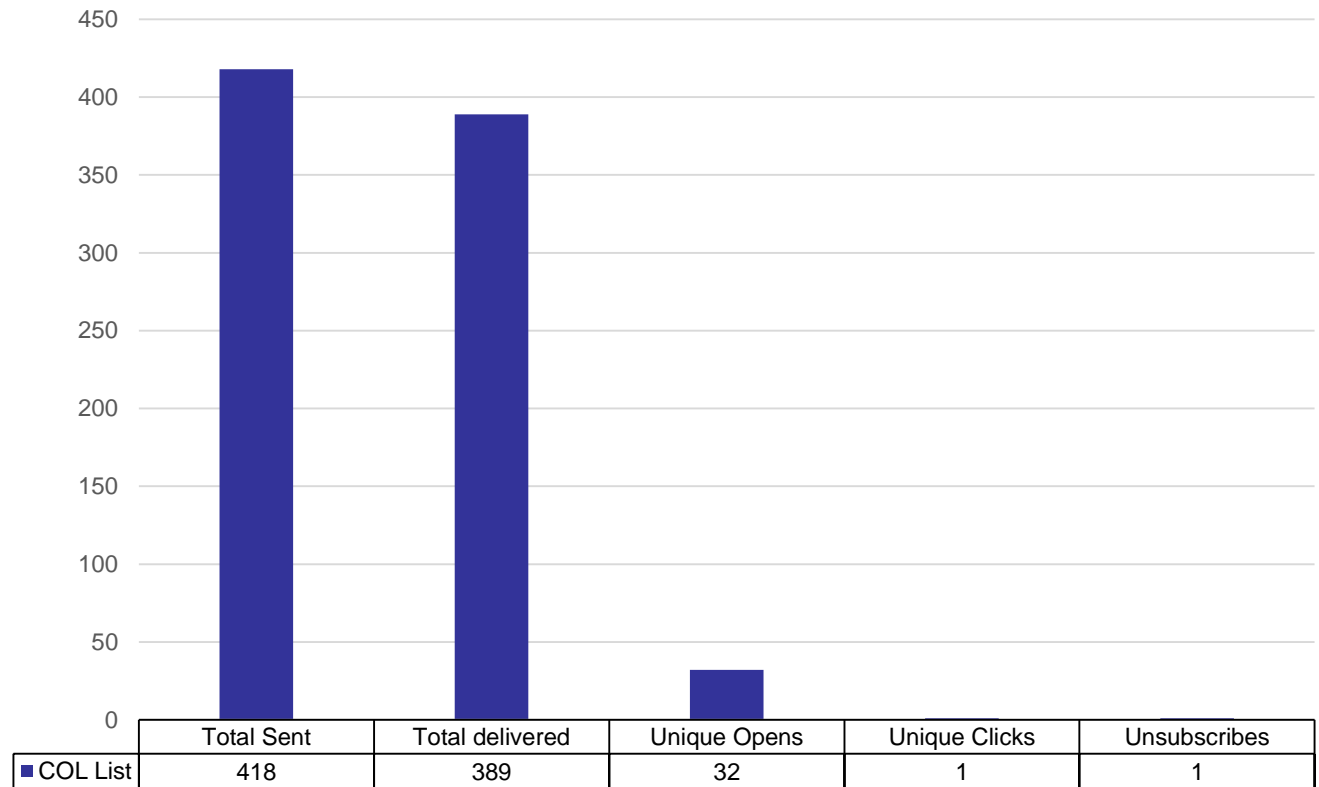


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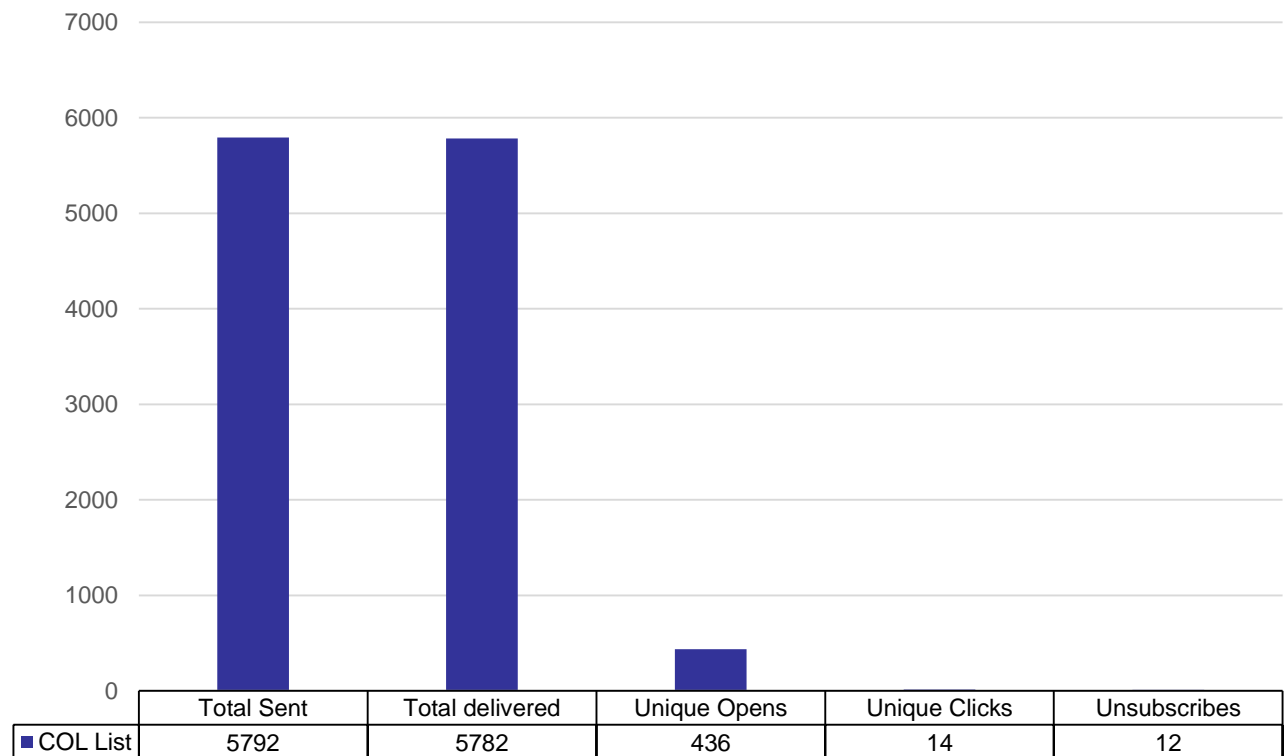
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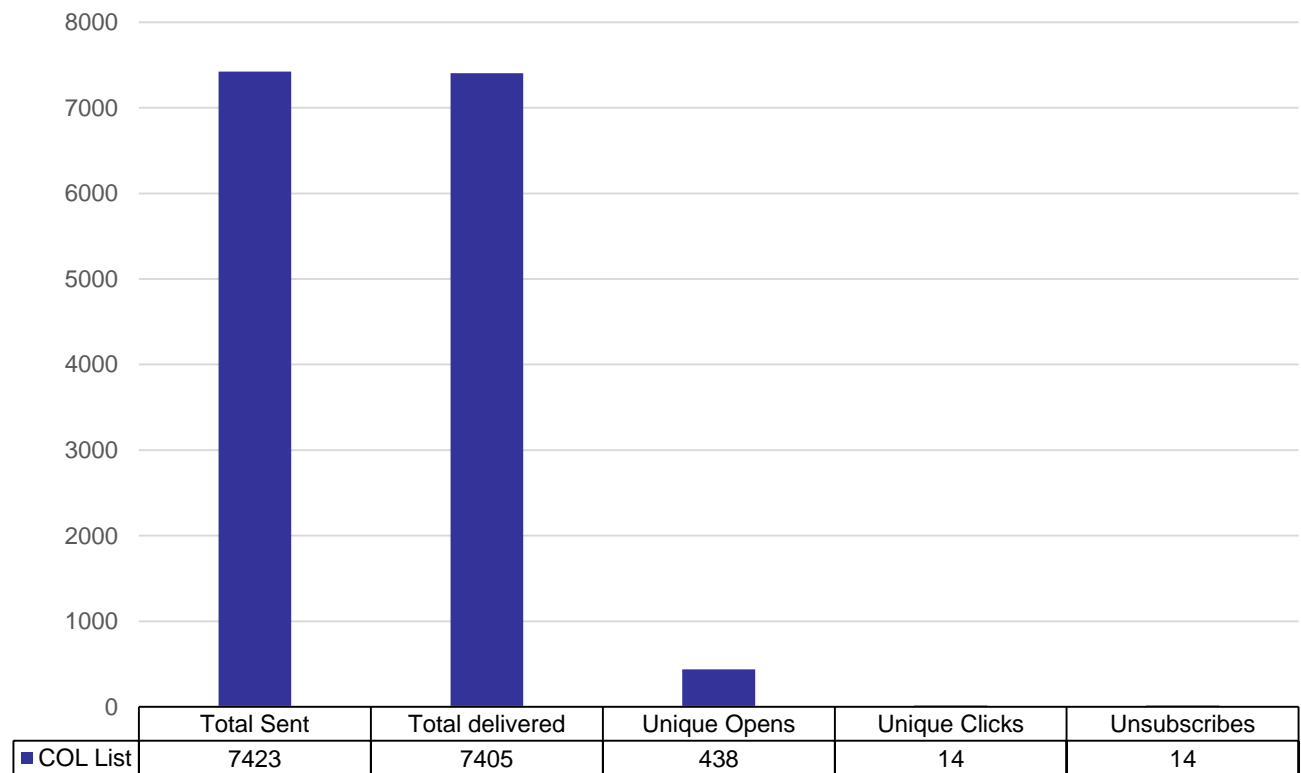
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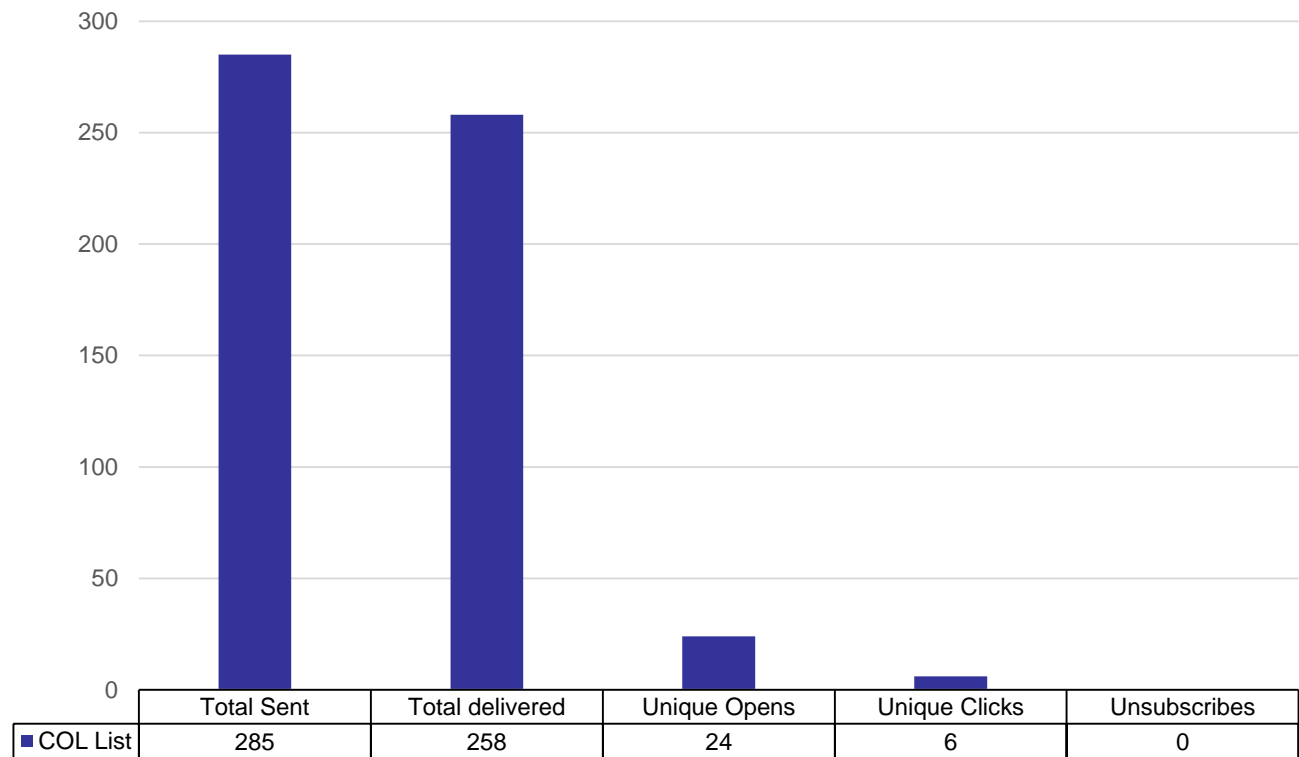
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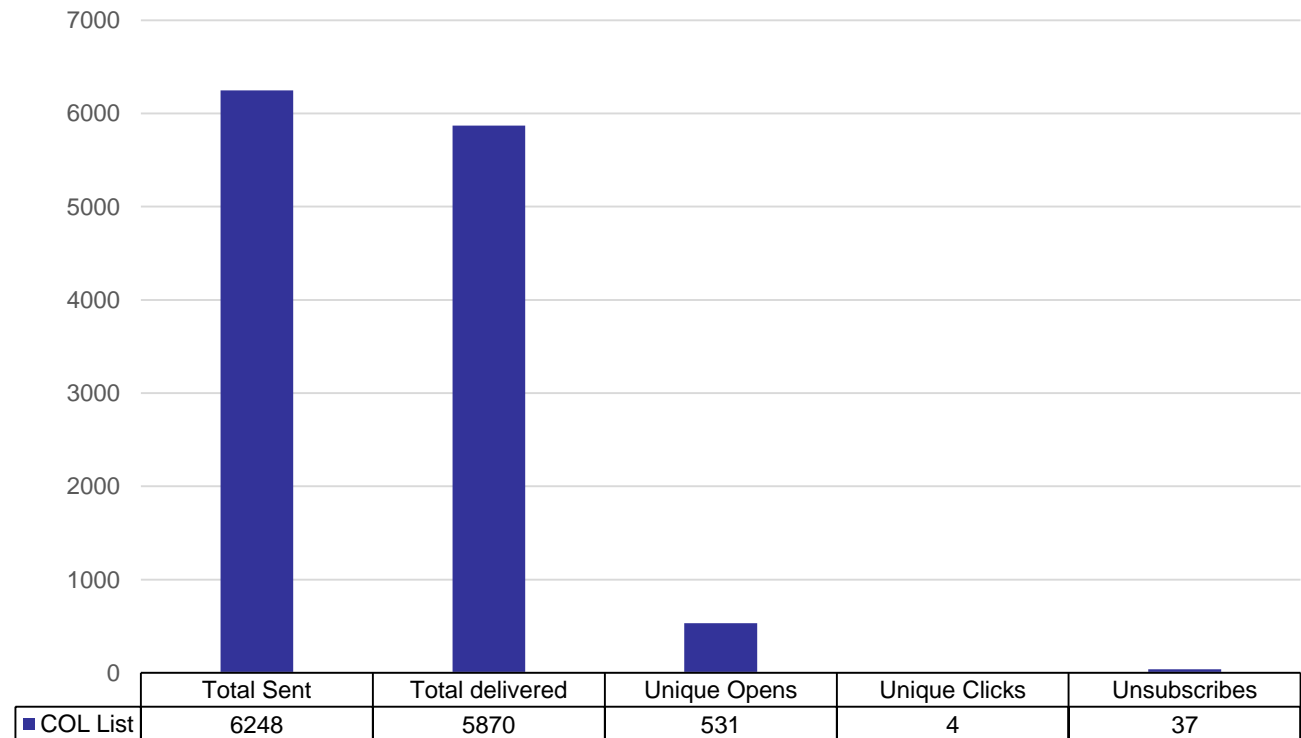
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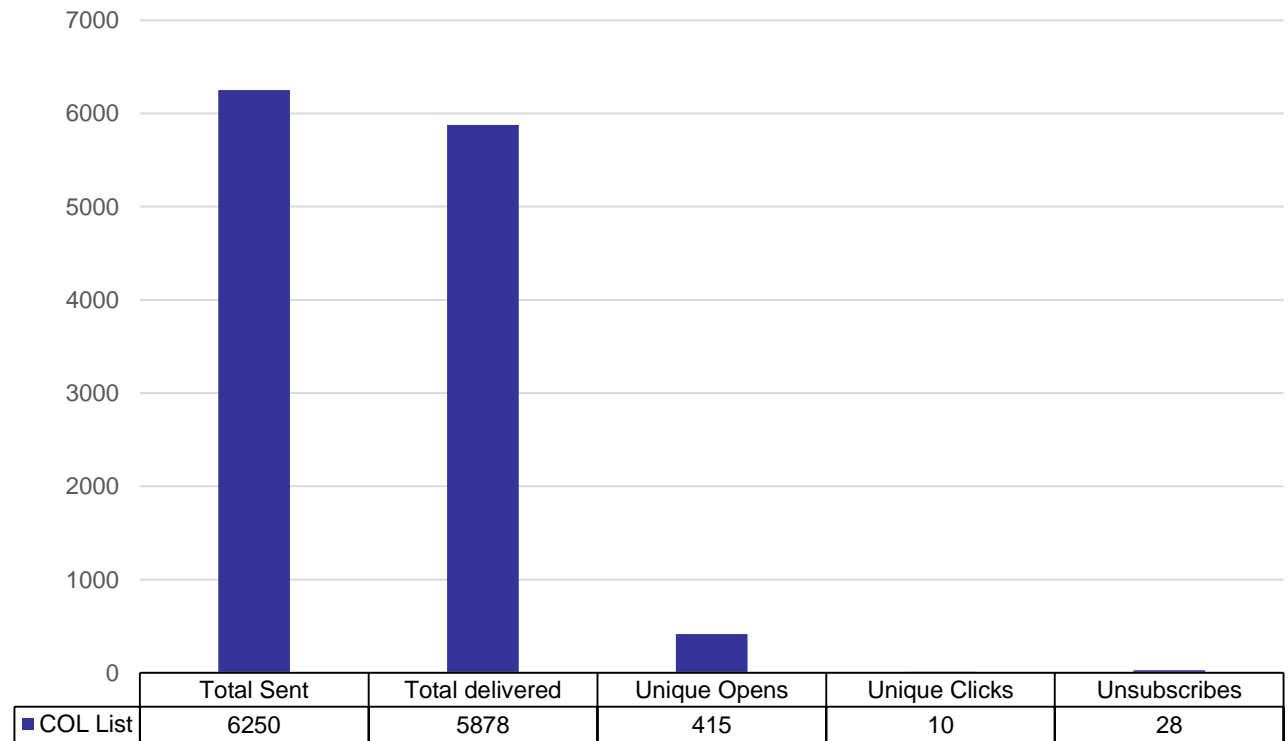
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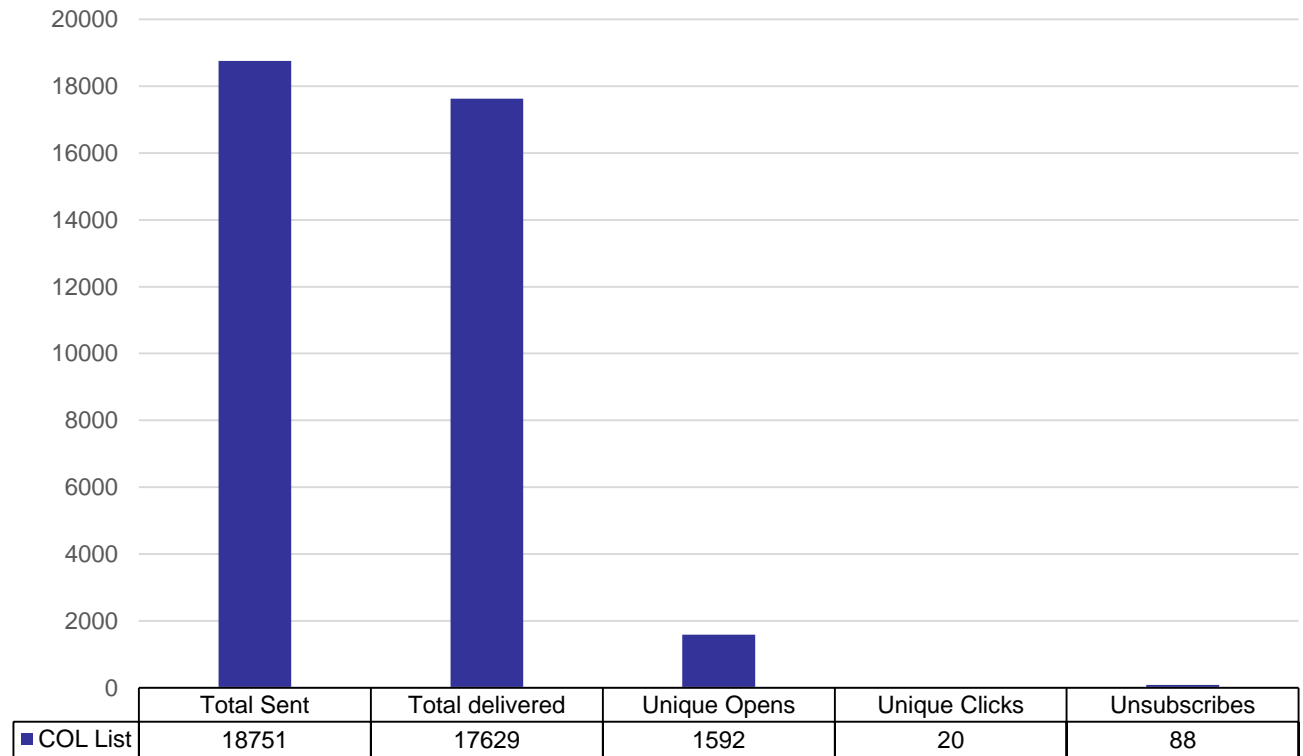


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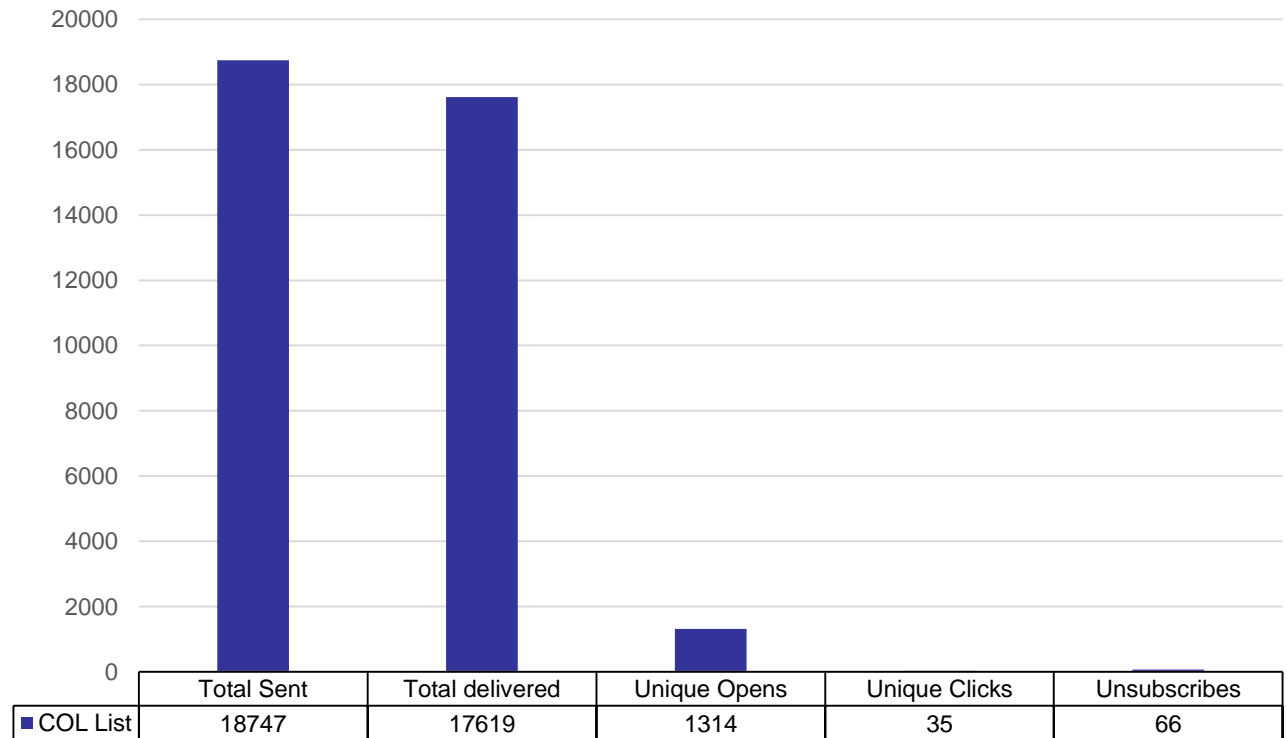
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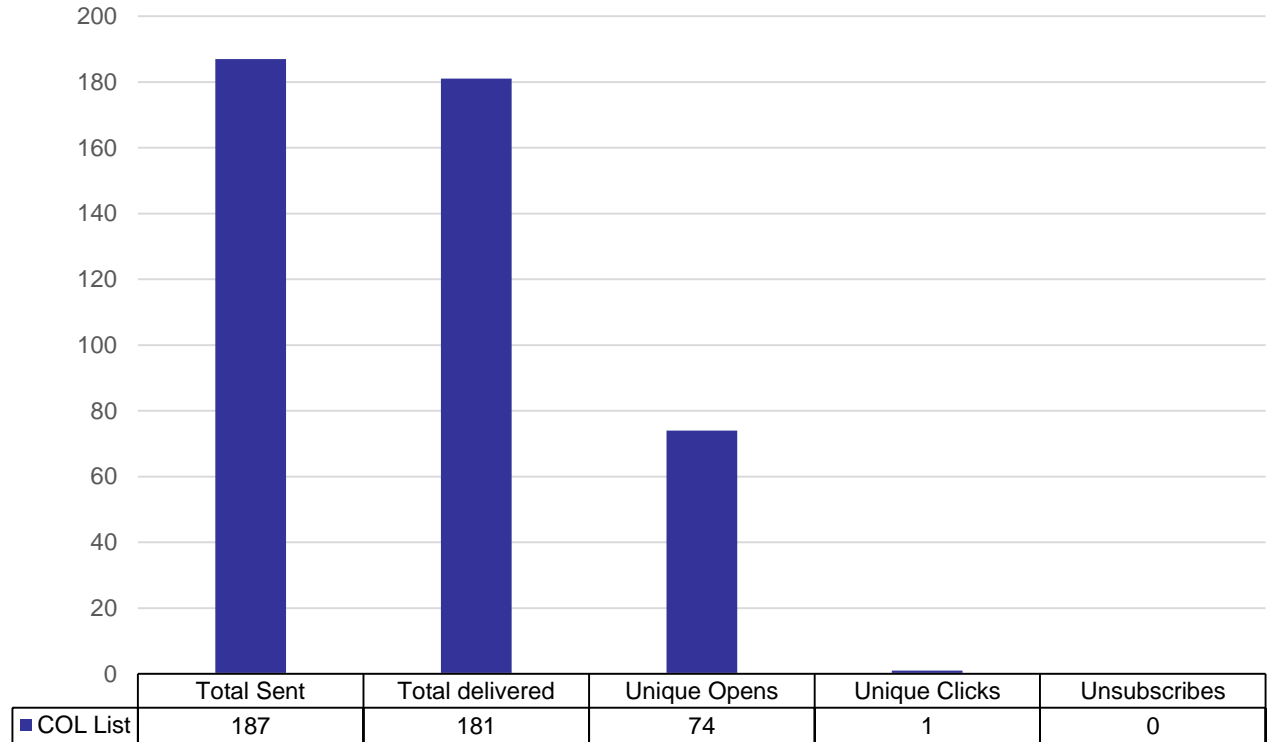
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