



# **AS IT MONTHLY REPORTS**

**For September 2019**



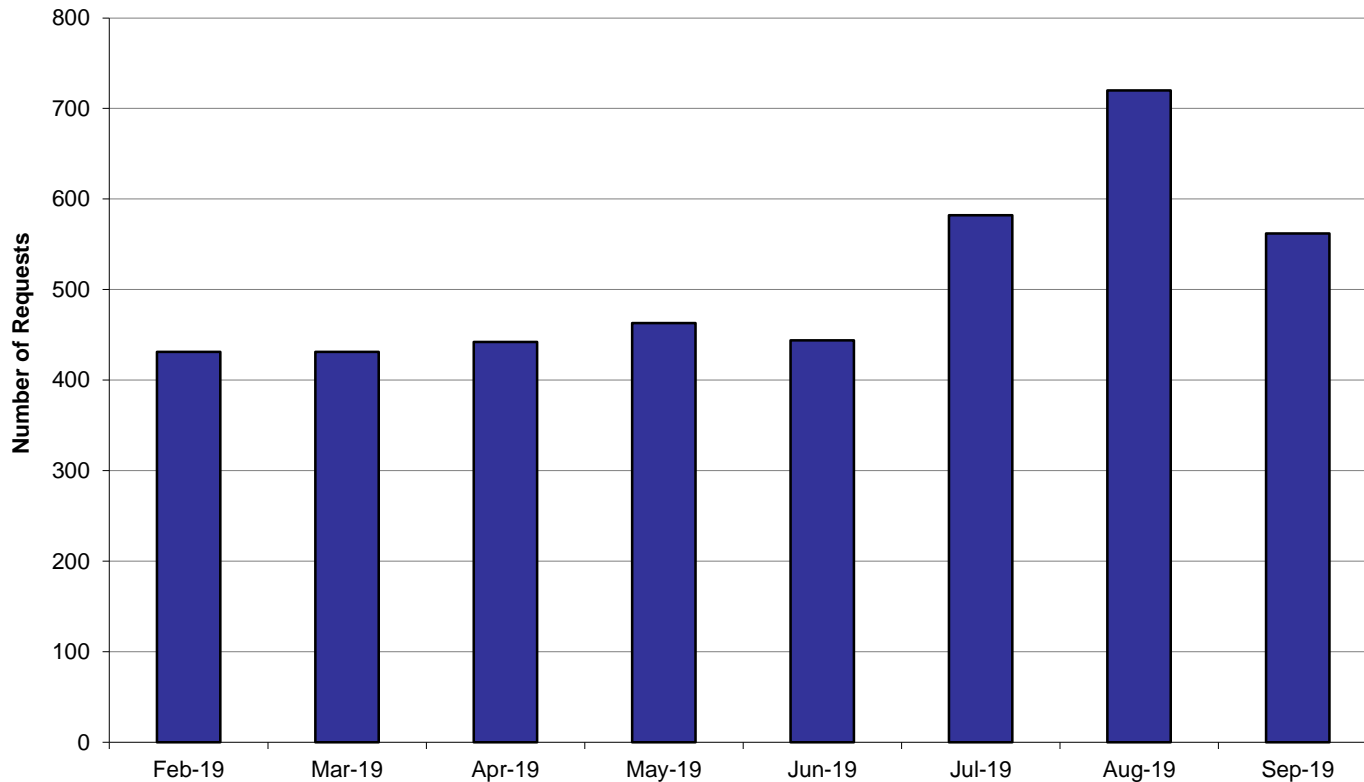
# Agenda

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



# Service Desk Reports September 2019

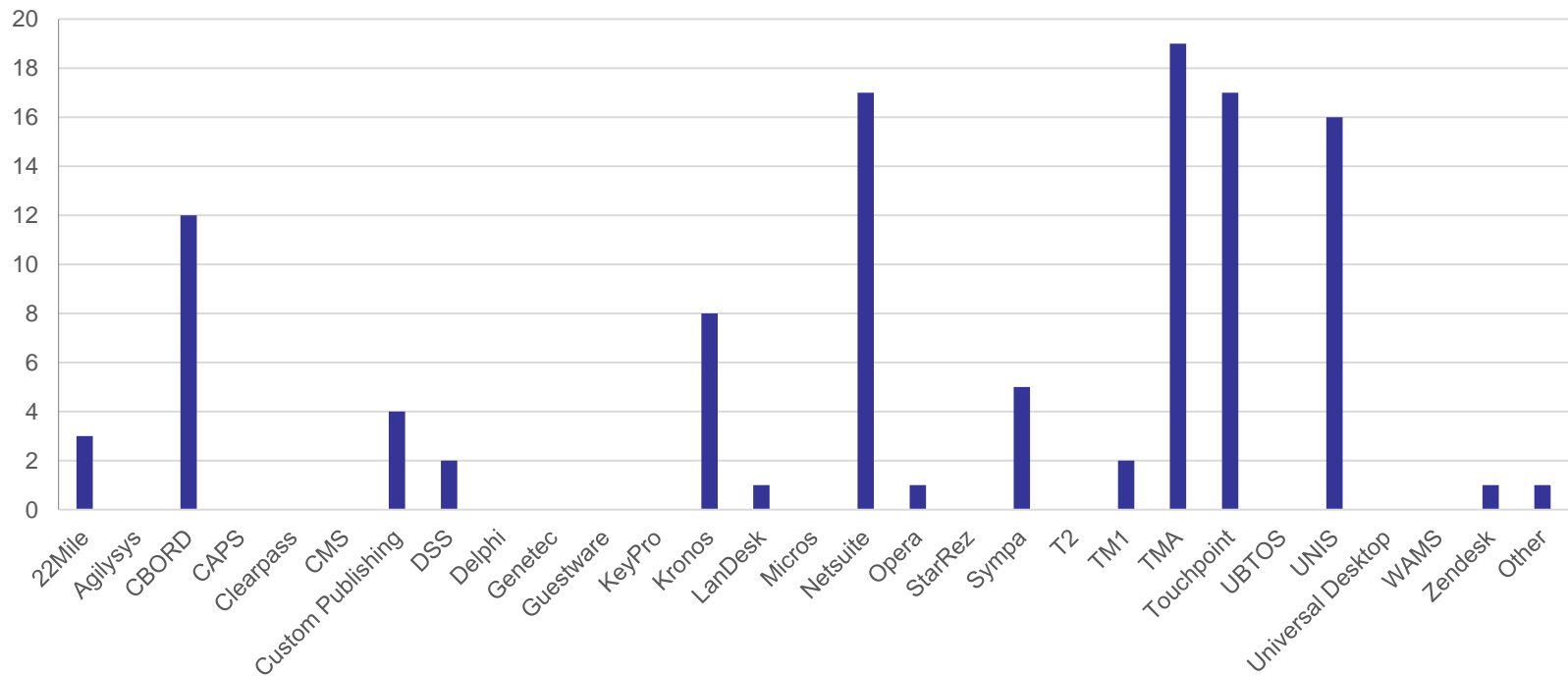
**Total New Requests**





## Service Desk Reports September 2019

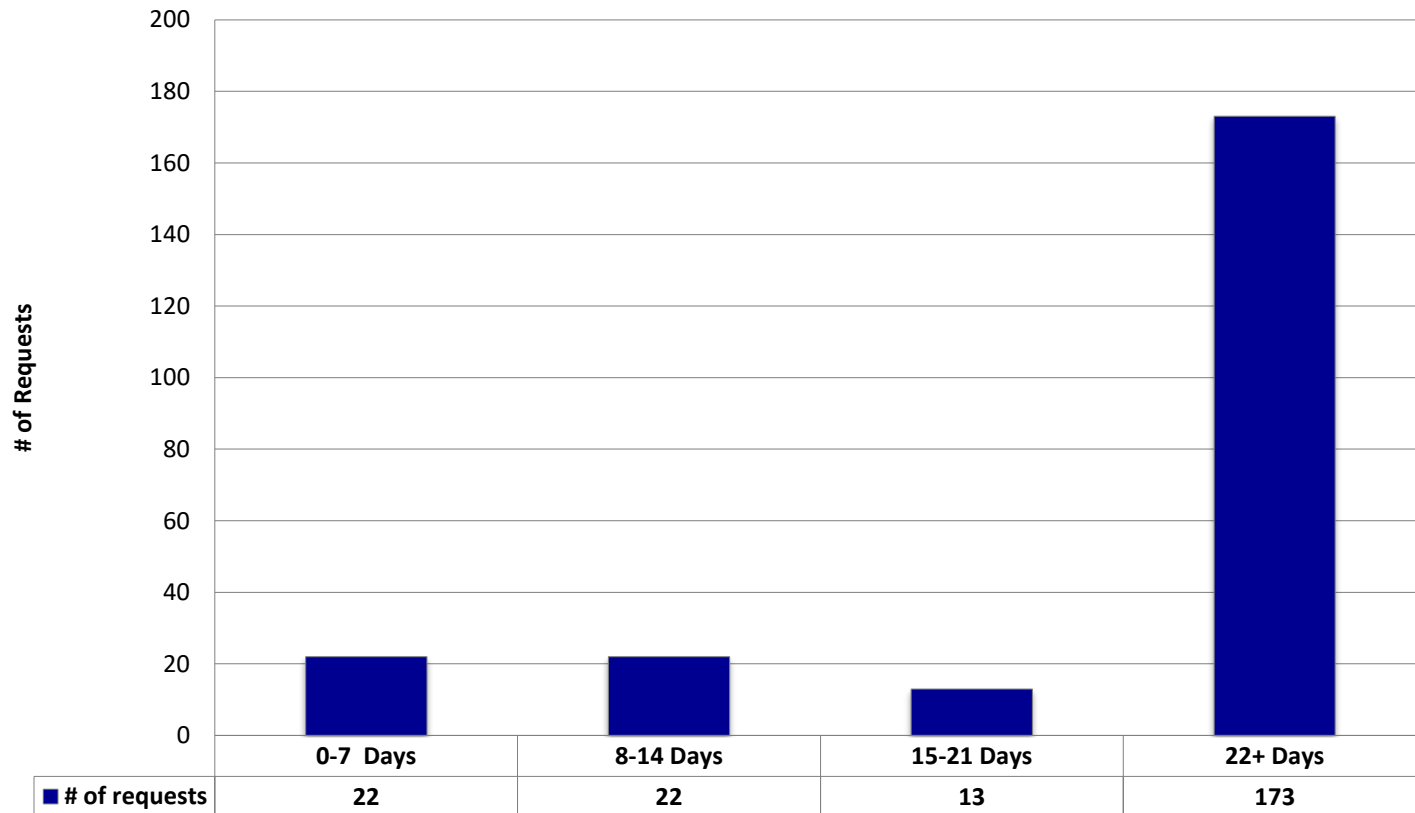
### Requests By BU System





## Service Desk Reports September 2019

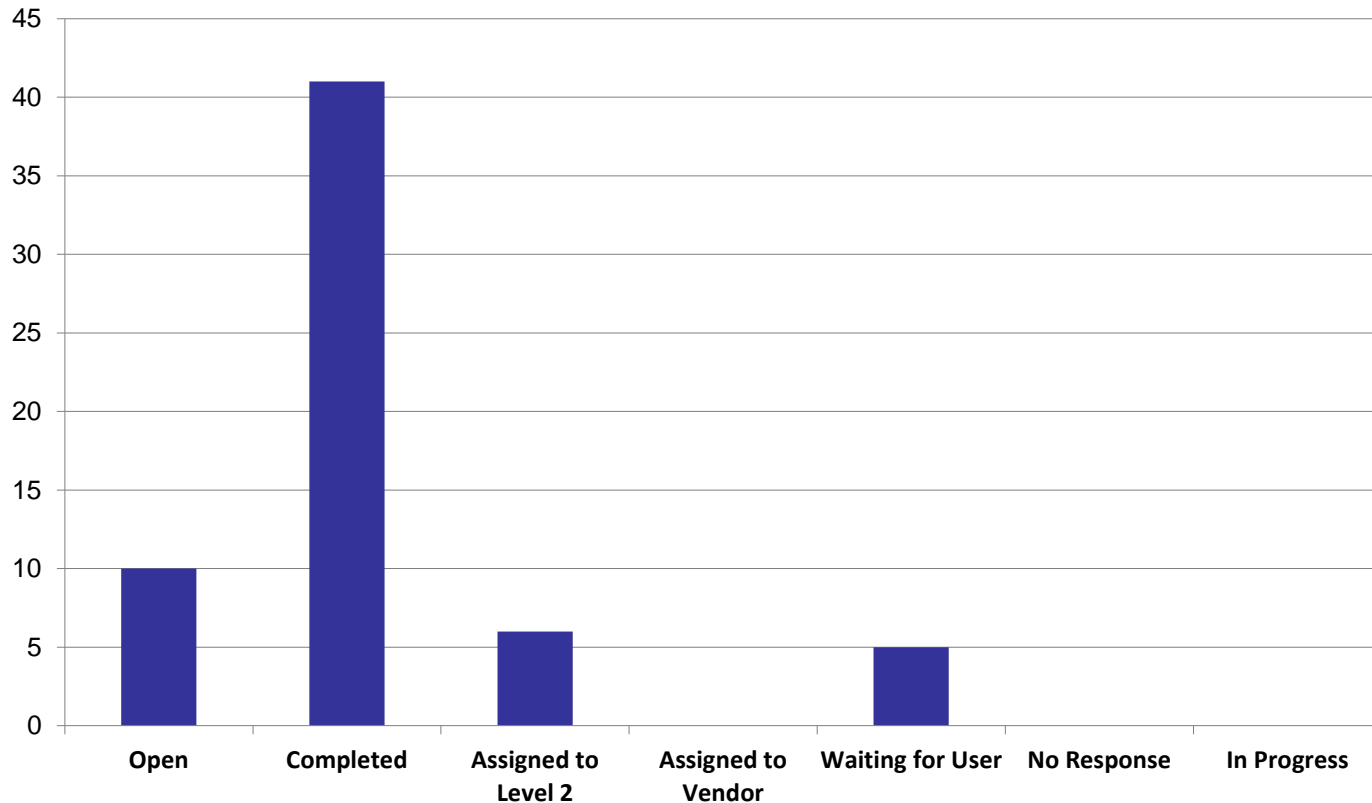
### Open Requests Aging Report





## Service Desk Reports September 2019

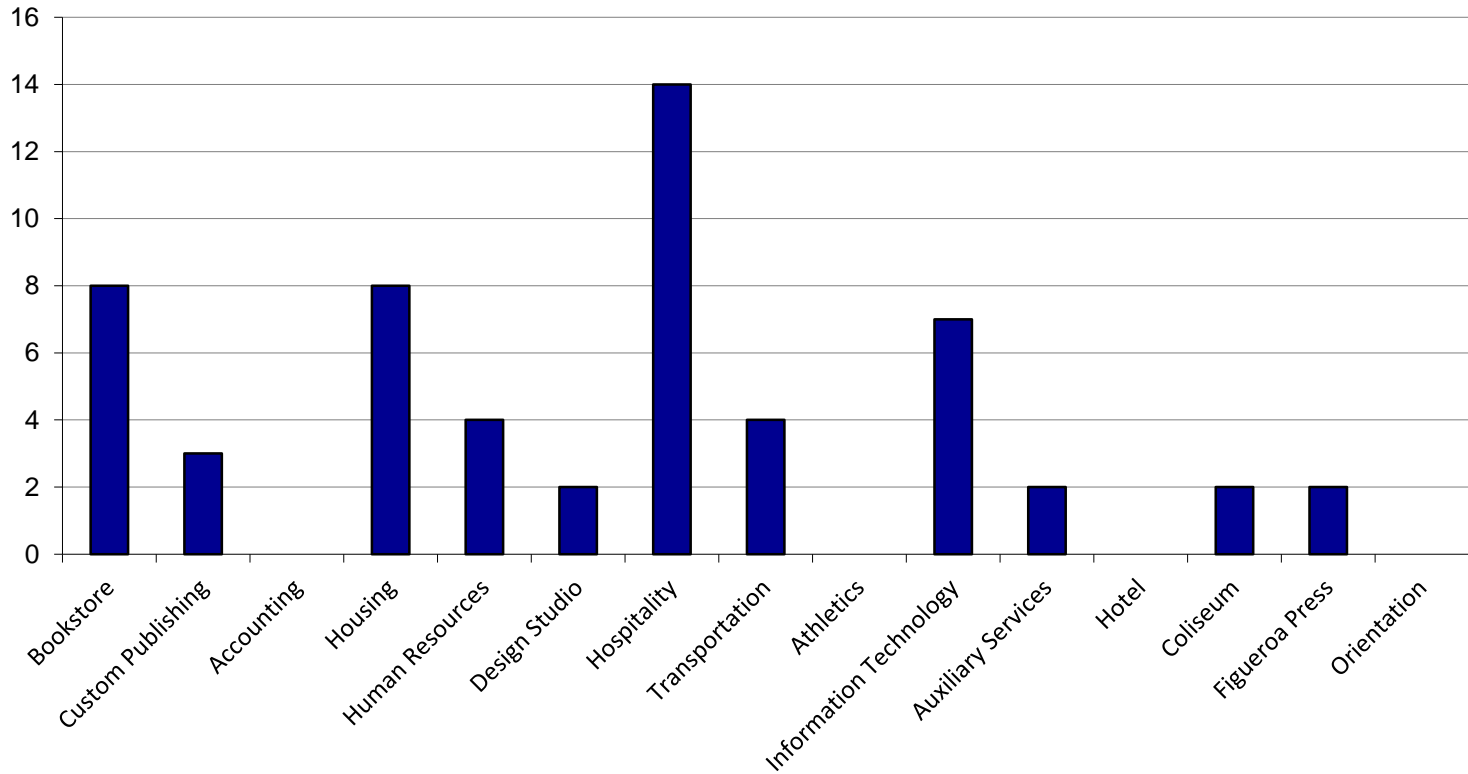
# of Web Requests Opened By Status





## Service Desk Reports September 2019

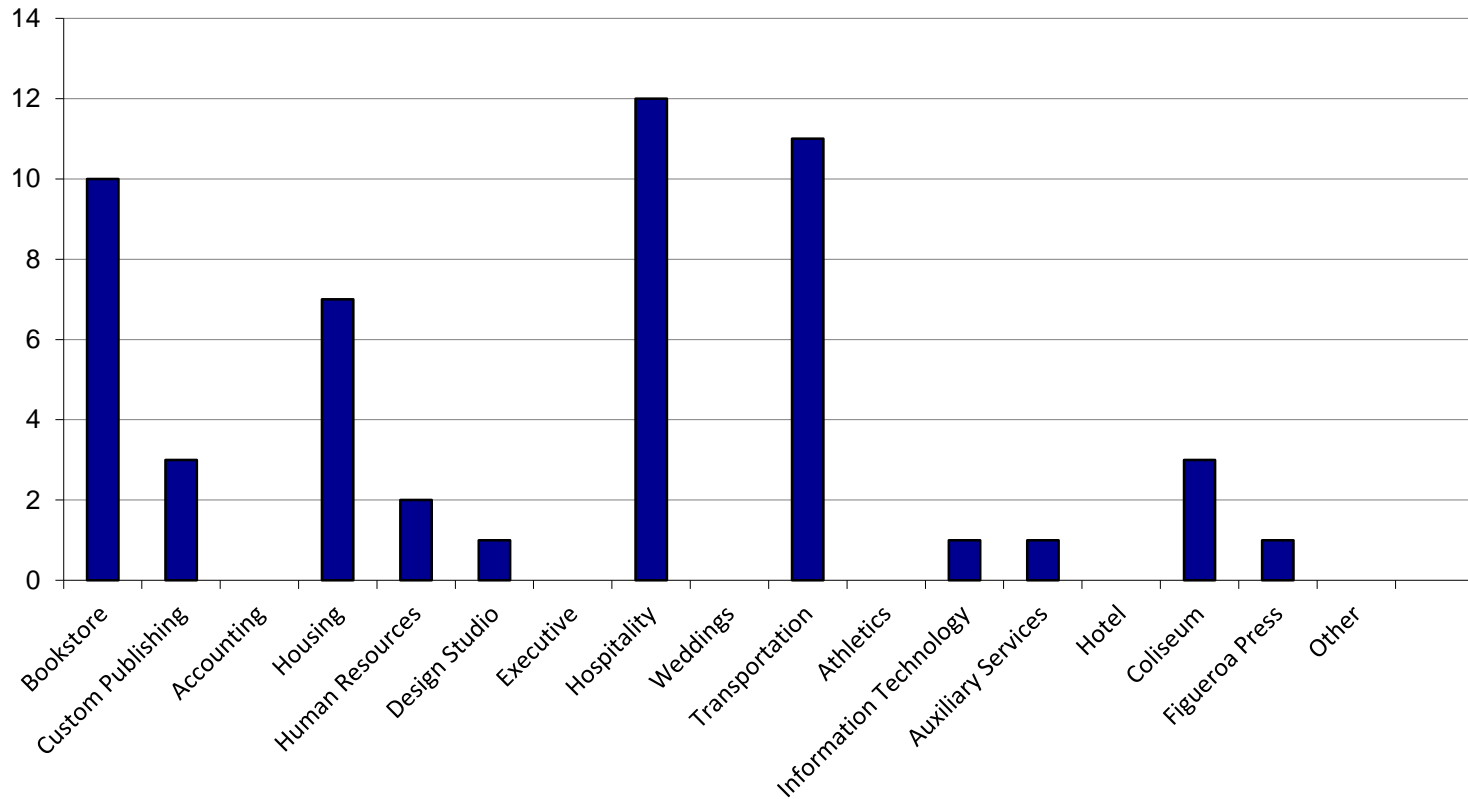
# of Web Requests Opened By Unit





## Service Desk Reports September 2019

# of Web Requests Closed By Unit

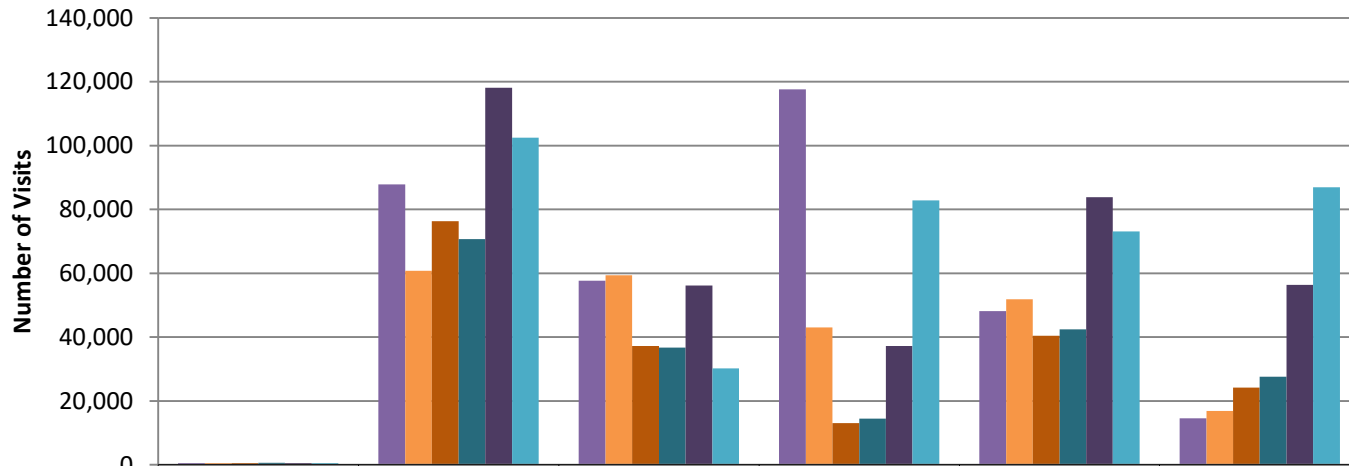






## Website Reports September 2019

### Web Visits Per Month - BU Main Sites

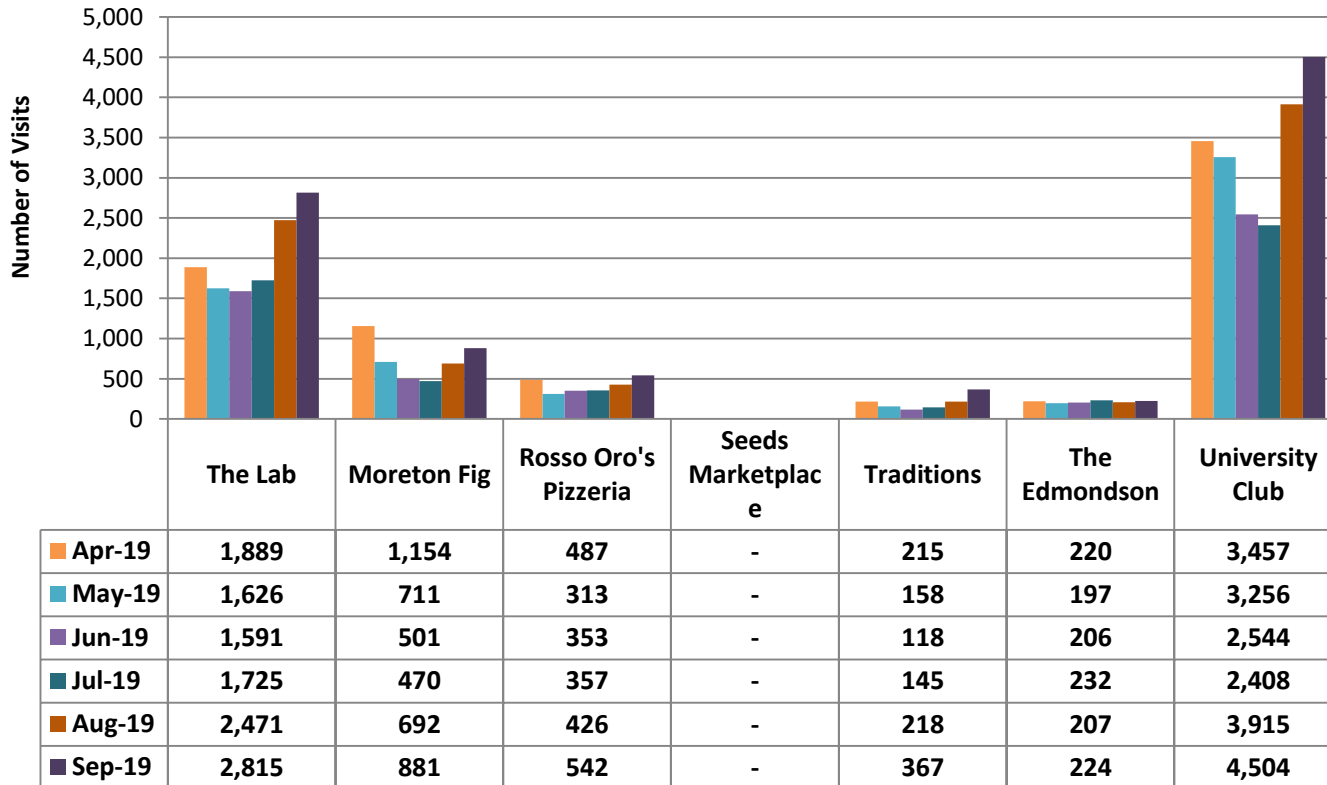


	aux.usc.edu	Bookstore	Housing	Hospitality	Transportation	Coliseum
■ Apr-19	482	87,828	57,683	117,632	48,178	14,593
■ May-19	479	60,739	59,358	42,996	51,835	16,884
■ Jun-19	558	76,292	37,251	13,024	40,463	24,158
■ Jul-19	609	70,717	36,727	14,466	42,437	27,554
■ Aug-19	494	118,099	56,124	37,264	83,880	56,377
■ Sep-19	541	102,464	30,210	82,855	73,148	86,907



## Website Reports September 2019

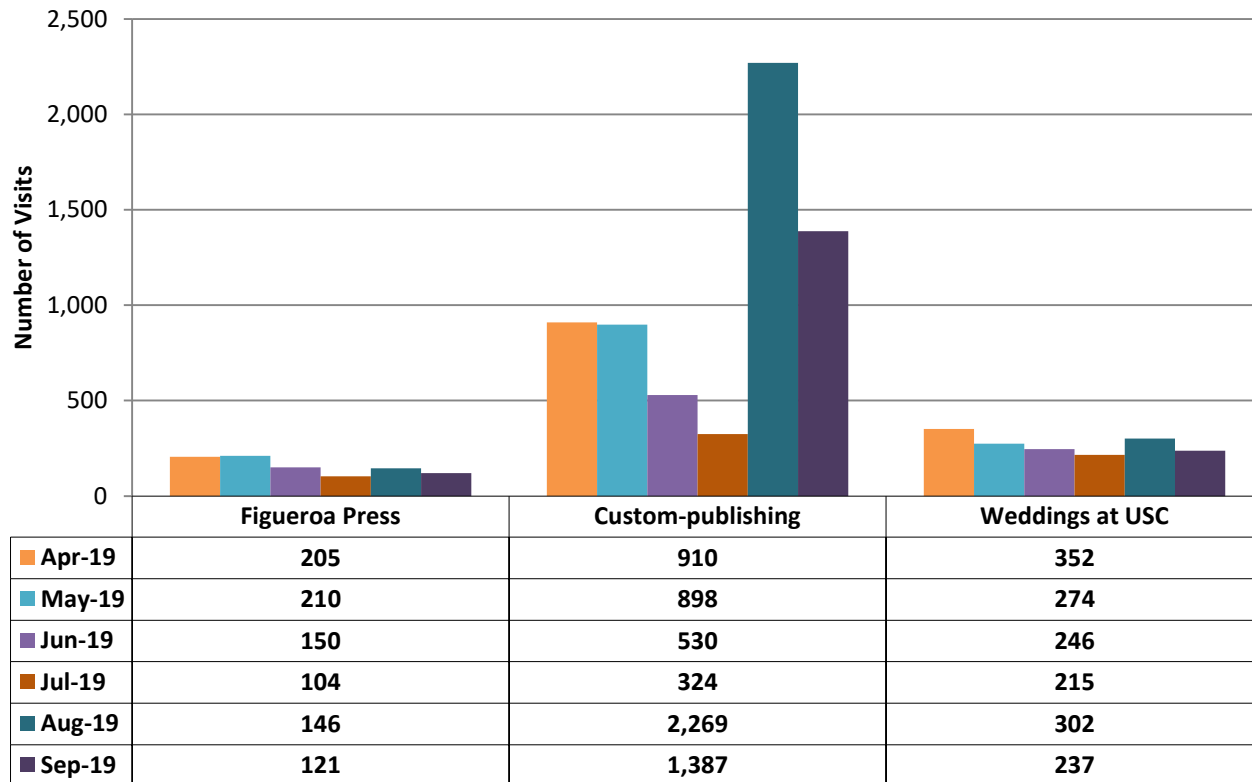
### Web Visits Per Month - HSP Micro Sites





## Website Reports September 2019

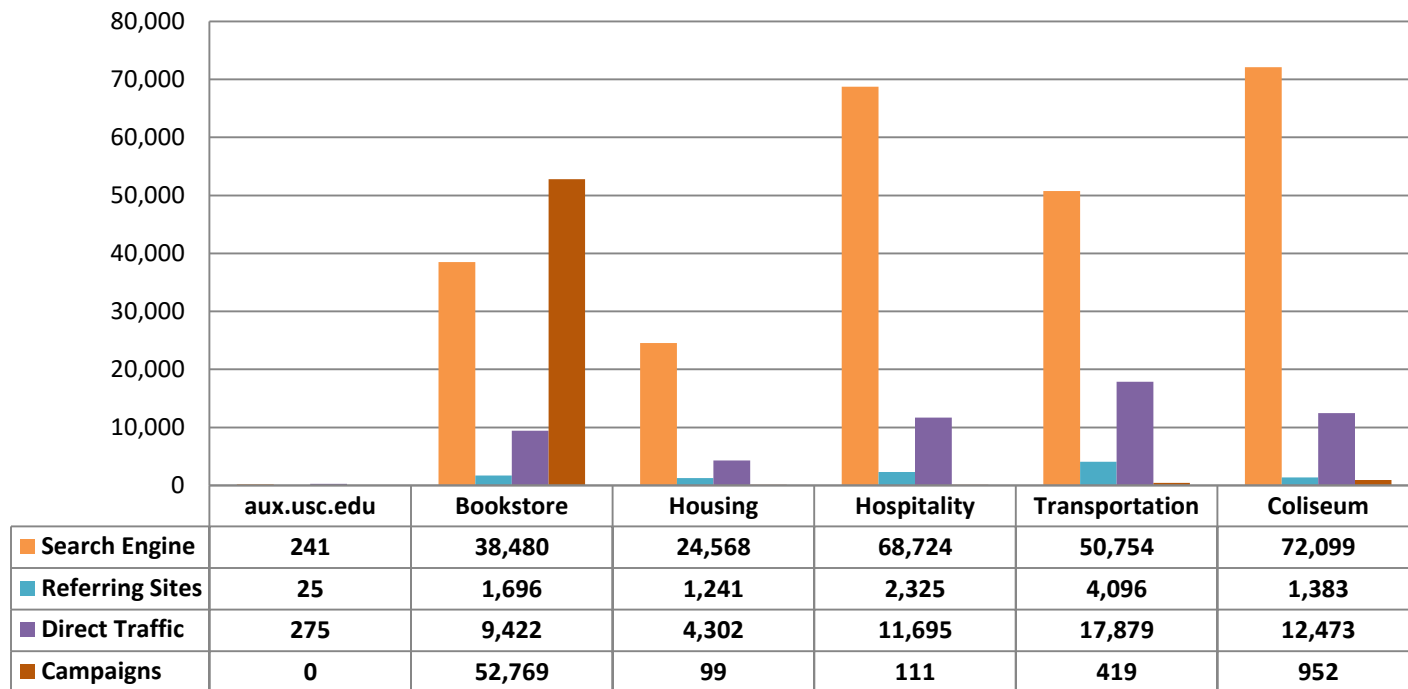
### Web Visits Per Month - Other Sites





## Website Reports September 2019

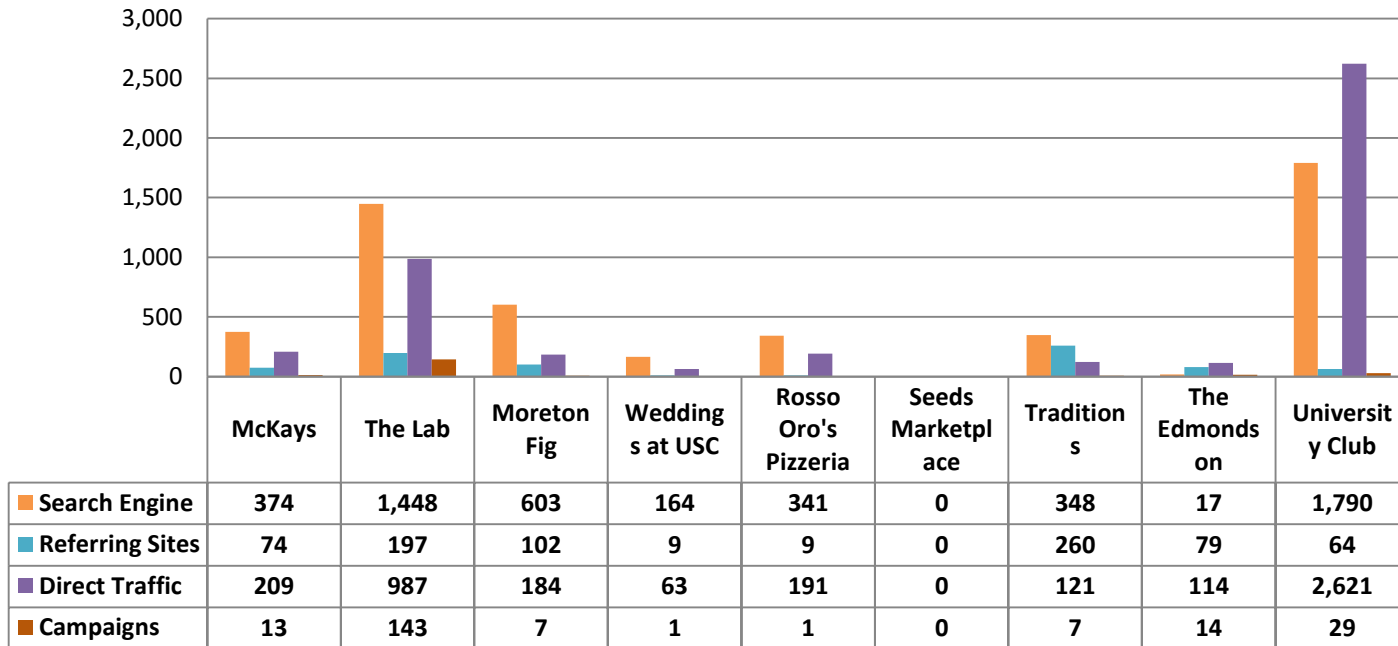
### September 2019 Traffic Sources - BU Main Sites





## Website Reports September 2019

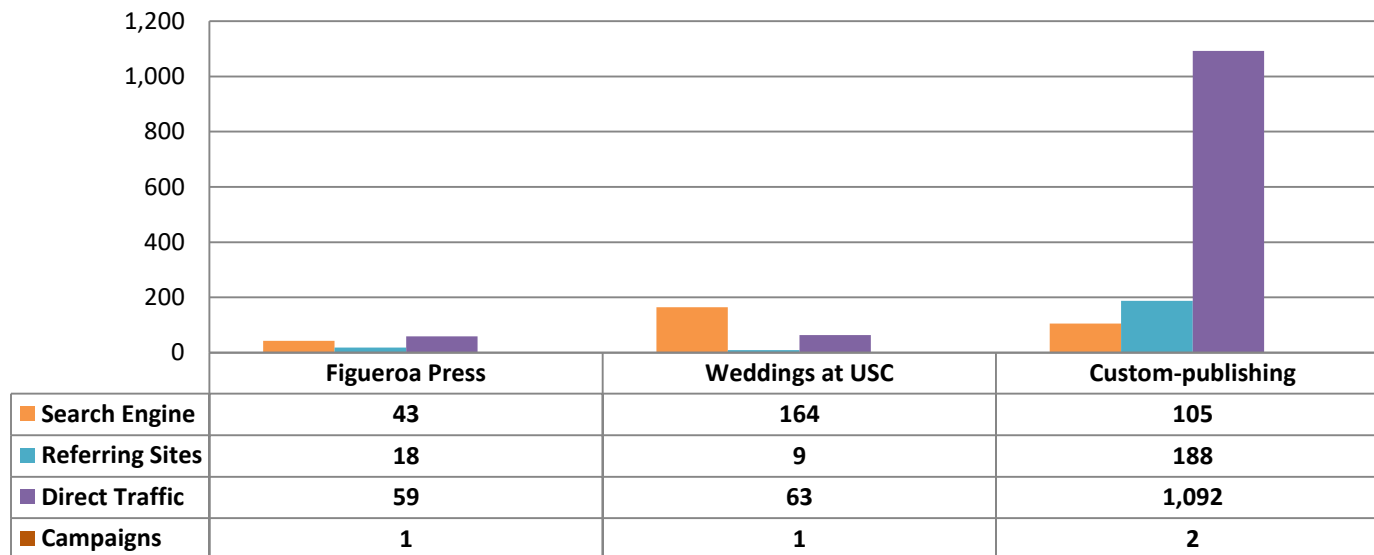
### September 2019 Traffic Sources - HSP Micro Sites





## Website Reports September 2019

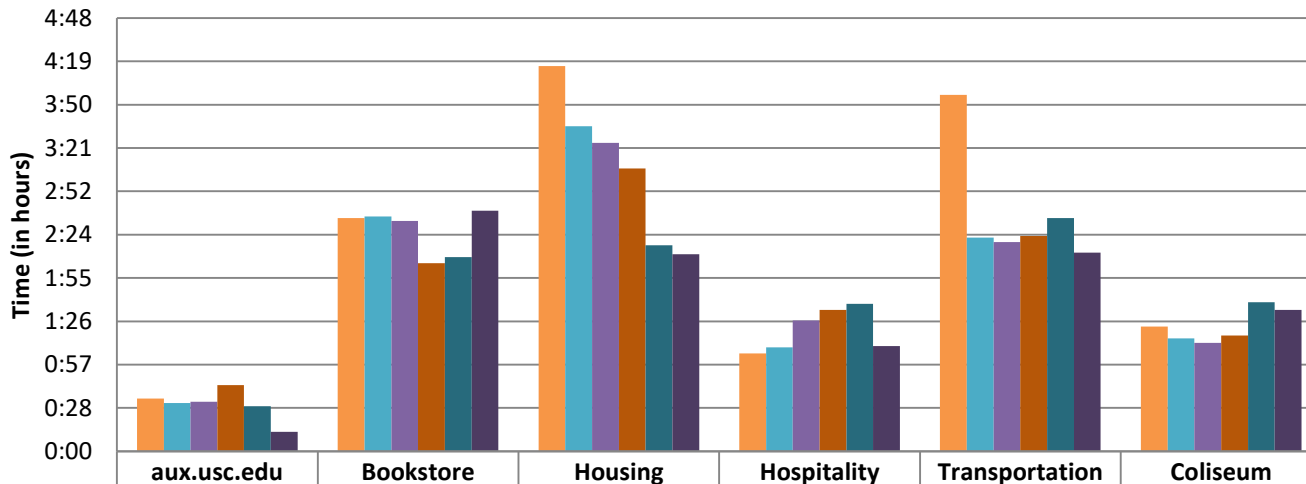
### September 2019 Traffic Sources - Other Sites





## Website Reports September 2019

Average Time Spent on Website - BU Main Sites

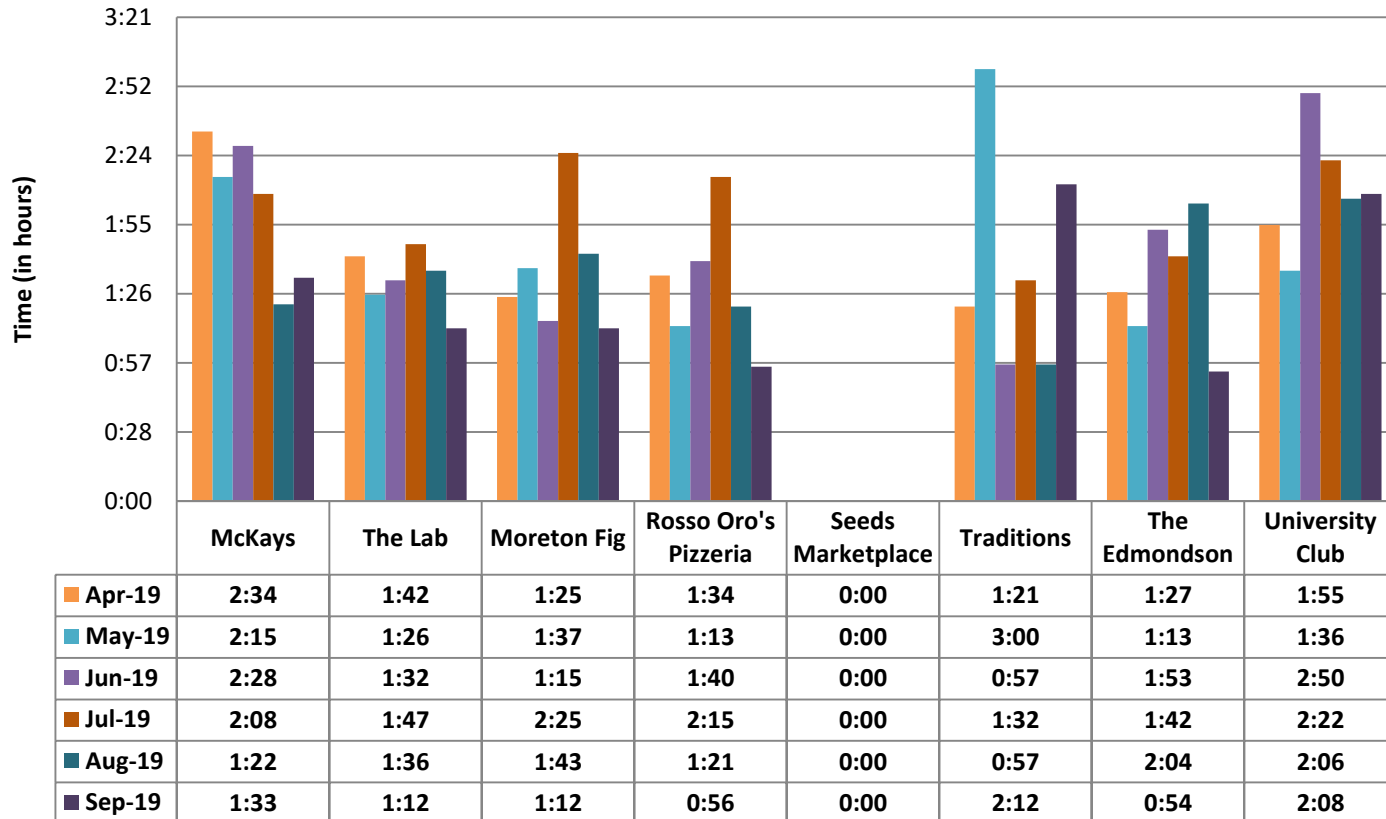


	aux.usc.edu	Bookstore	Housing	Hospitality	Transportation	Coliseum
Apr-19	0:35	2:35	4:16	1:05	3:57	1:23
May-19	0:32	2:36	3:36	1:09	2:22	1:15
Jun-19	0:33	2:33	3:25	1:27	2:19	1:12
Jul-19	0:44	2:05	3:08	1:34	2:23	1:17
Aug-19	0:30	2:09	2:17	1:38	2:35	1:39
Sep-19	0:13	2:40	2:11	1:10	2:12	1:34



## Website Reports September 2019

Average Time Spent on Website - HSP Micro Sites

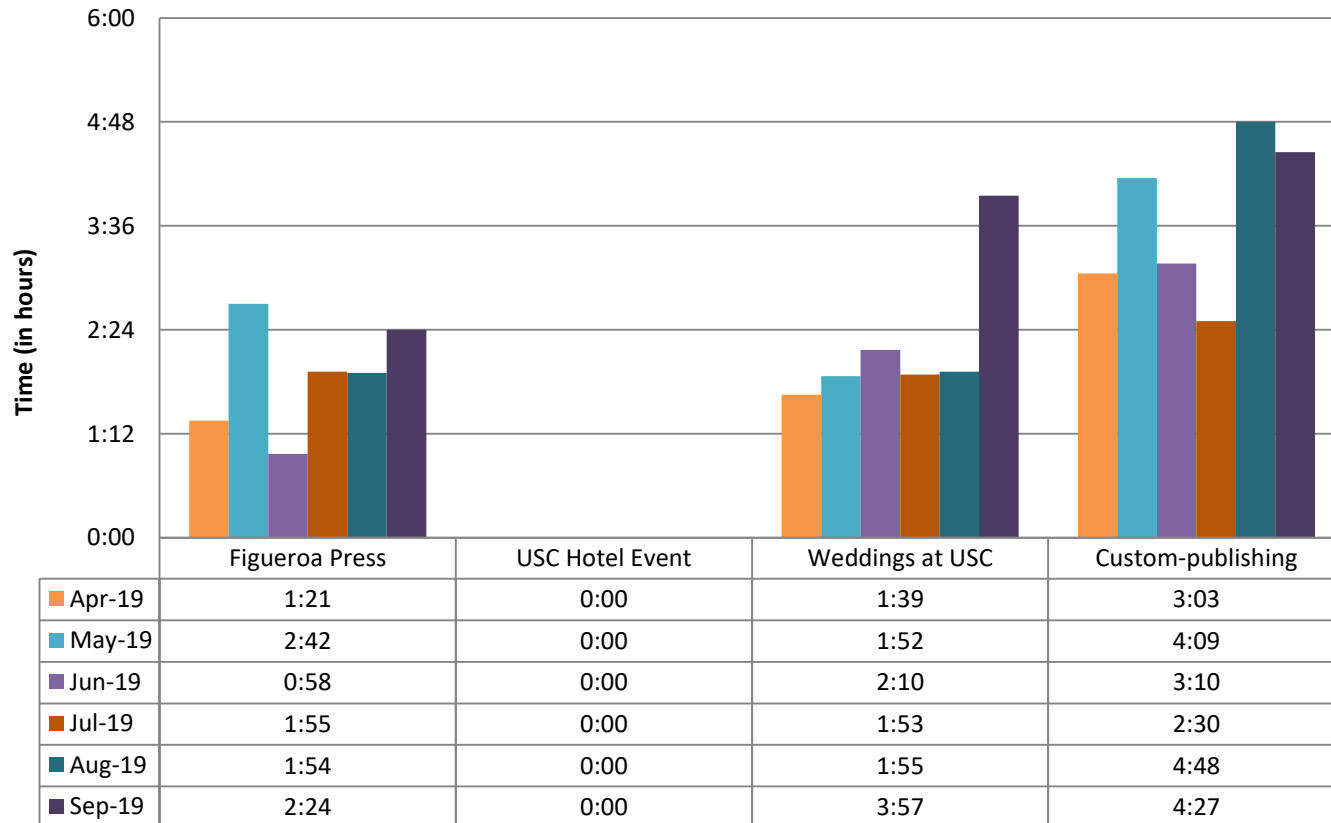






## Website Reports September 2019

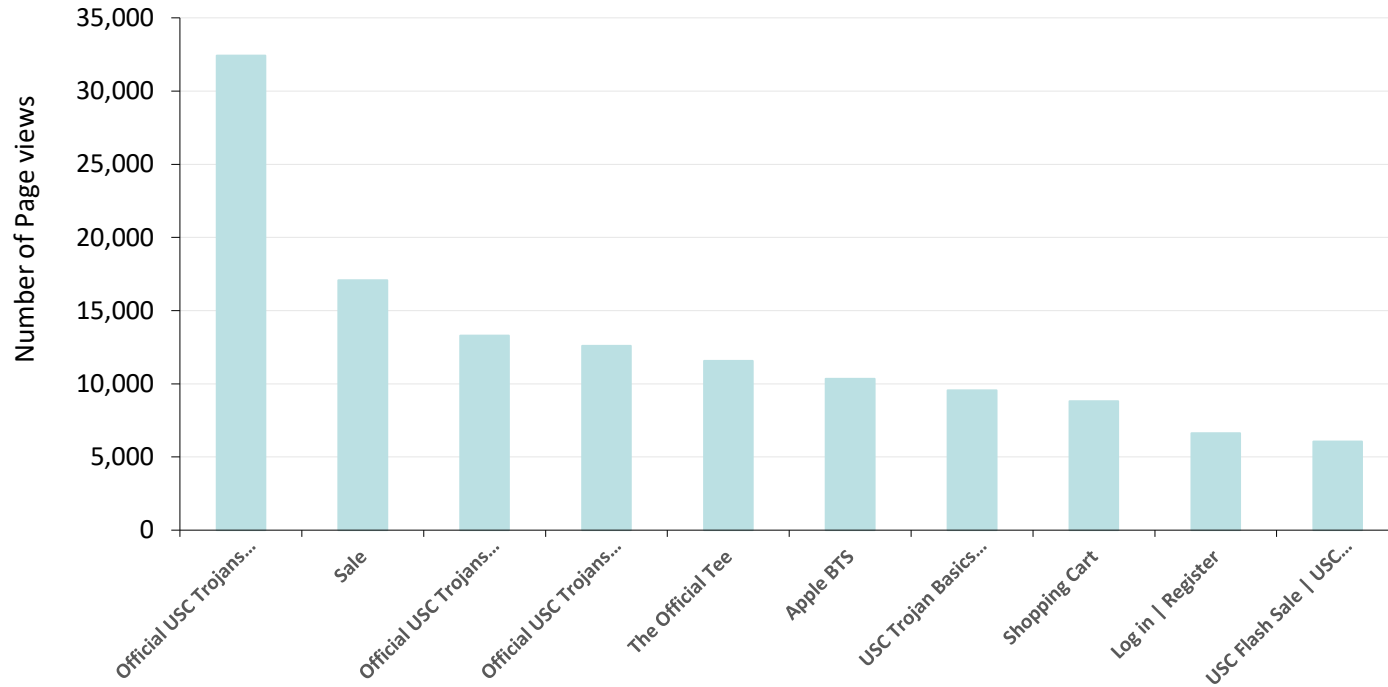
Average Time Spent on Website - Other Sites





## Website Reports September 2019

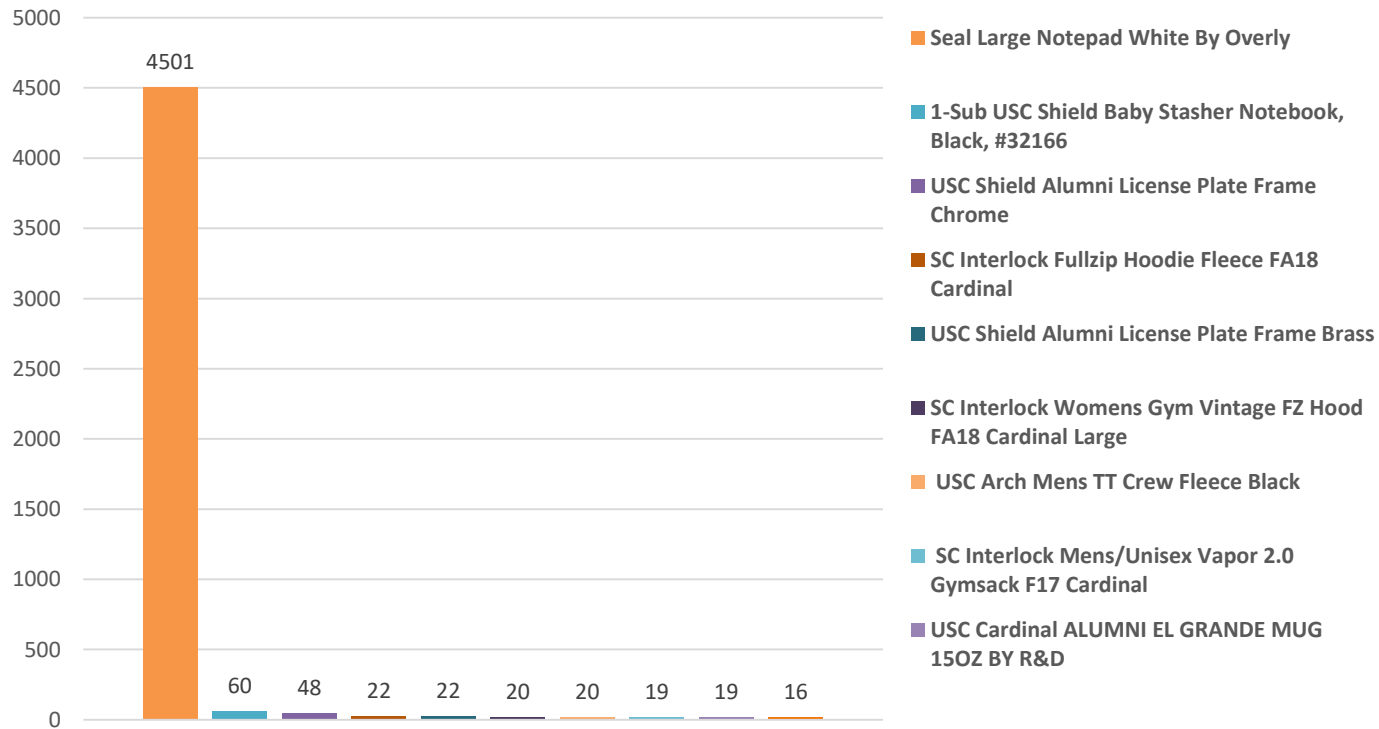
**Bookstore Charts**  
**10 Most Viewed Pages - September 2019**





## Website Reports September 2019

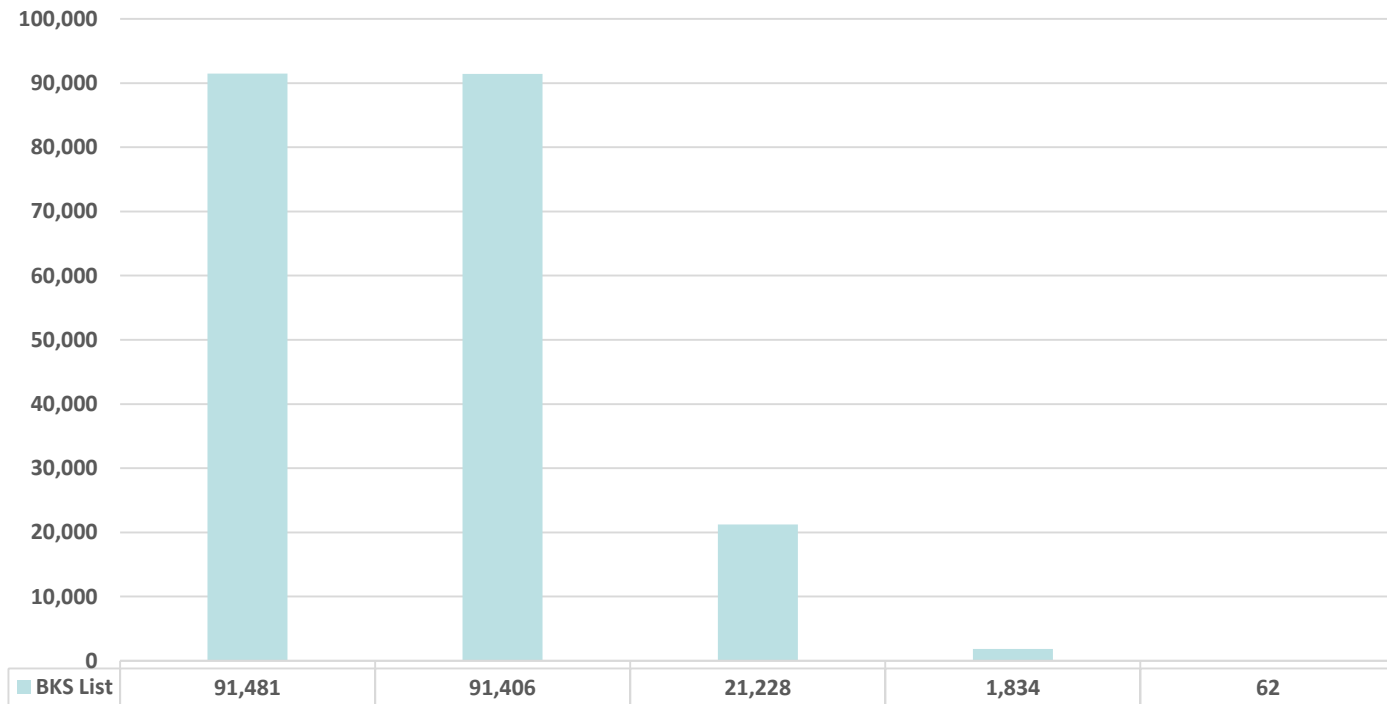
### Bookstore Charts 10 Most Purchased Products -September 2019





# Email Campaign Reports September 2019

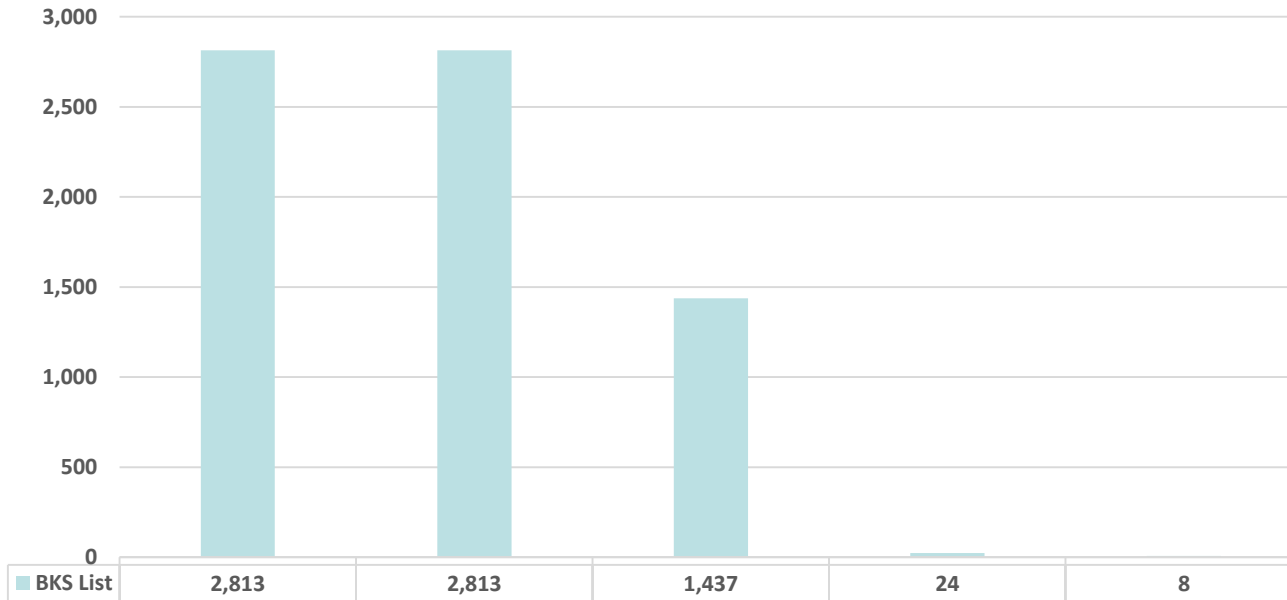
Fall Into Savings - Up to 50% Off - Mon, Sep 02, 2019 2:00 pm





## Email Campaign Reports September 2019

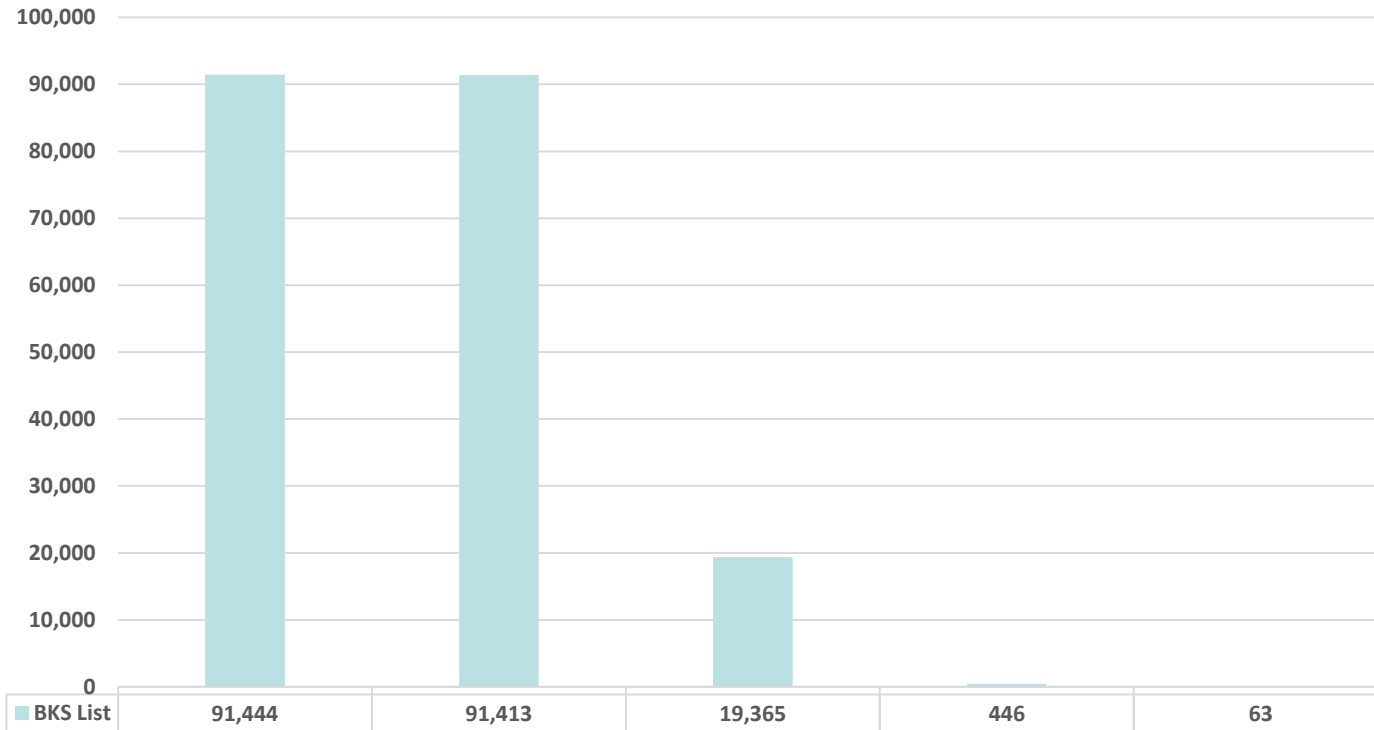
Save on a Mac or iPad for college. Get Beats. - Mon, Sep 02, 2019 3:00 pm





## Email Campaign Reports September 2019

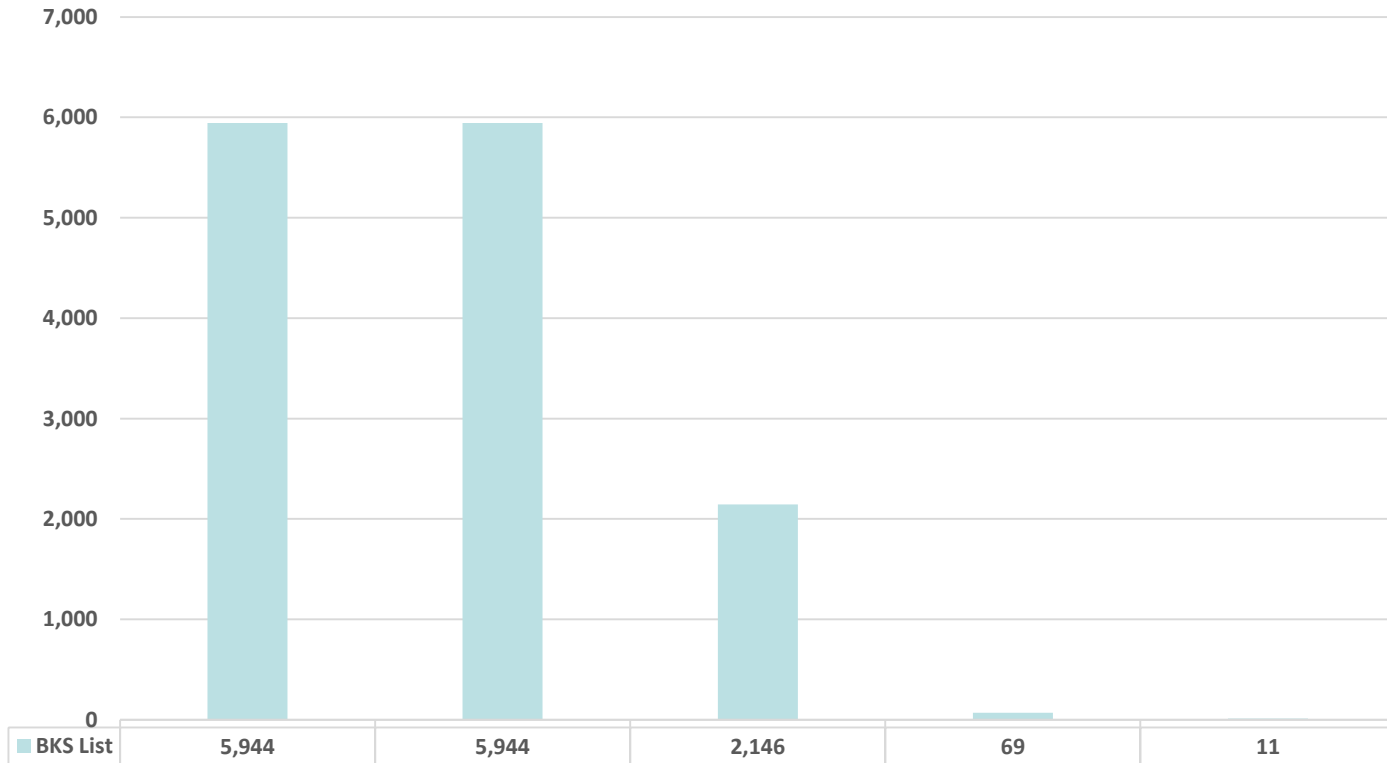
Save on a Mac or iPad for college. Get Beats. - Mon, Sep 02, 2019 3:00 pm





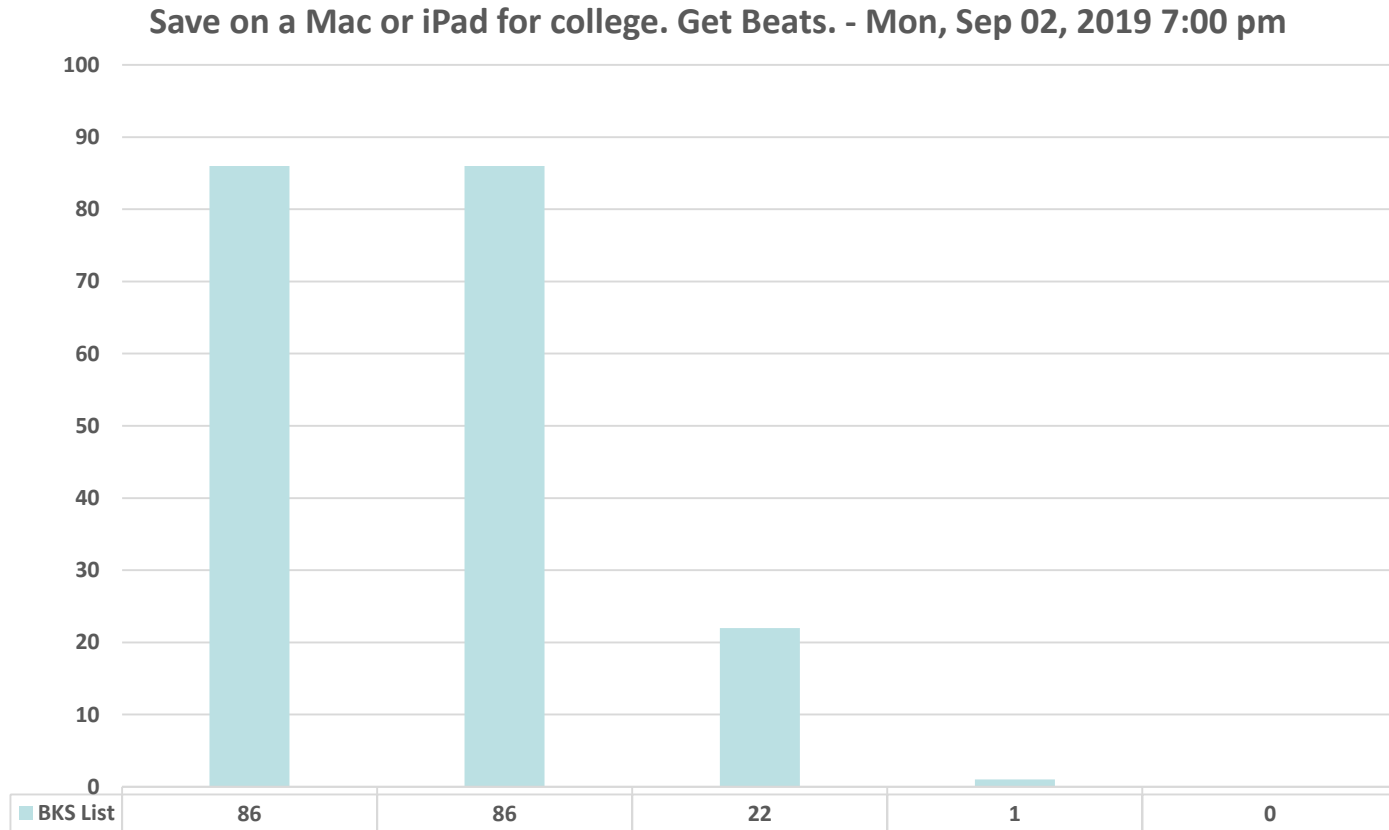
## Email Campaign Reports September 2019

Save on a Mac or iPad for college. Get Beats. - Mon, Sep 02, 2019 4:00 pm





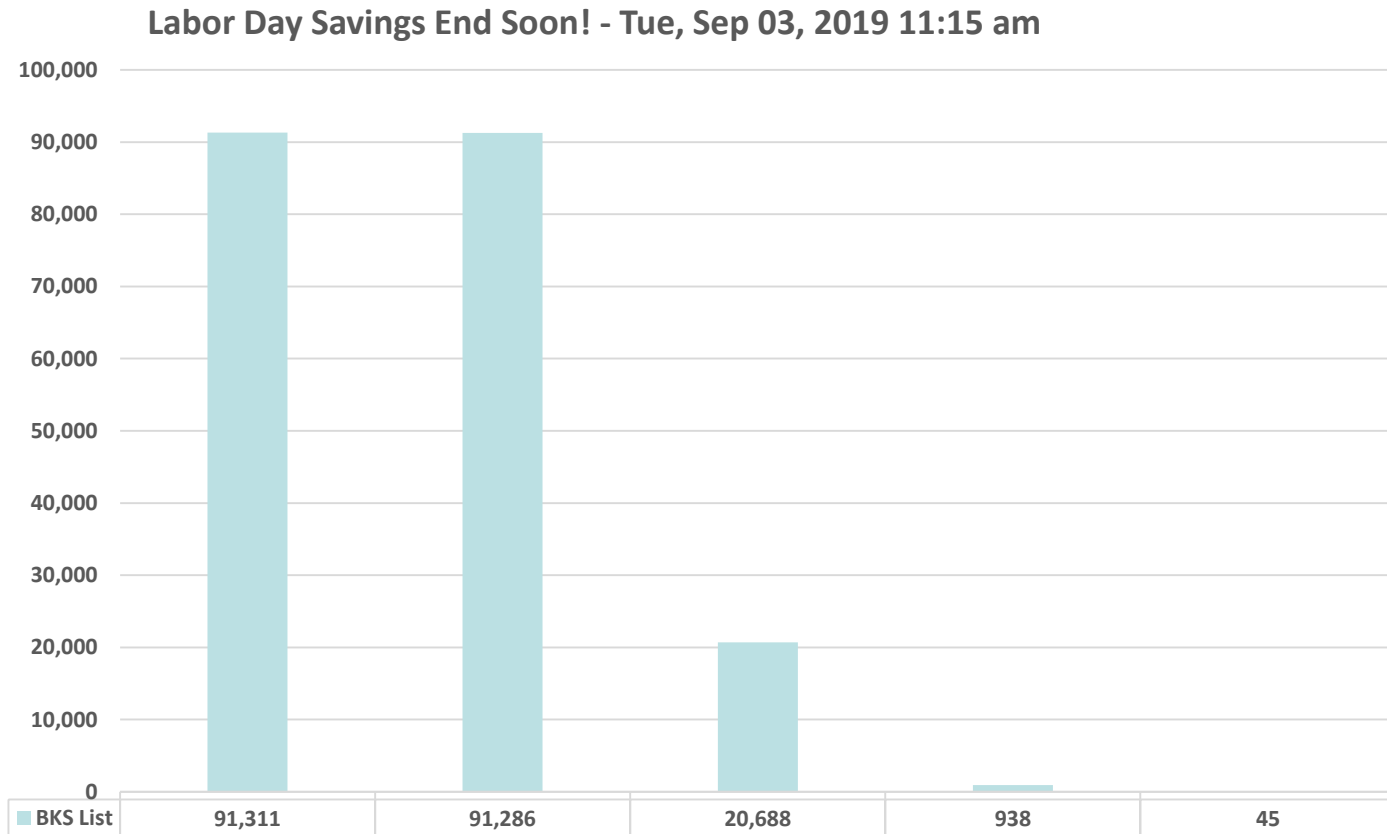
## Email Campaign Reports September 2019







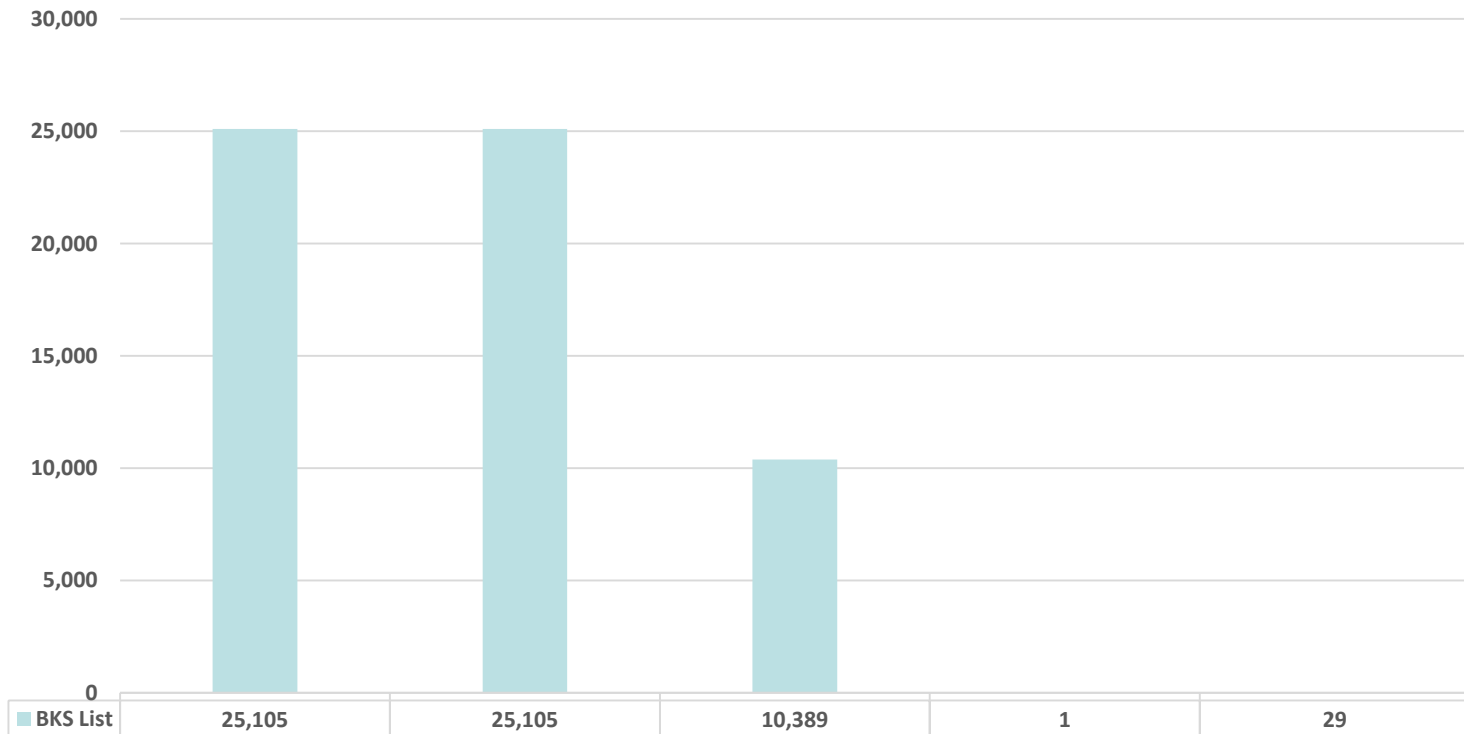
## Email Campaign Reports September 2019





# Email Campaign Reports September 2019

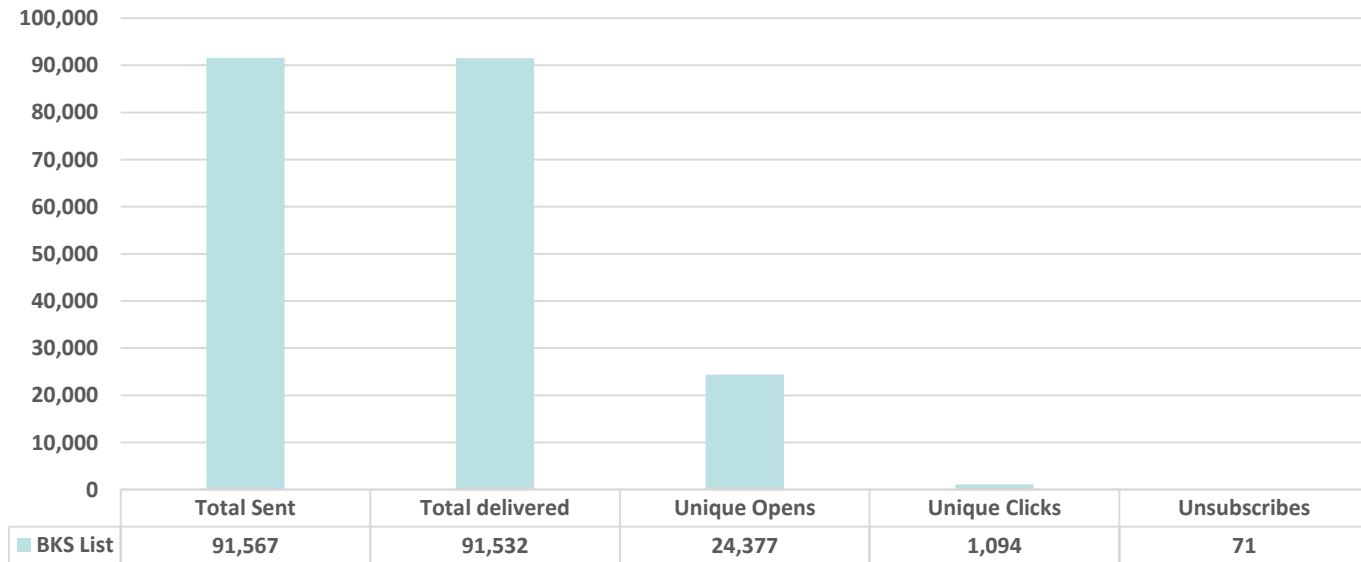
Birkenstock Pop Up Shop - Two Days Only - Tue, Sep 03, 2019 1:00 pm





## Email Campaign Reports September 2019

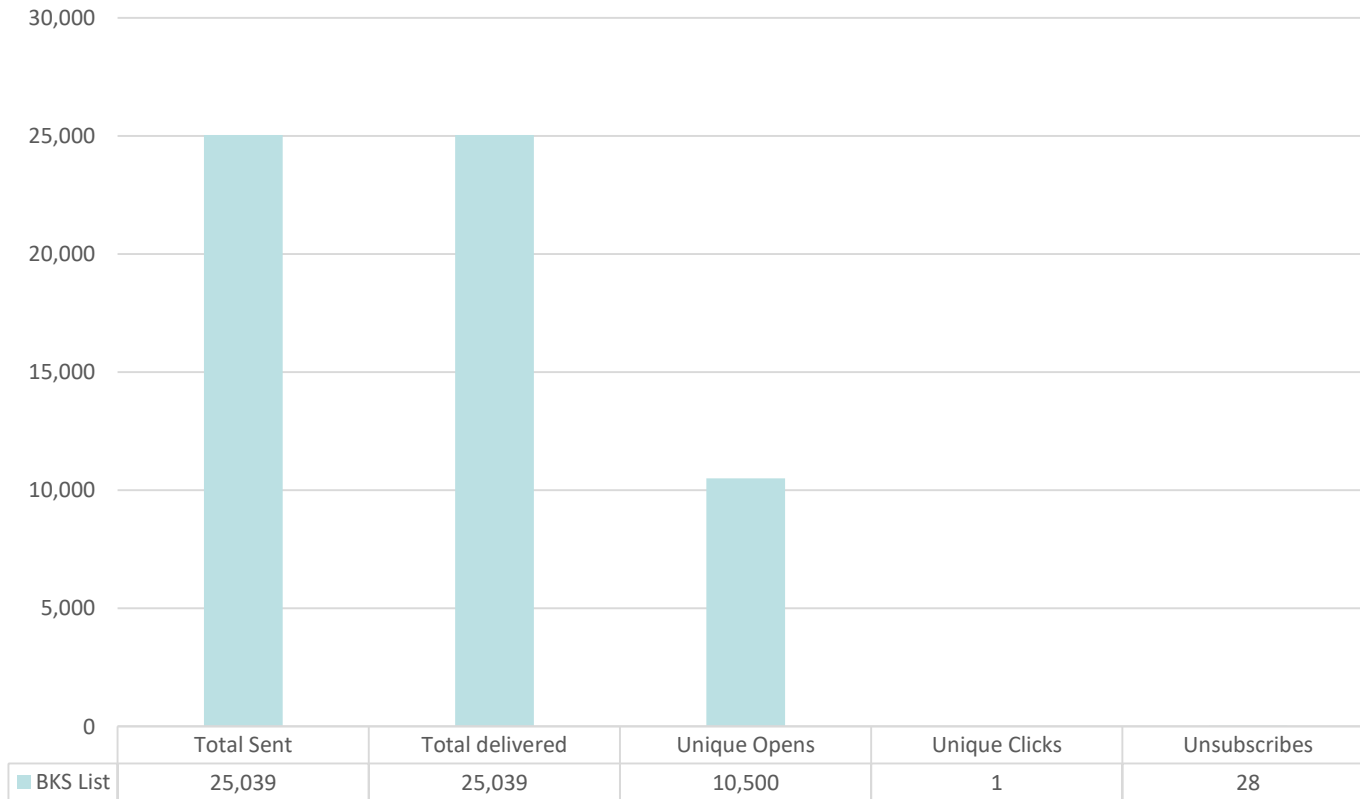
Macki x USC - For a Limited Time Only! - Tue, Sep 03, 2019 4:00 pm





# Email Campaign Reports September 2019

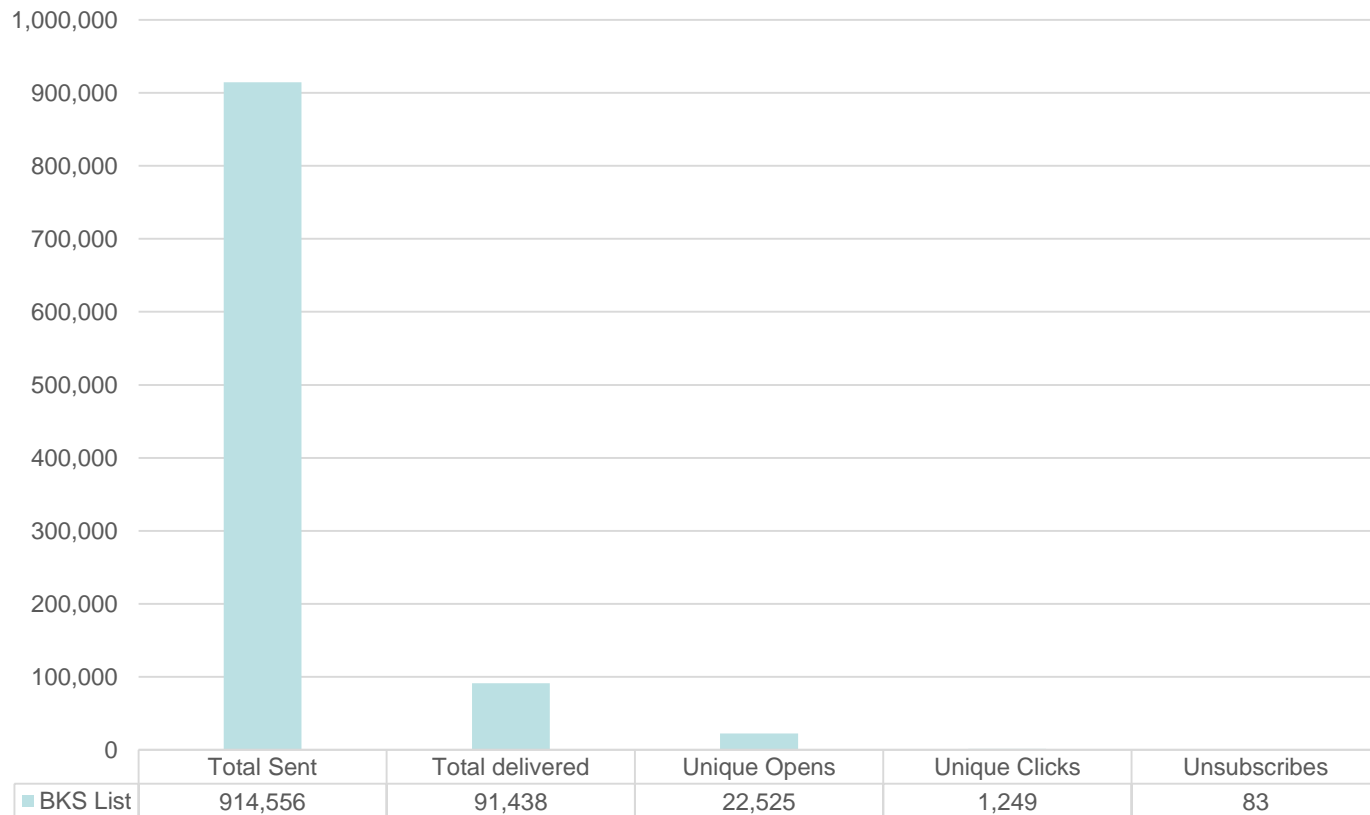
Birkenstock Pop Up Shop - Today! - Wed, Sep 04, 2019 10:45 am





## Email Campaign Reports September 2019

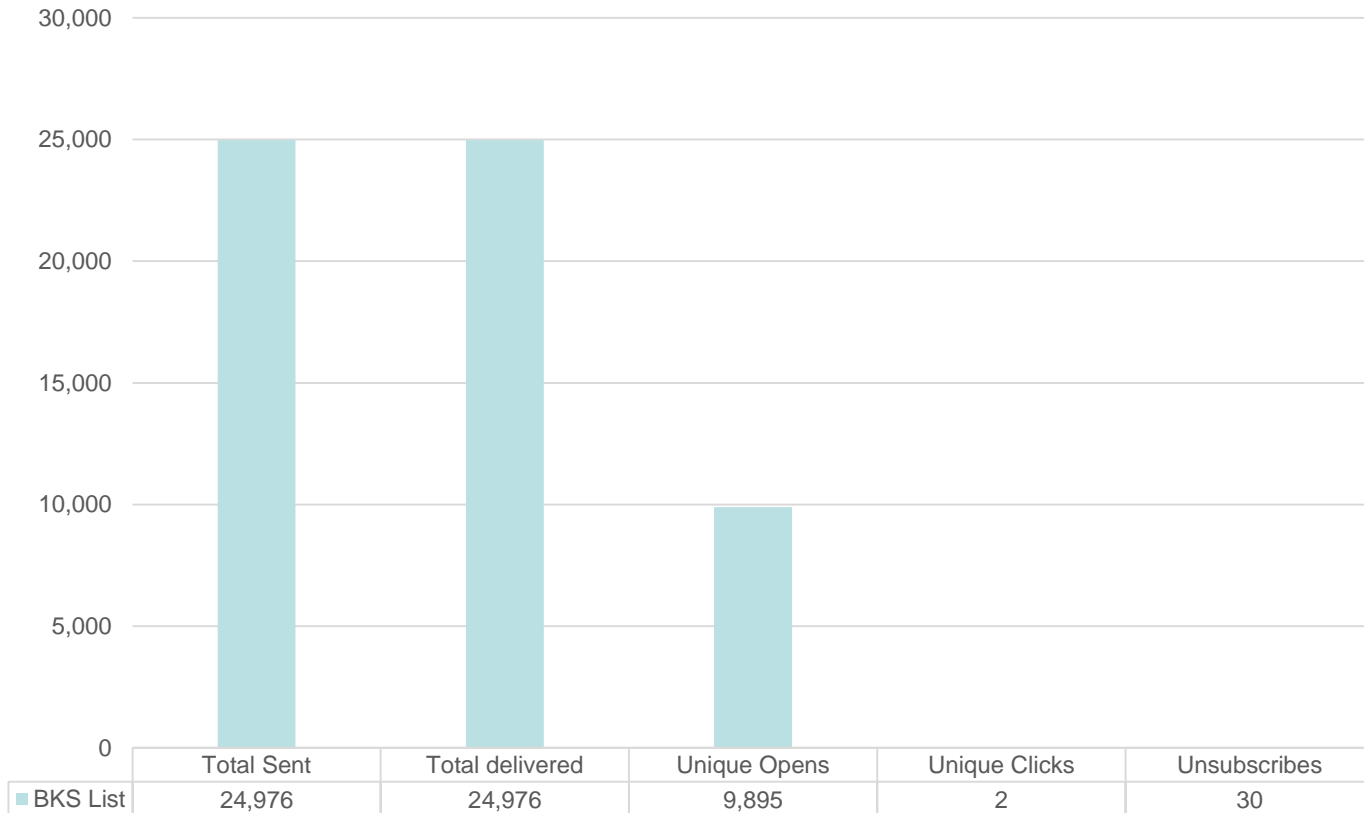
End of Summer Sale: Last Call! - Wed, Sep 04, 2019 2:00 pm





# Email Campaign Reports September 2019

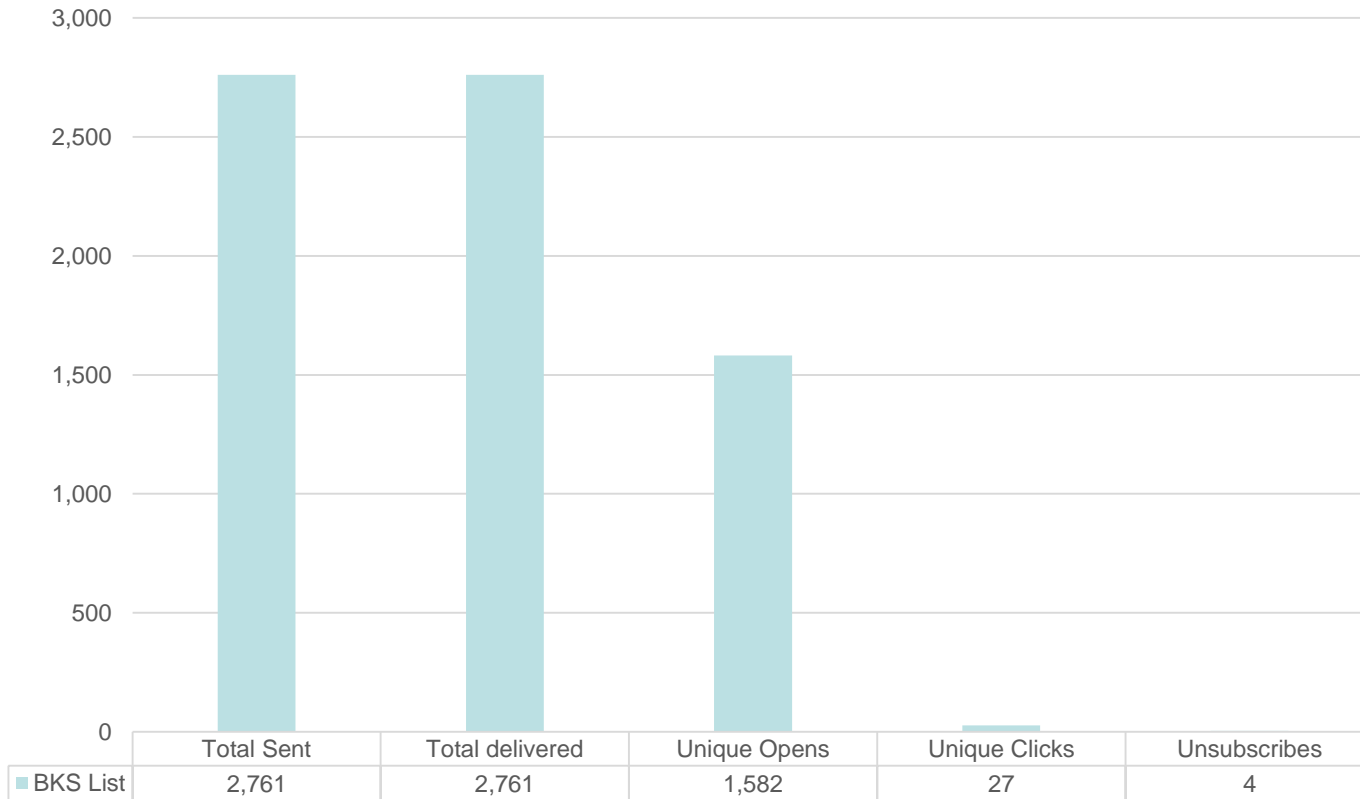
Last Day of the Birkenstock Pop Up Shop - Thu, Sep 05, 2019 8:00 am





## Email Campaign Reports September 2019

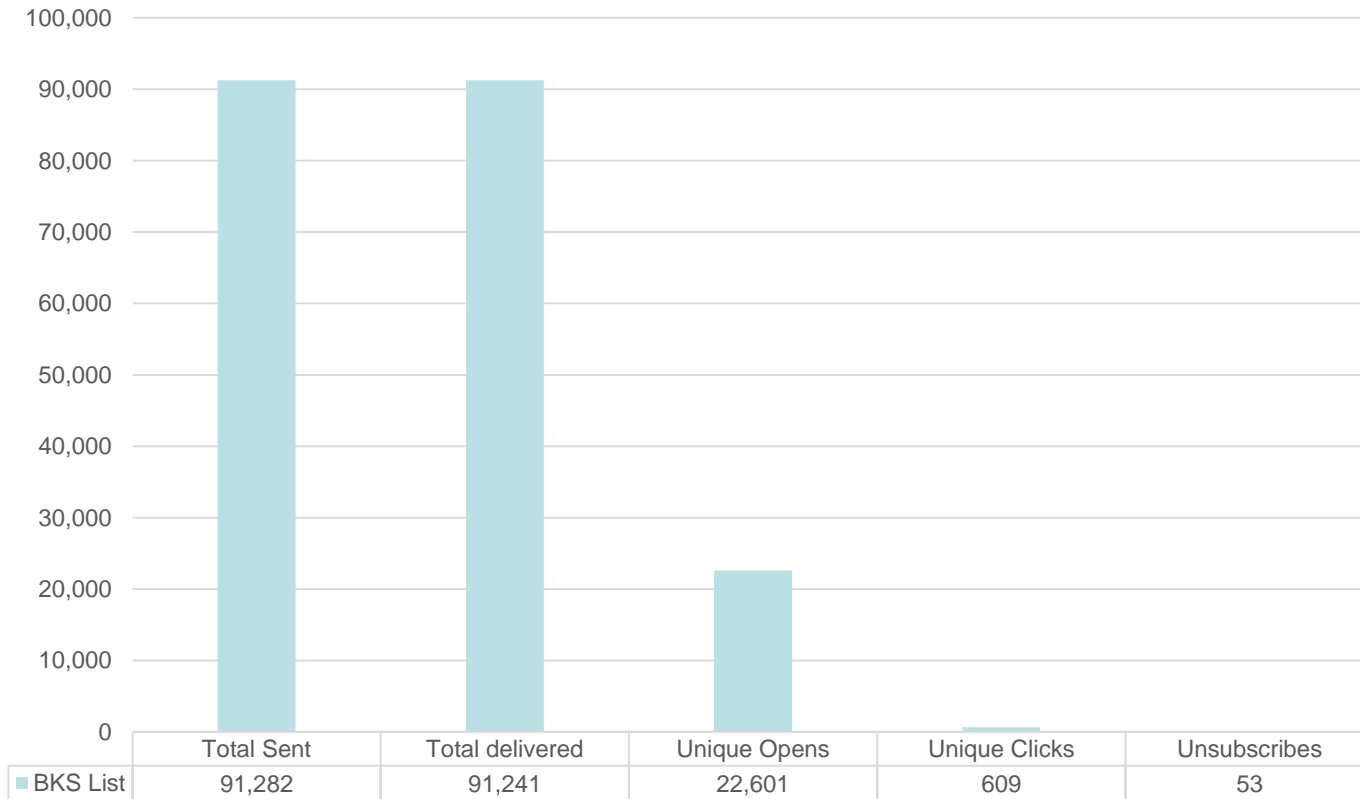
Save on a Mac or iPad for college. Get Beats. - Tue, Sep 10, 2019 3:00 pm





## Email Campaign Reports September 2019

Fight On Together and Beat the Farm! - Sat, Sep 07, 2019 1:23 pm

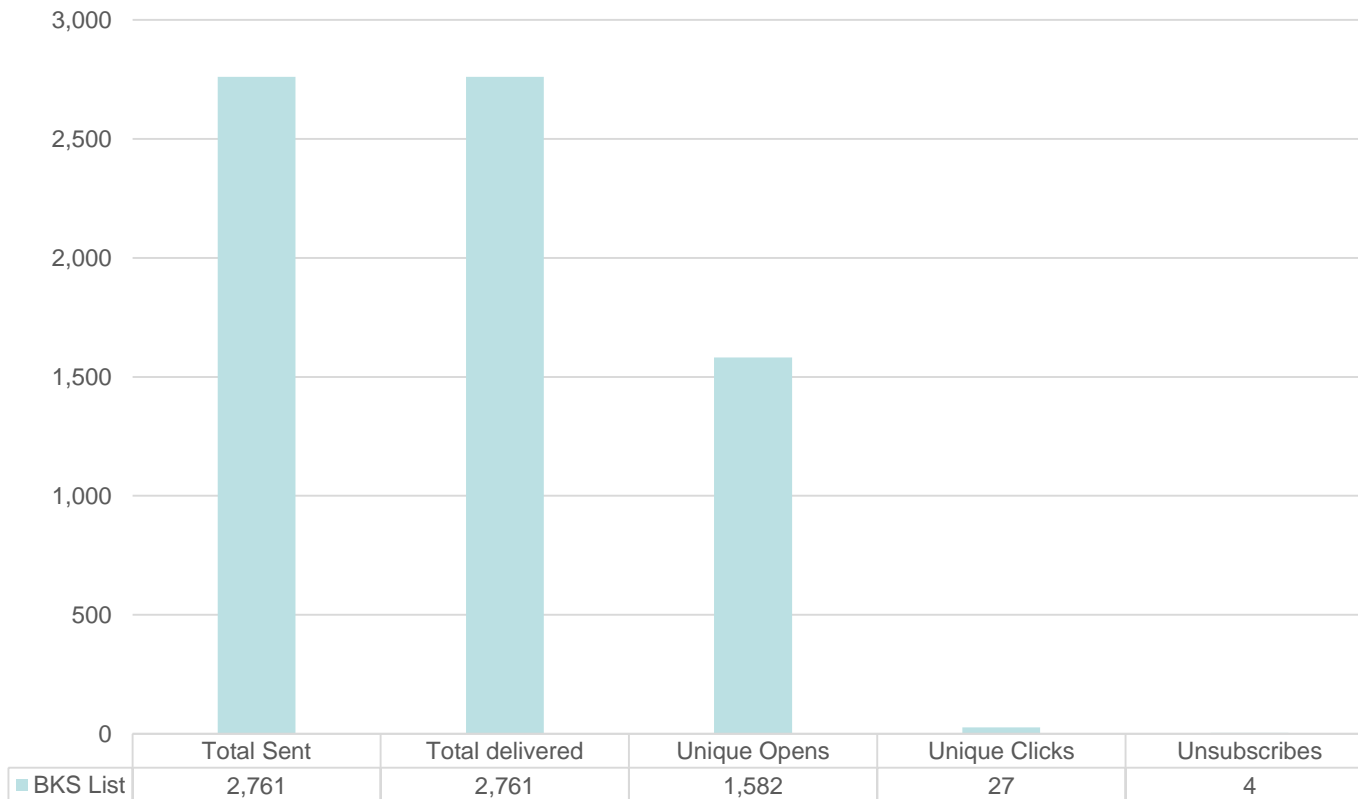






## Email Campaign Reports September 2019

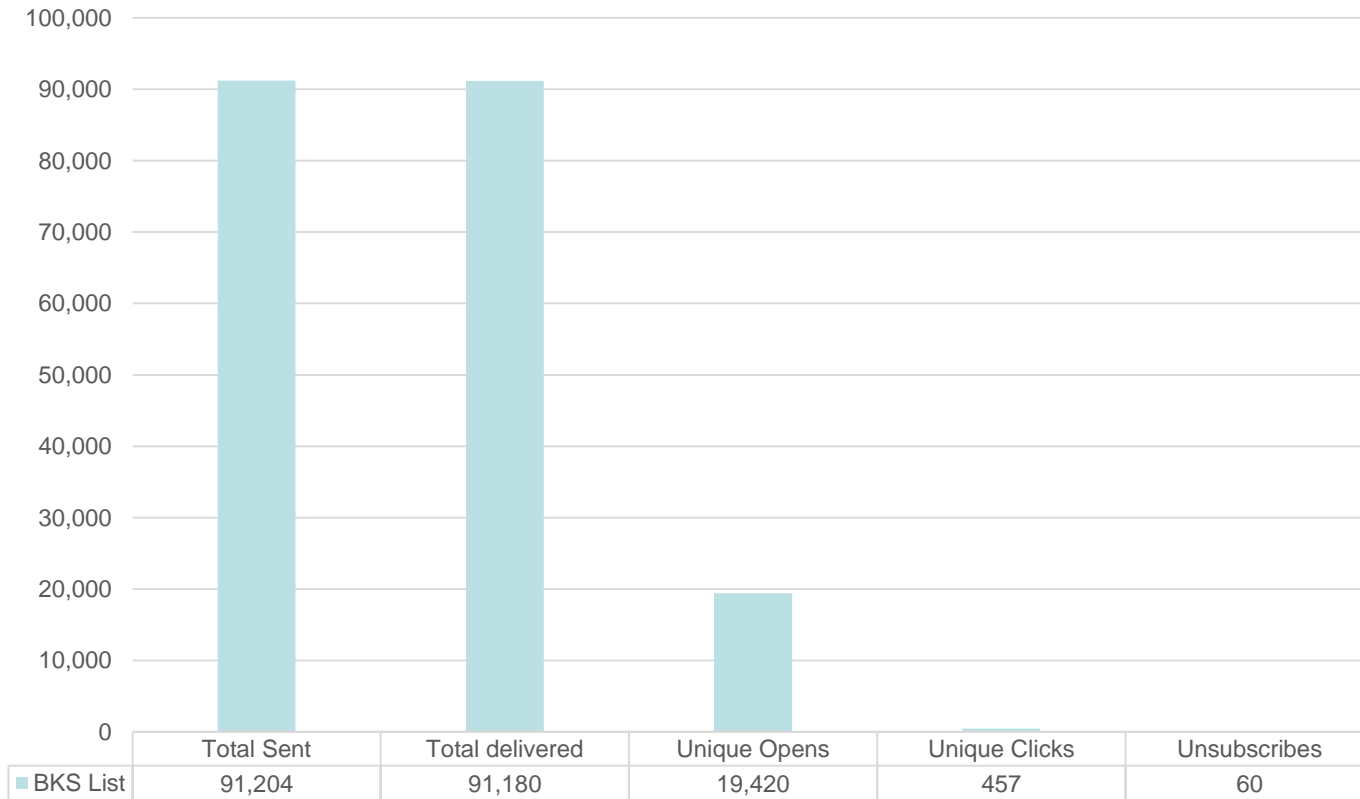
Save on a Mac or iPad for college. Get Beats. - Tue, Sep 10, 2019 3:00 pm





## Email Campaign Reports September 2019

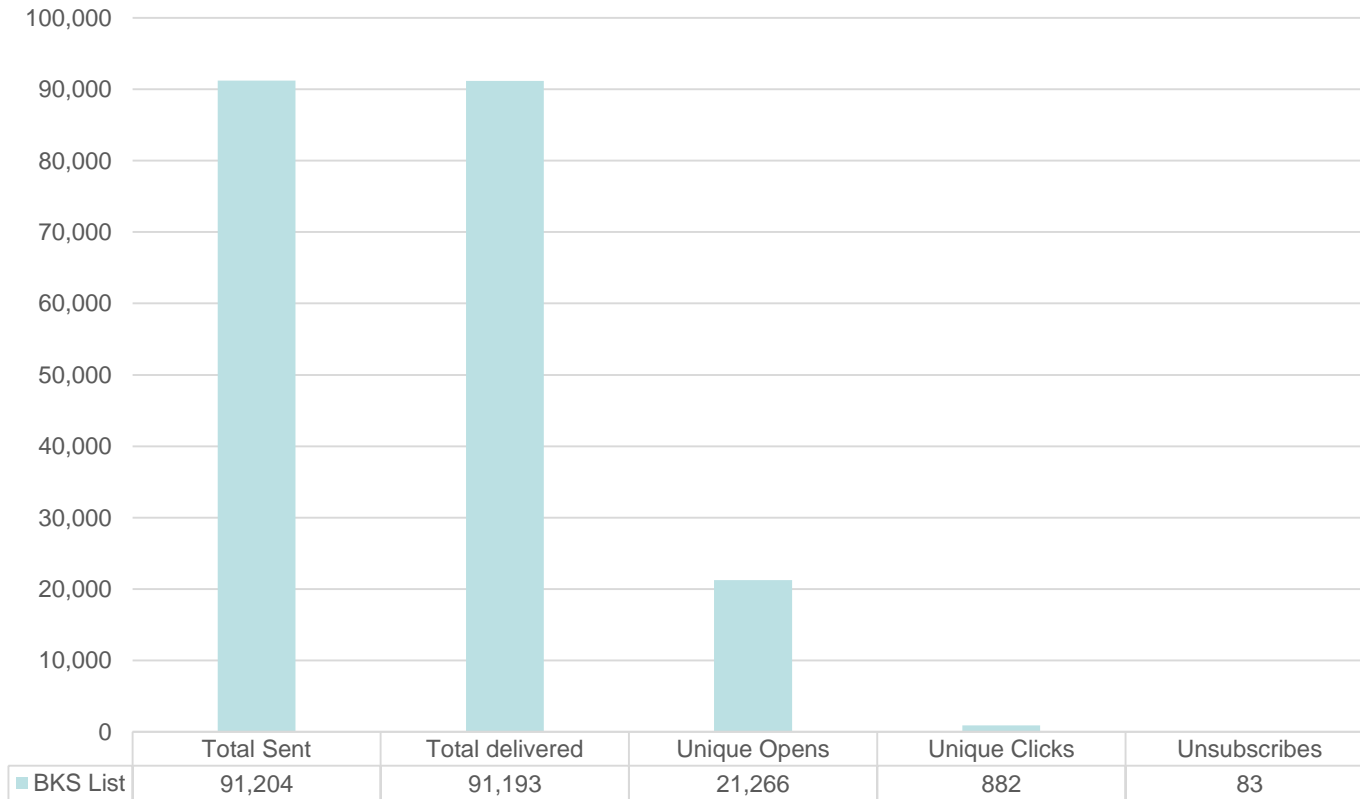
Save on a Mac or iPad for college. Get Beats. - Tue, Sep 10, 2019 3:00 pm





# Email Campaign Reports September 2019

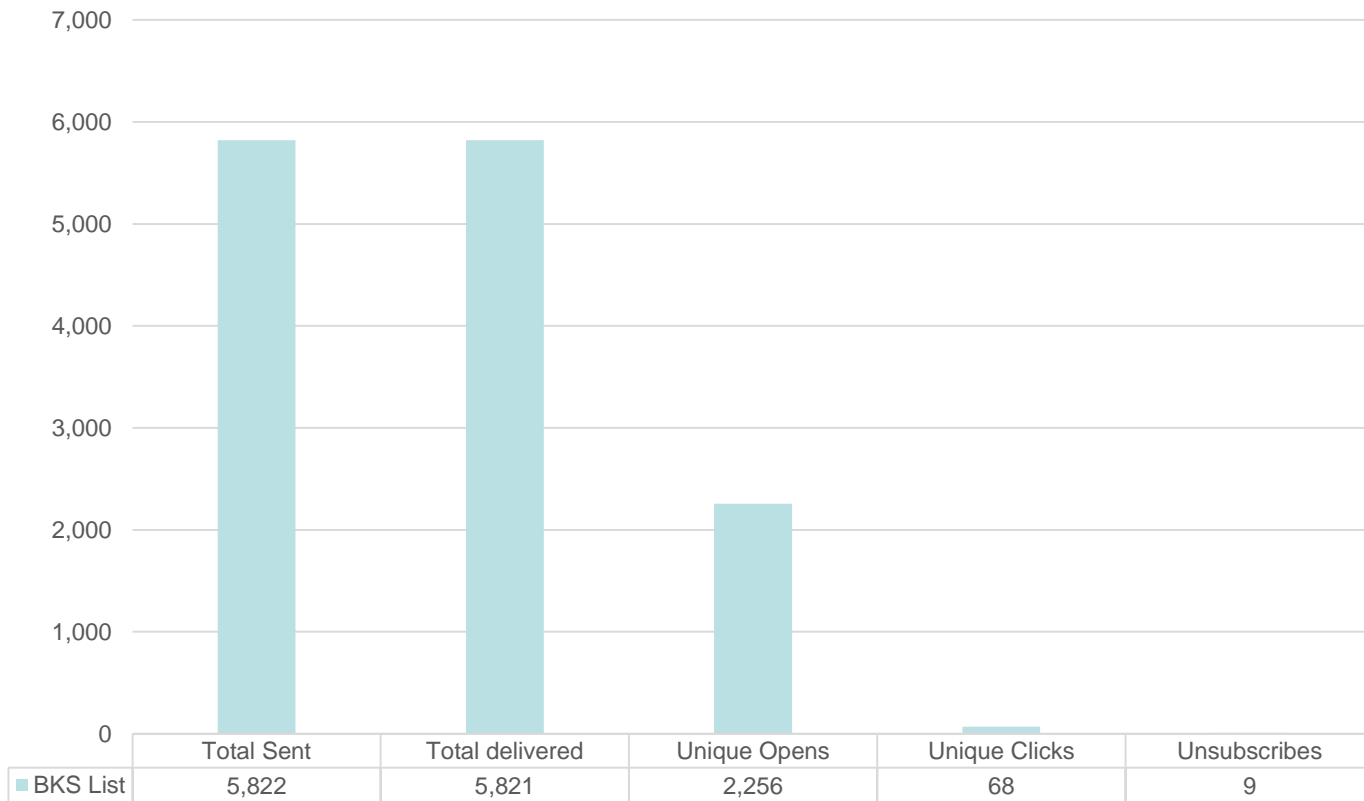
**New Fall Styles Have Arrived, Shop Now - Tue, Sep 10, 2019 3:00 pm**





## Email Campaign Reports September 2019

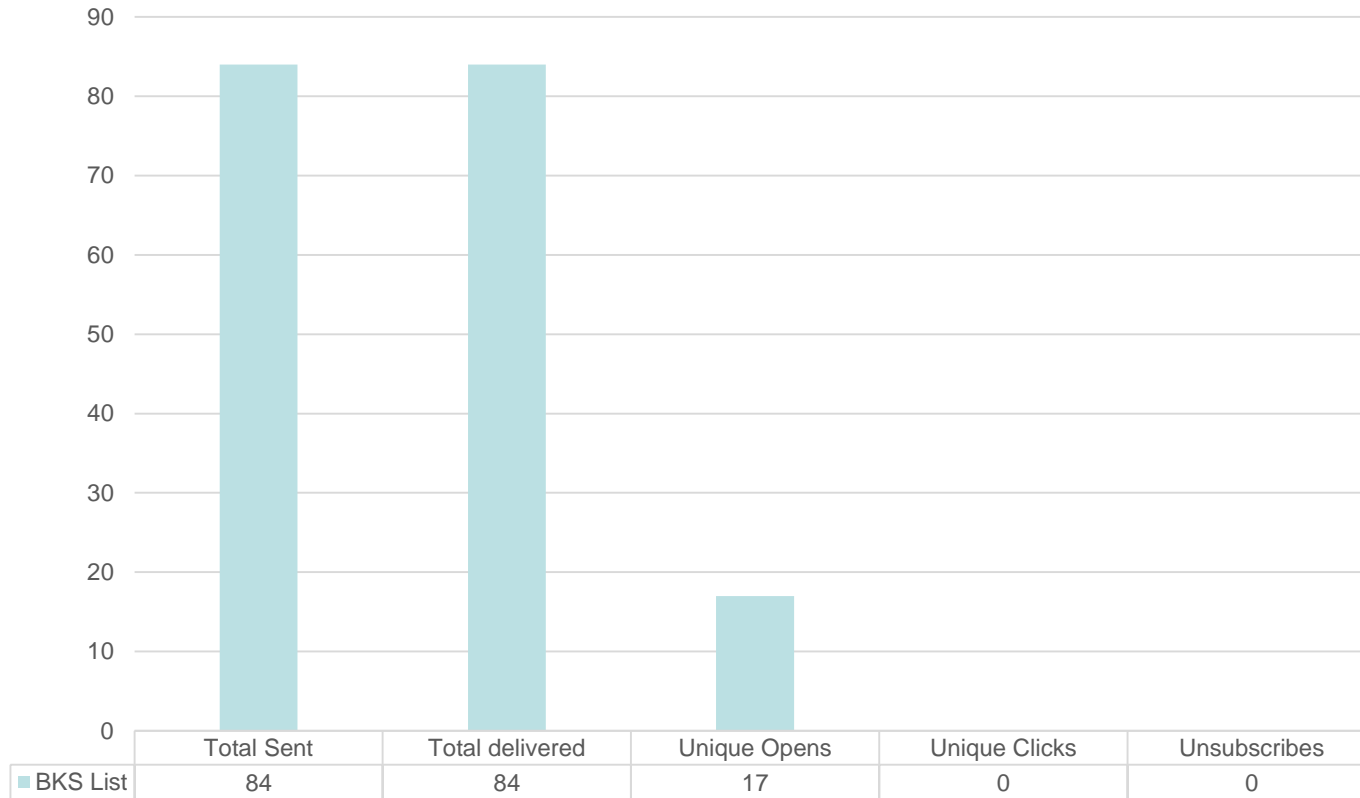
Save on a Mac or iPad for college. Get Beats. - Tue, Sep 10, 2019 4:00 pm





## Email Campaign Reports September 2019

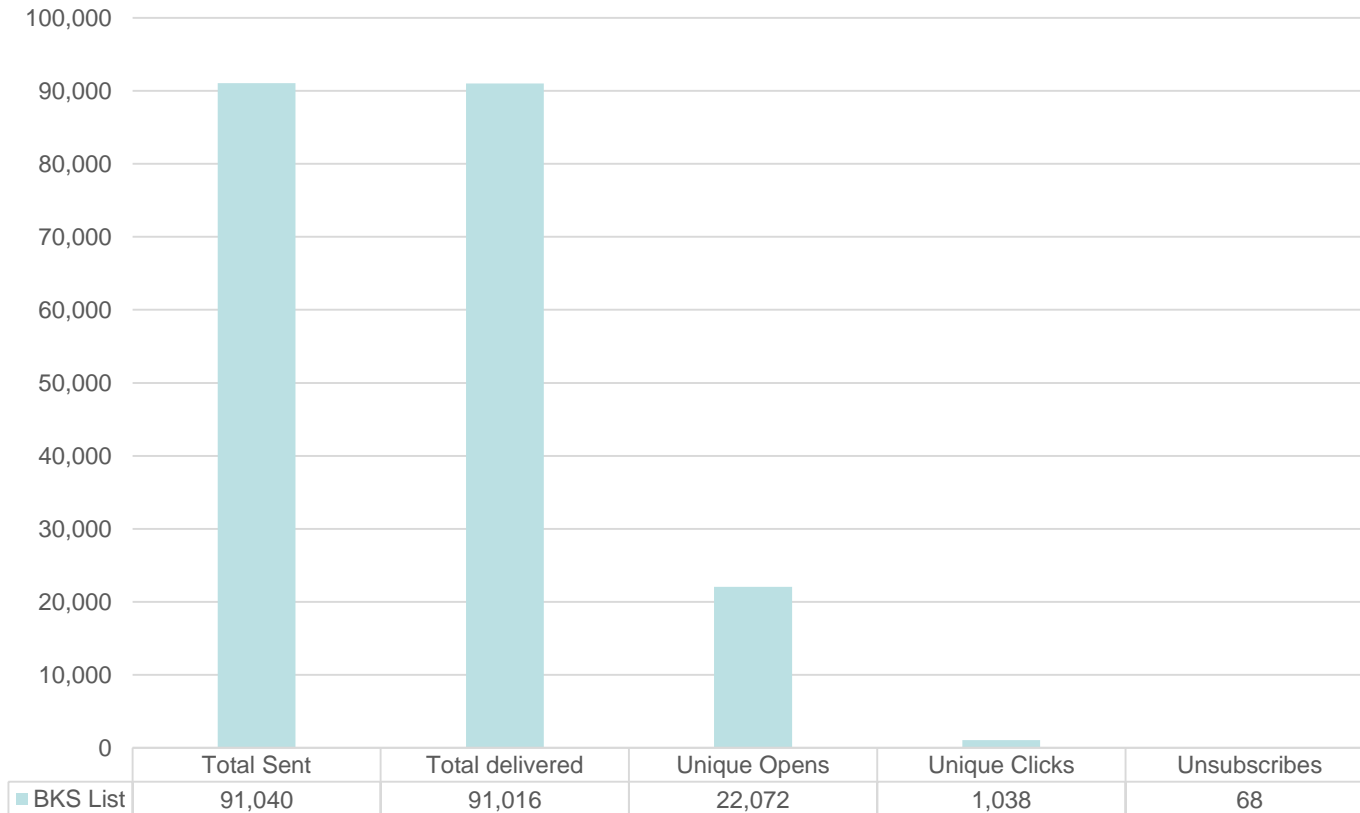
Save on a Mac or iPad for college. Get Beats - Tue, Sep 10, 2019 7:00 pm





# Email Campaign Reports September 2019

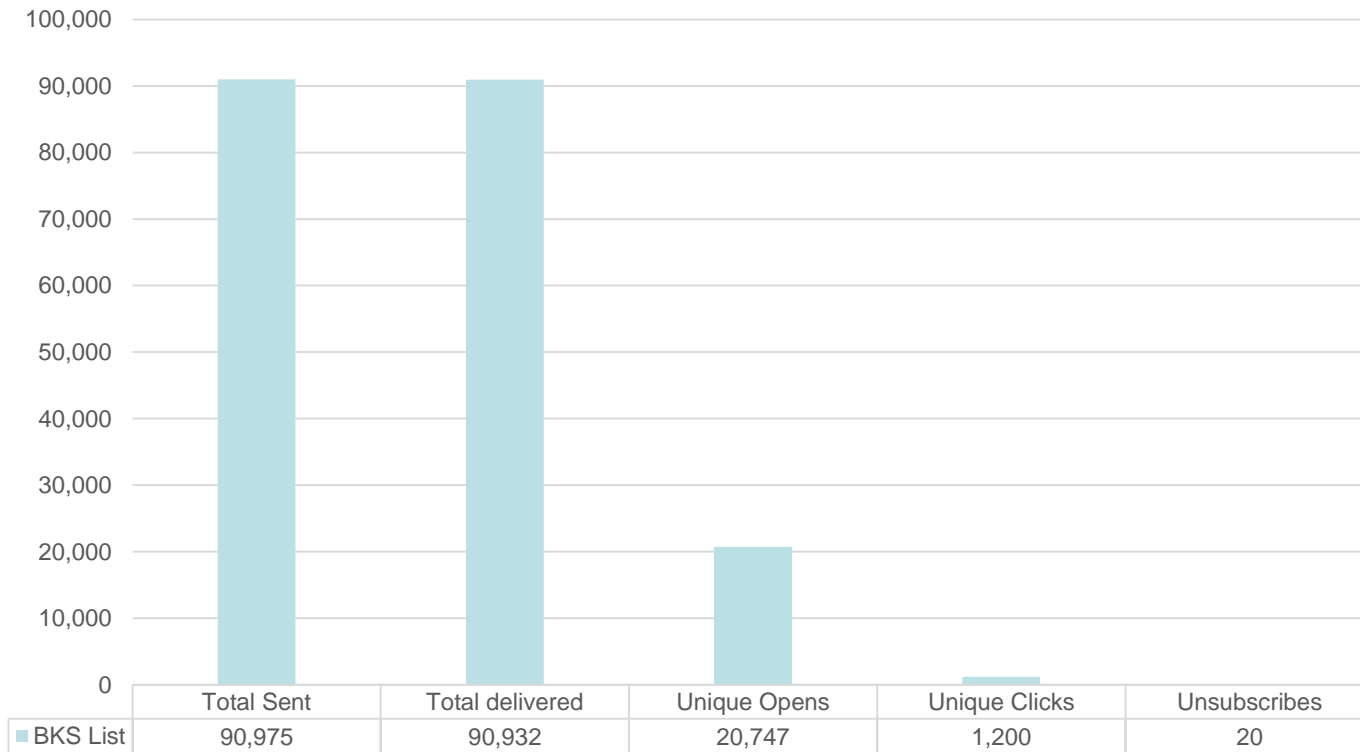
**This Just In - Shop Our Newest Apparel! - Thu, Sep 12, 2019 3:19 pm**





## Email Campaign Reports September 2019

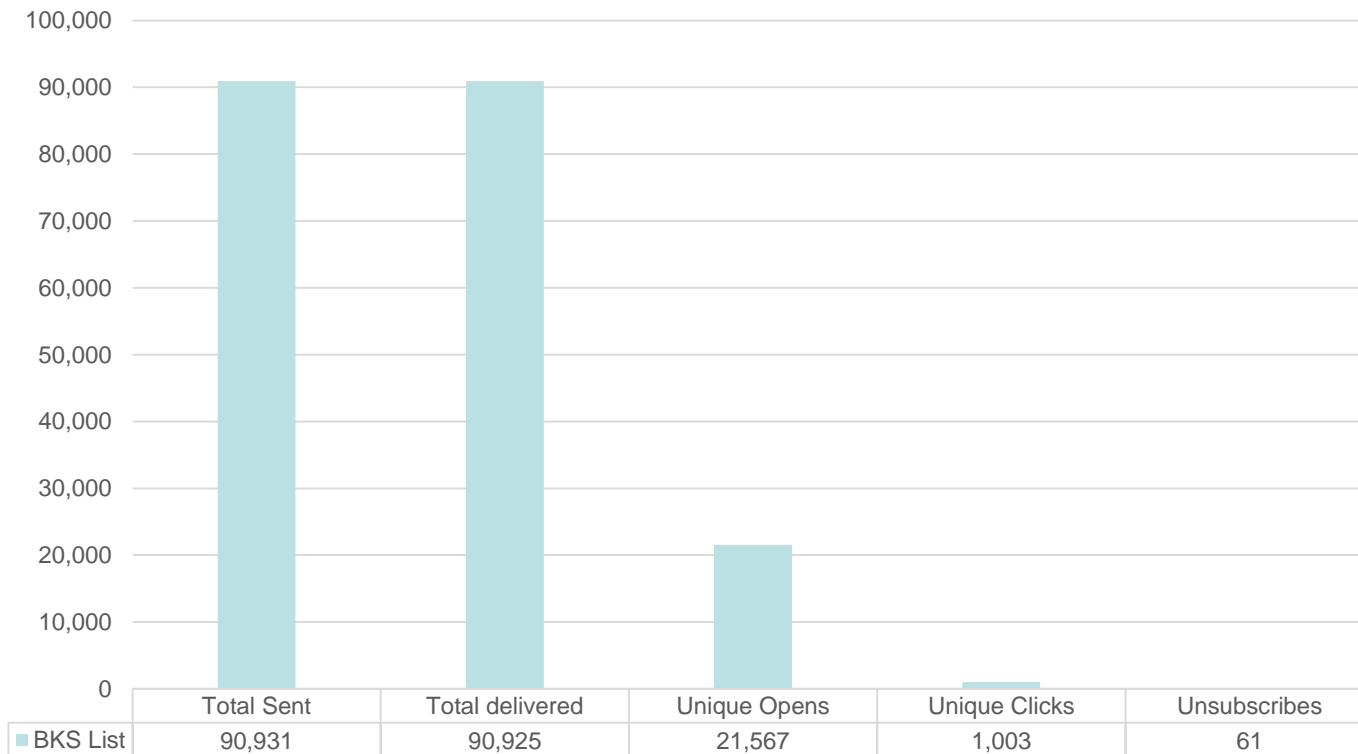
FLASH SALE! 25% Off Nike Bags & Accessories! ☐ - Fri, Sep 13, 2019 9:46 am





## Email Campaign Reports September 2019

Ending Soon! FLASH SALE on Nike Bags & Accessories - Fri, Sep 13, 2019  
3:15 pm

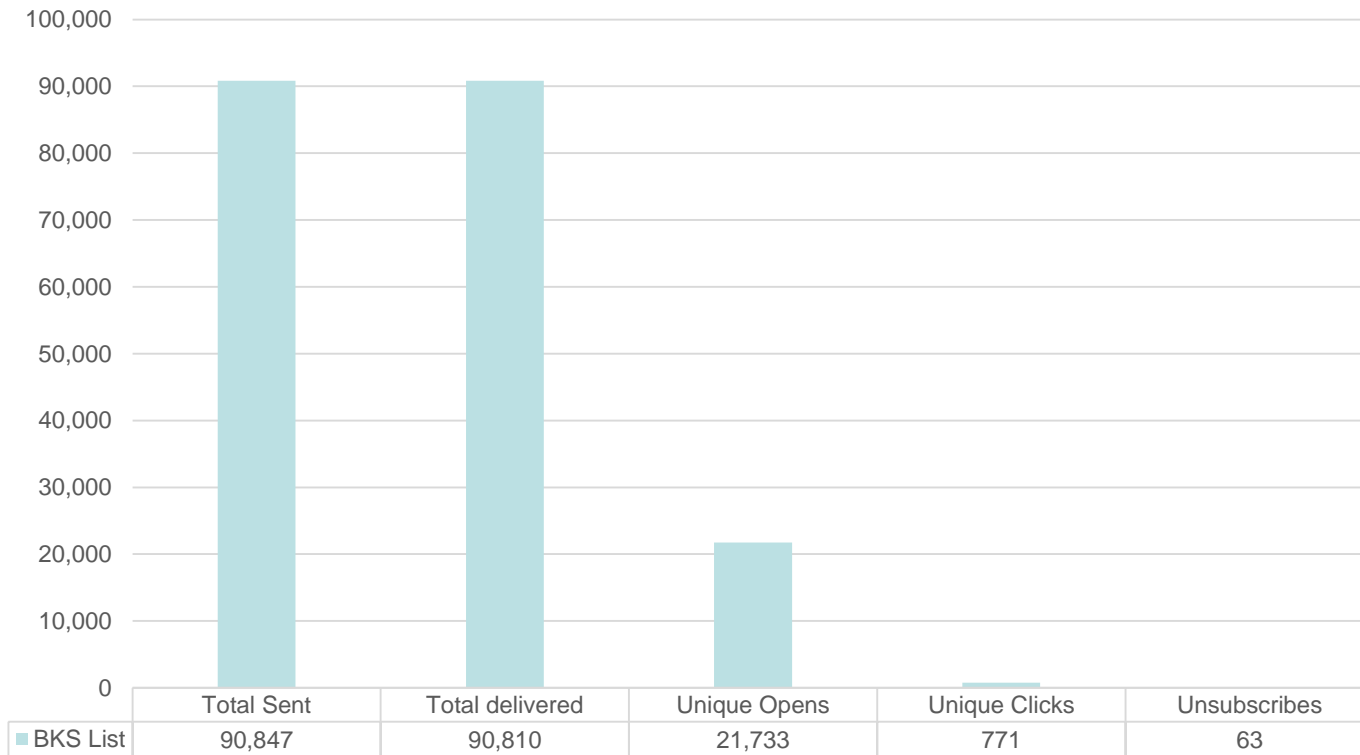






## Email Campaign Reports September 2019

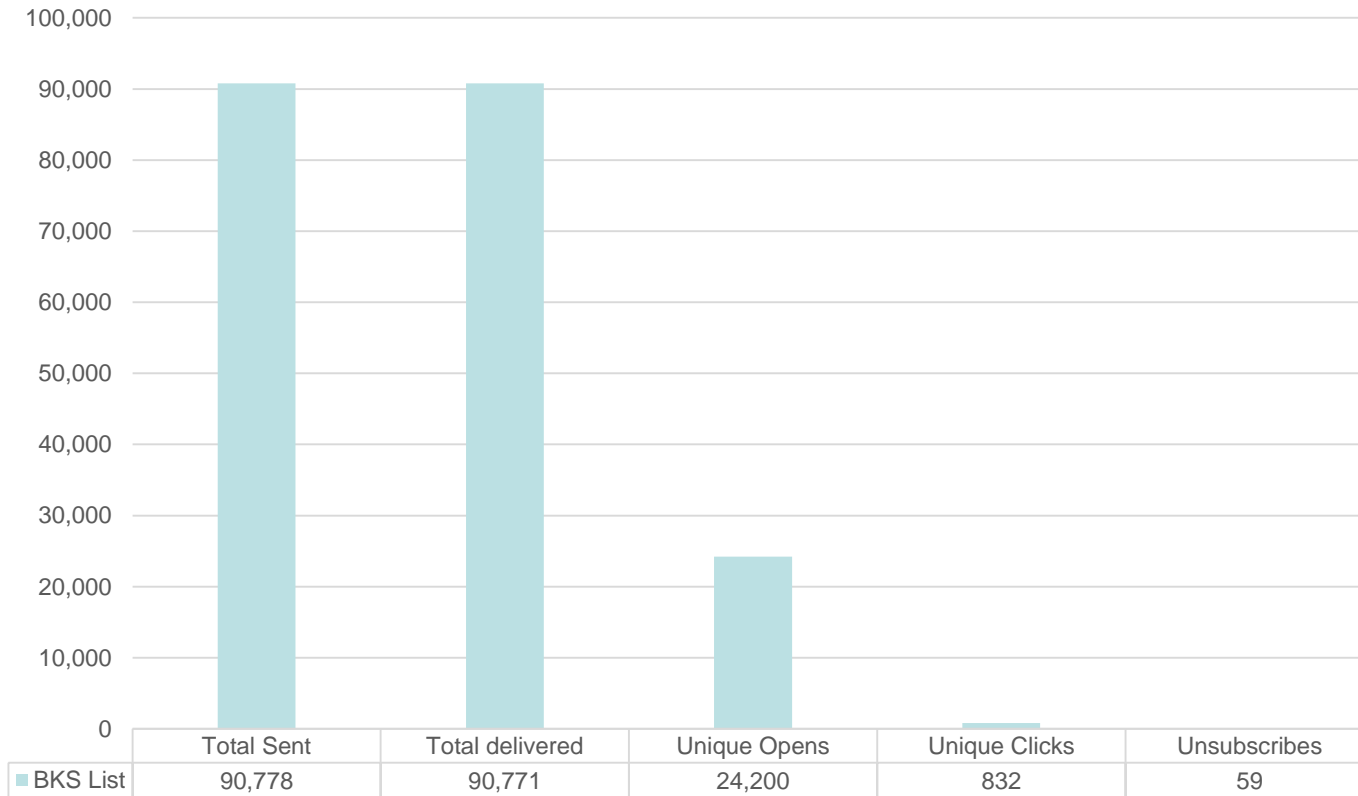
New American Needle Styles to Fall In Love With - Mon, Sep 16, 2019  
3:00 pm





## Email Campaign Reports September 2019

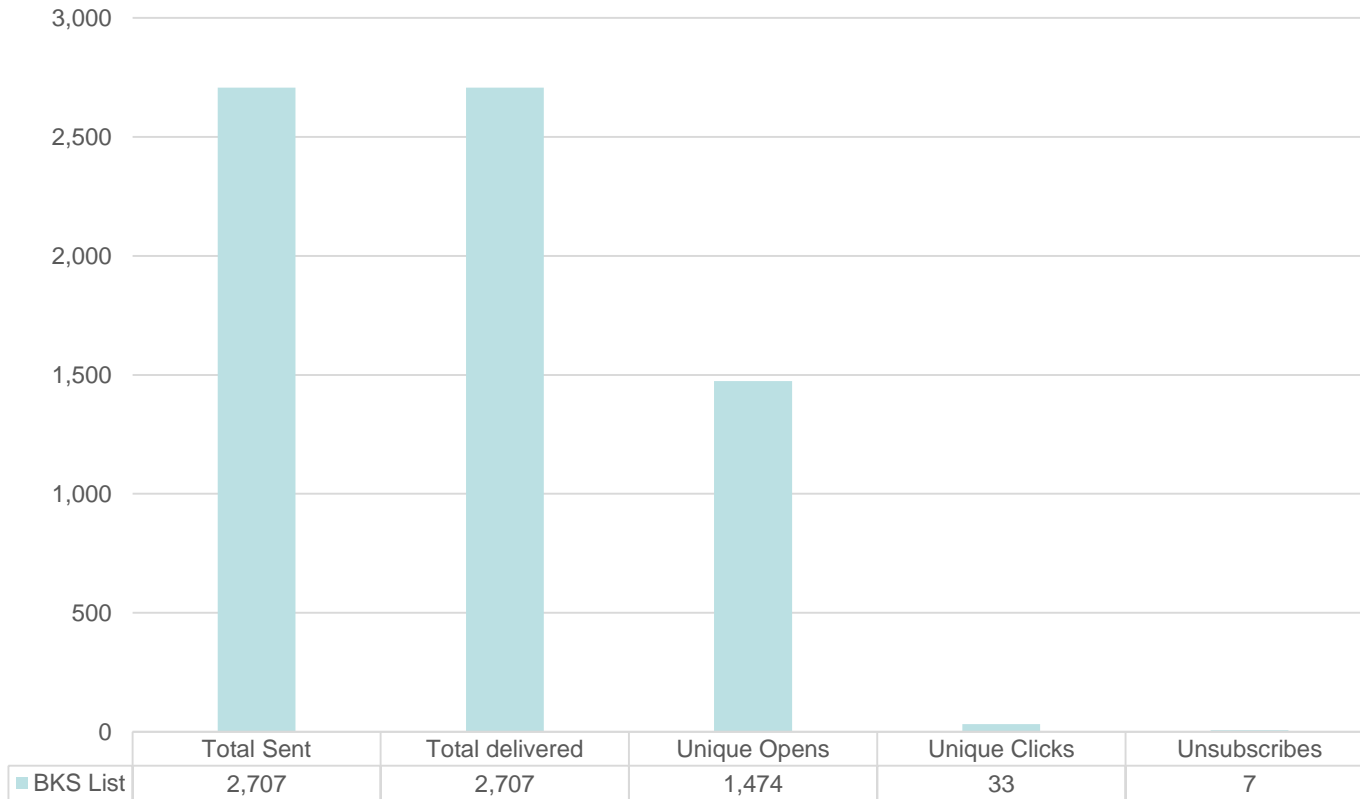
👉 The Official Tee of USC 👉 - Tue, Sep 17, 2019 2:00 pm





## Email Campaign Reports September 2019

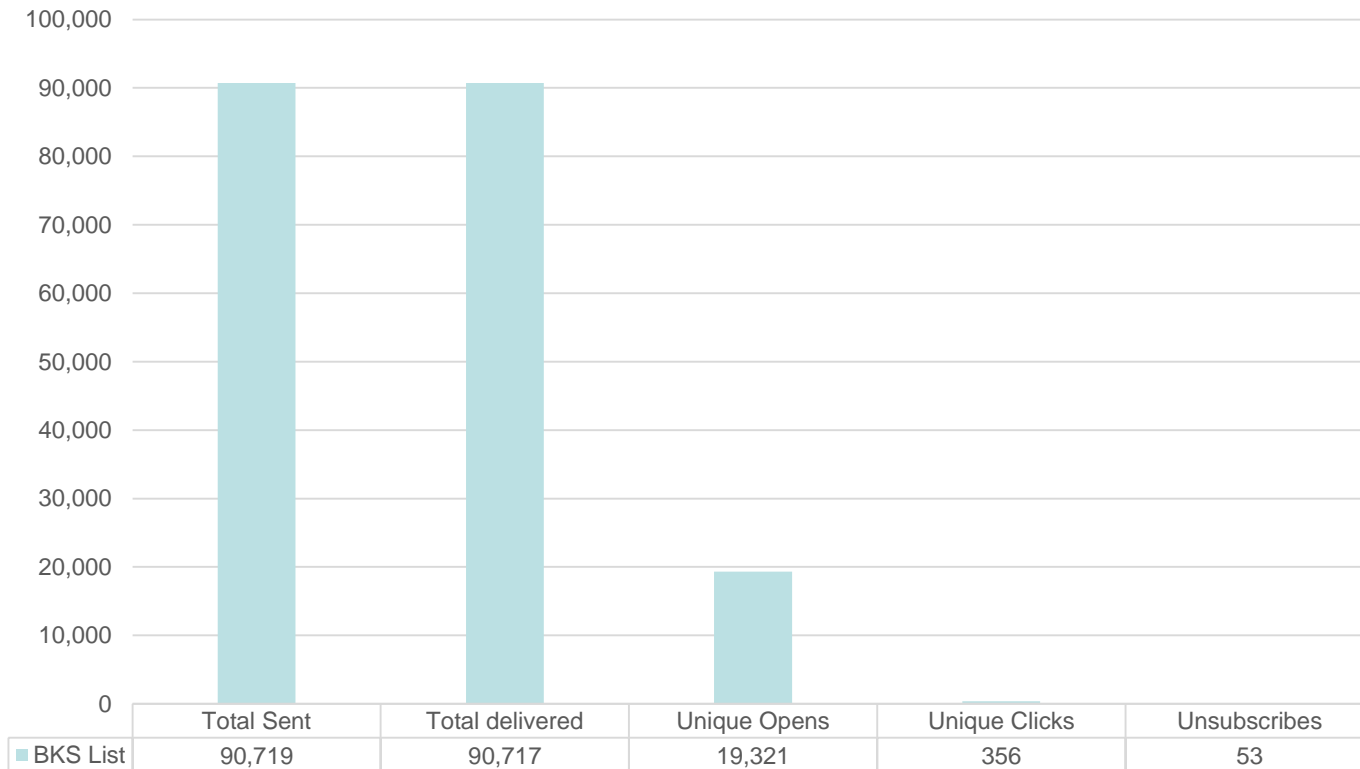
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 3:00 pm





# Email Campaign Reports September 2019

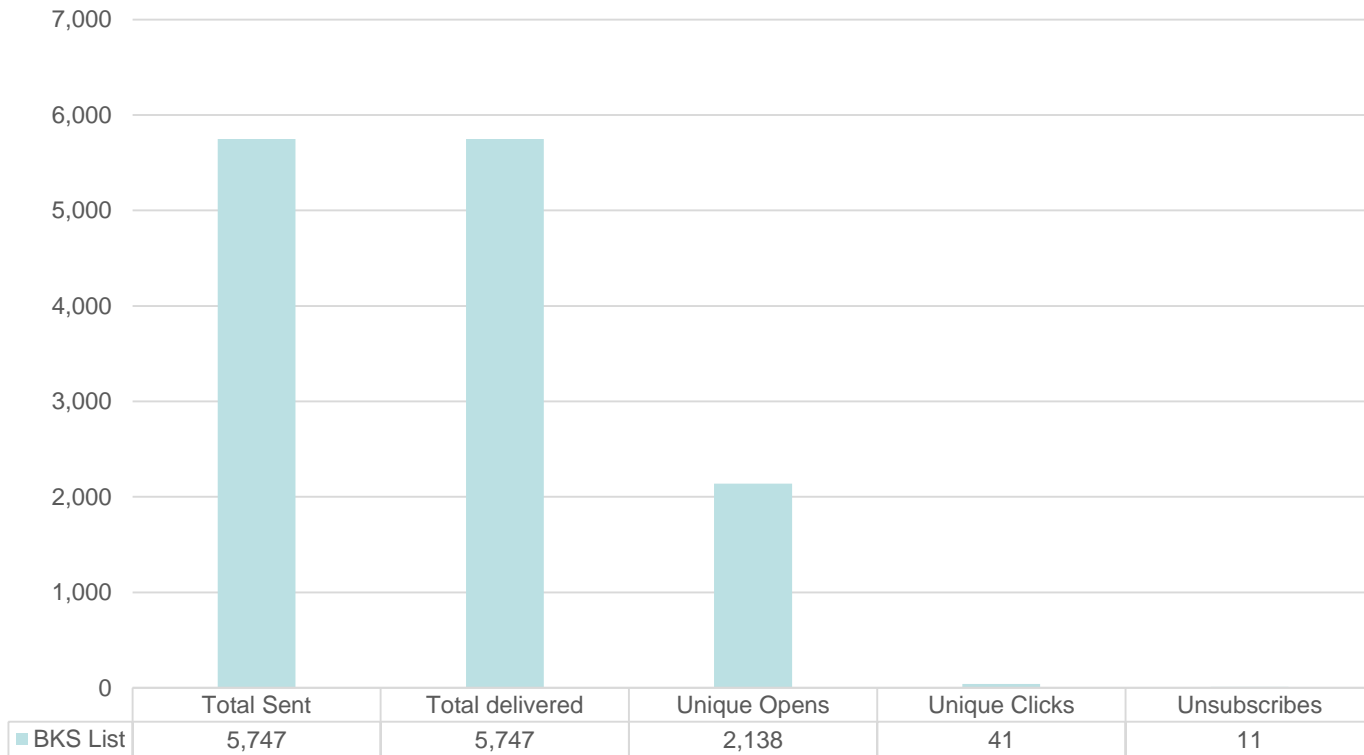
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 3:00 pm





## Email Campaign Reports September 2019

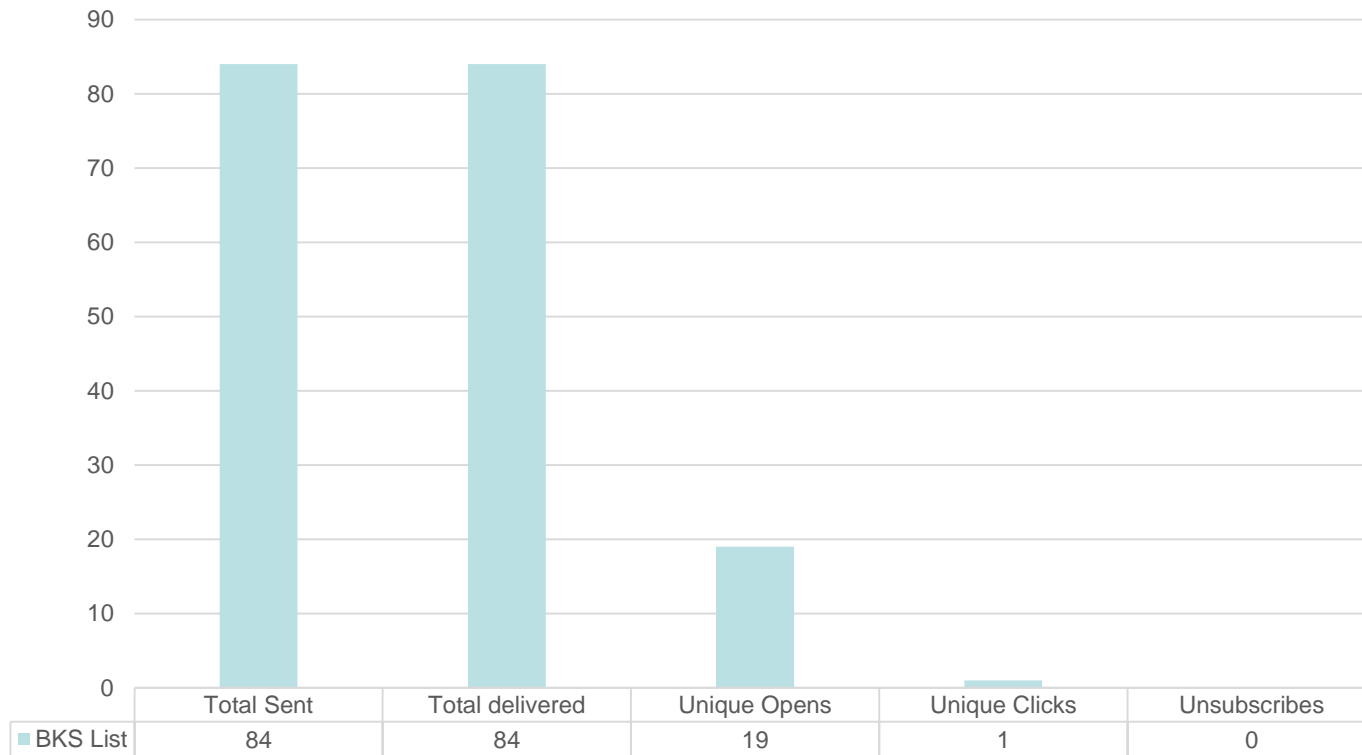
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 4:00 pm





## Email Campaign Reports September 2019

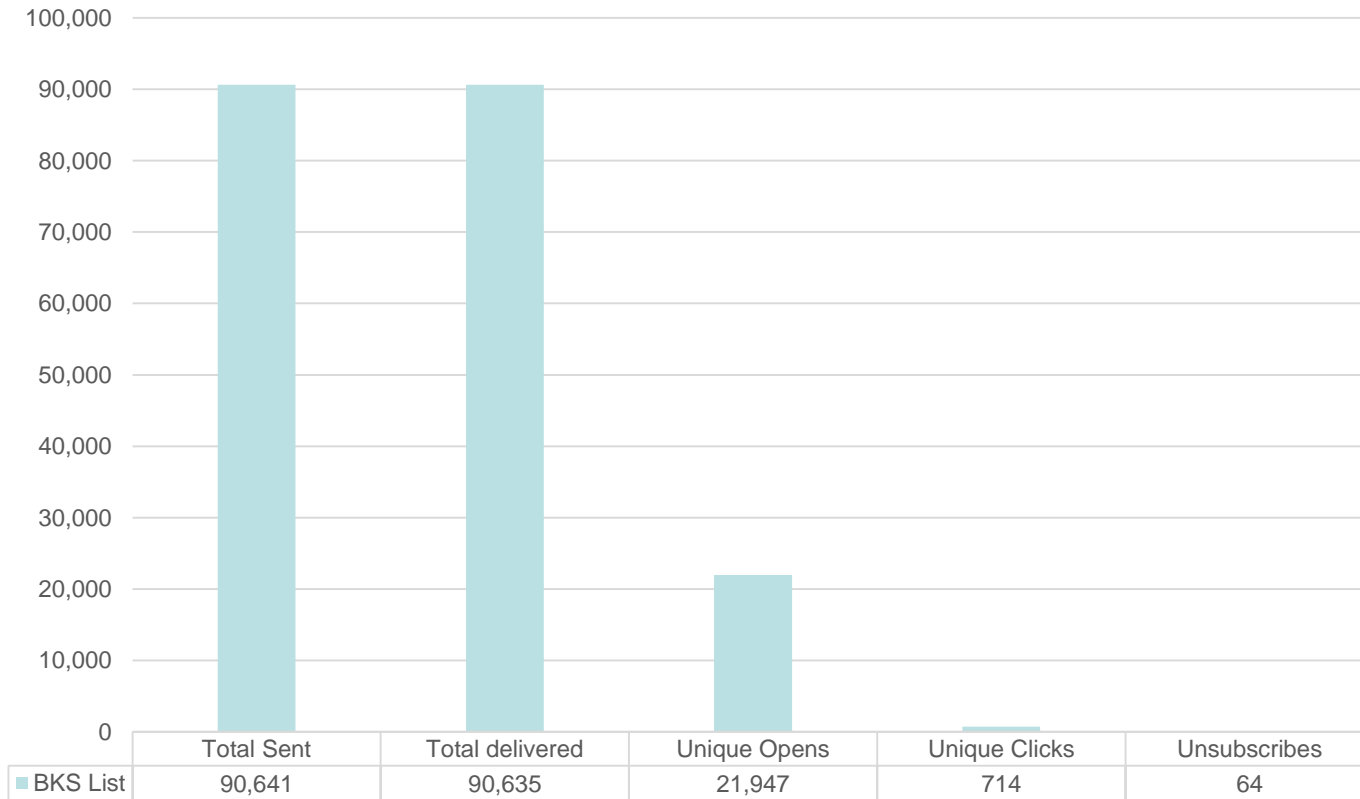
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 7:00 pm





## Email Campaign Reports September 2019

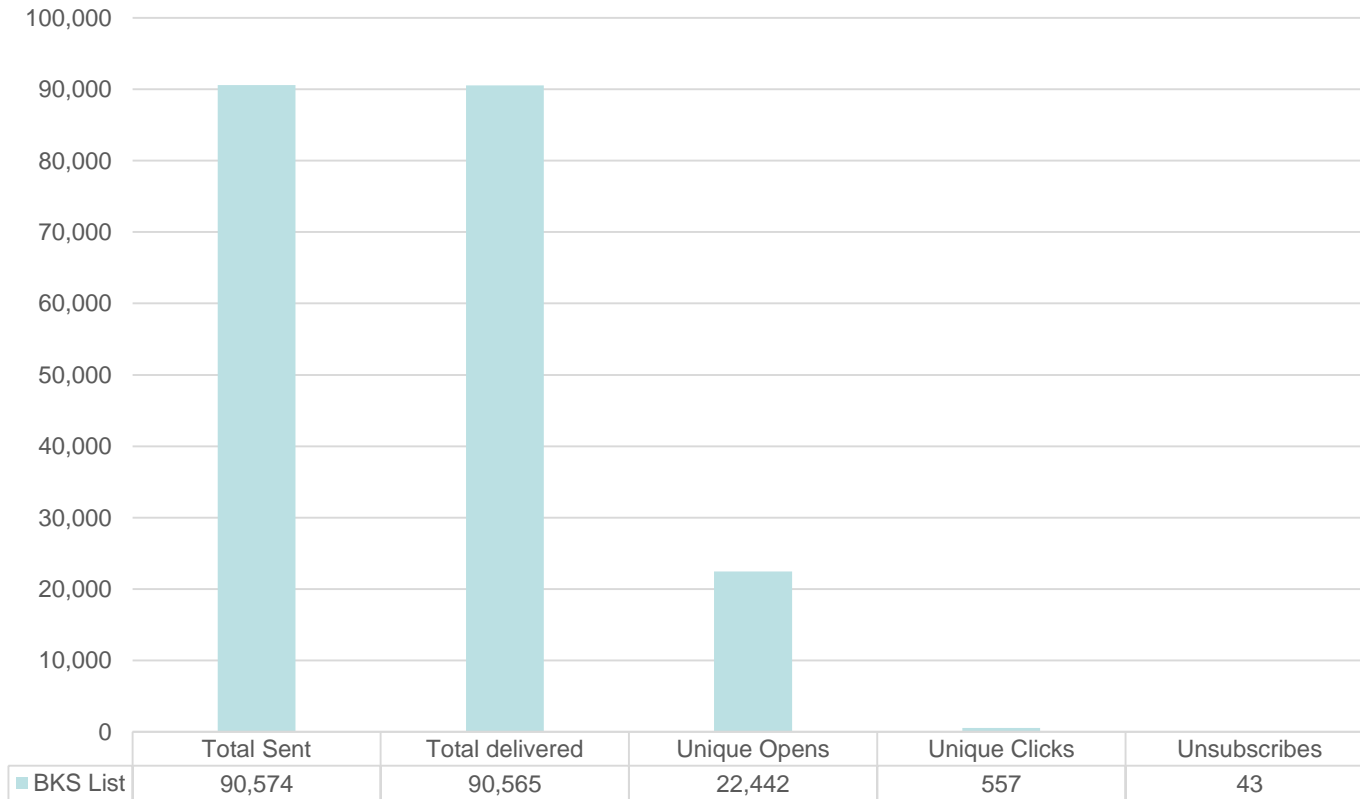
Fill Your Closet with Fall Boody! - Thu, Sep 19, 2019 5:00 pm





## Email Campaign Reports September 2019

Fight On with The Official Tee! - Sat, Sep 21, 2019 5:00 pm

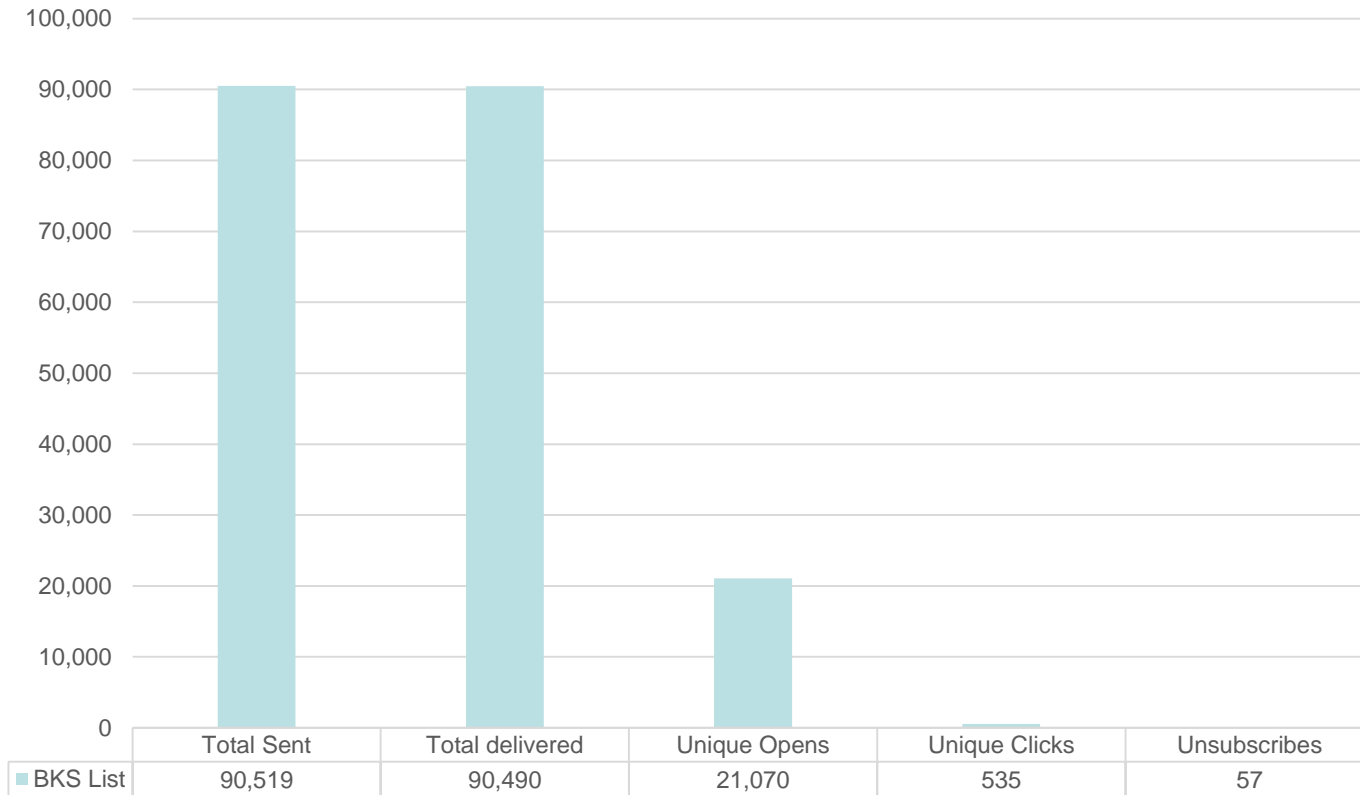






## Email Campaign Reports September 2019

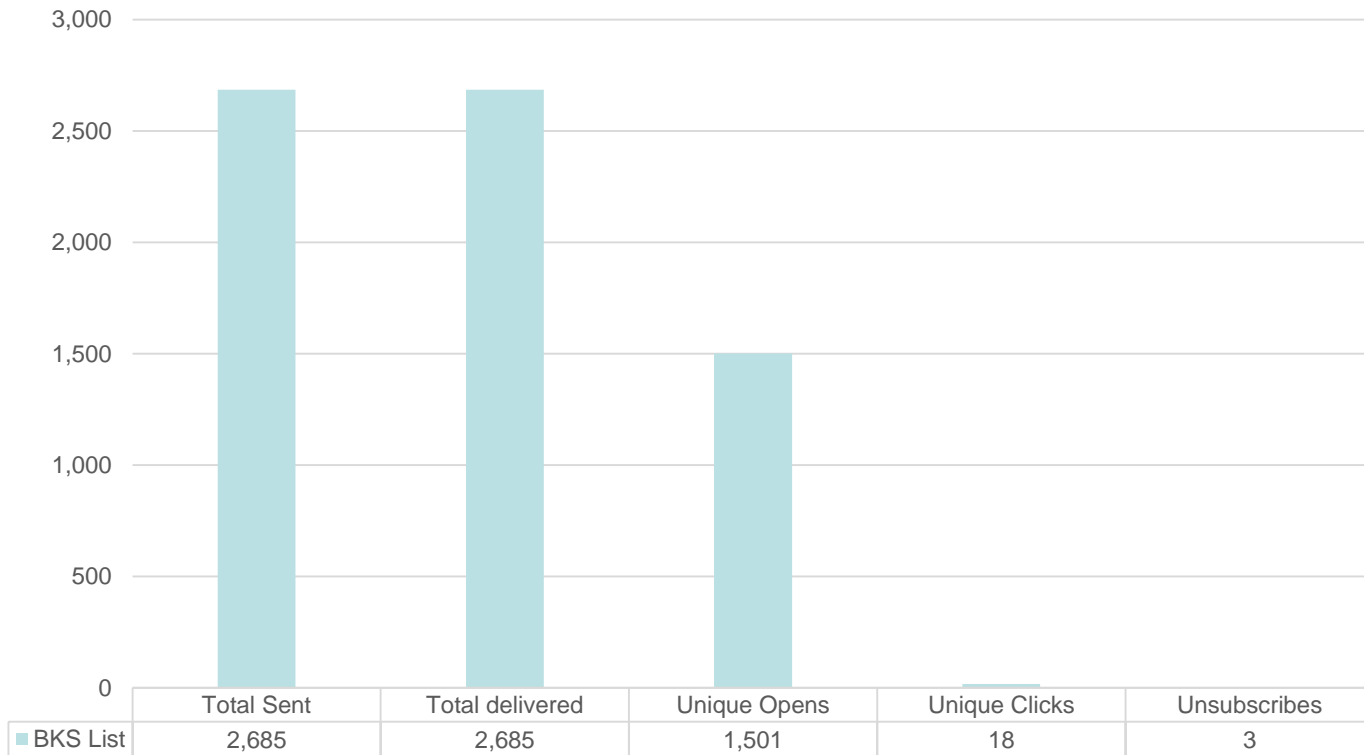
🍂 Hello Fall, Hello Fashion! 🍂 - Tue, Sep 24, 2019 2:30 pm





## Email Campaign Reports September 2019

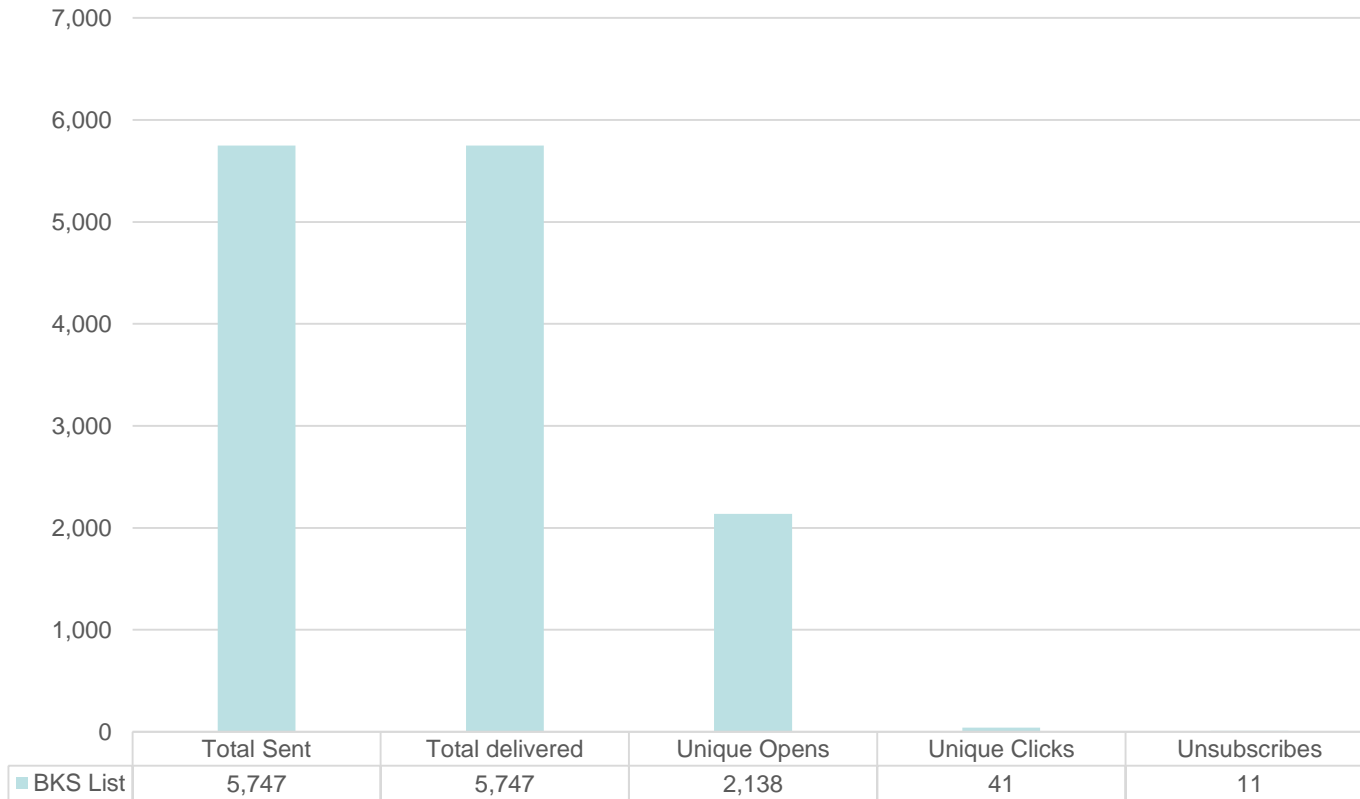
Offer Ends Tomorrow! Save on a Mac or iPad for college. Get Beats. -  
Wed, Sep 25, 2019 3:00 pm





## Email Campaign Reports September 2019

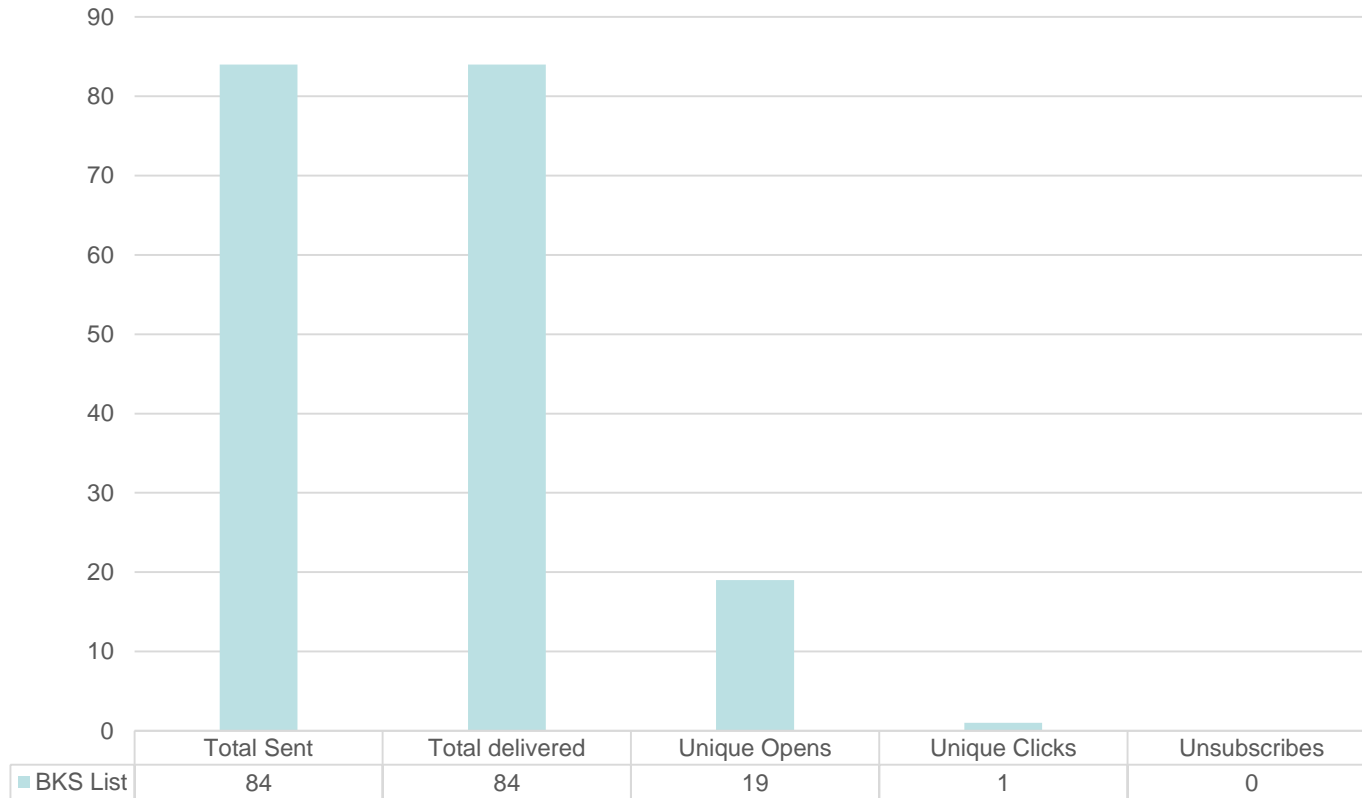
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 4:00 pm





## Email Campaign Reports September 2019

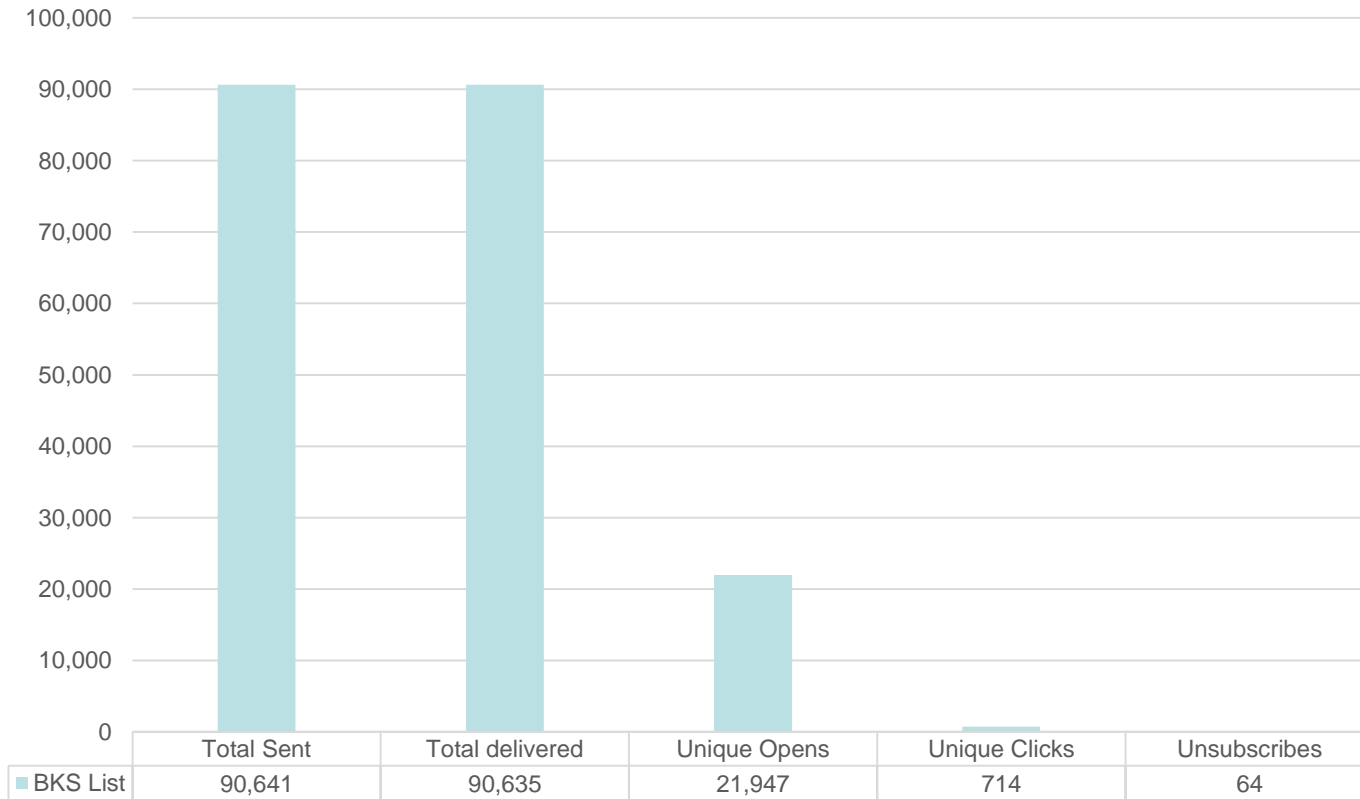
Save on a Mac or iPad for college. Get Beats. - Wed, Sep 18, 2019 7:00 pm





## Email Campaign Reports September 2019

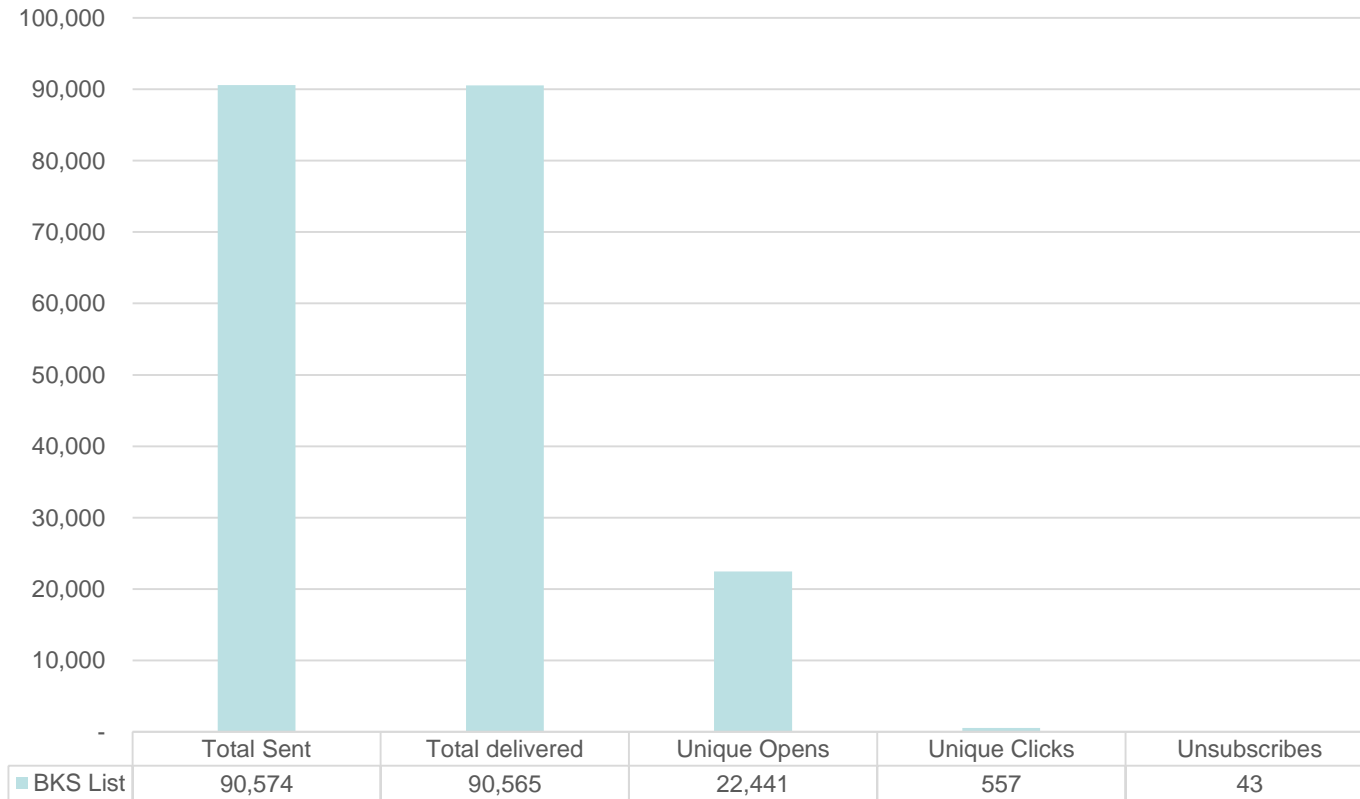
Fill Your Closet with Fall Boody! - Thu, Sep 19, 2019 5:00 pm





# Email Campaign Reports September 2019

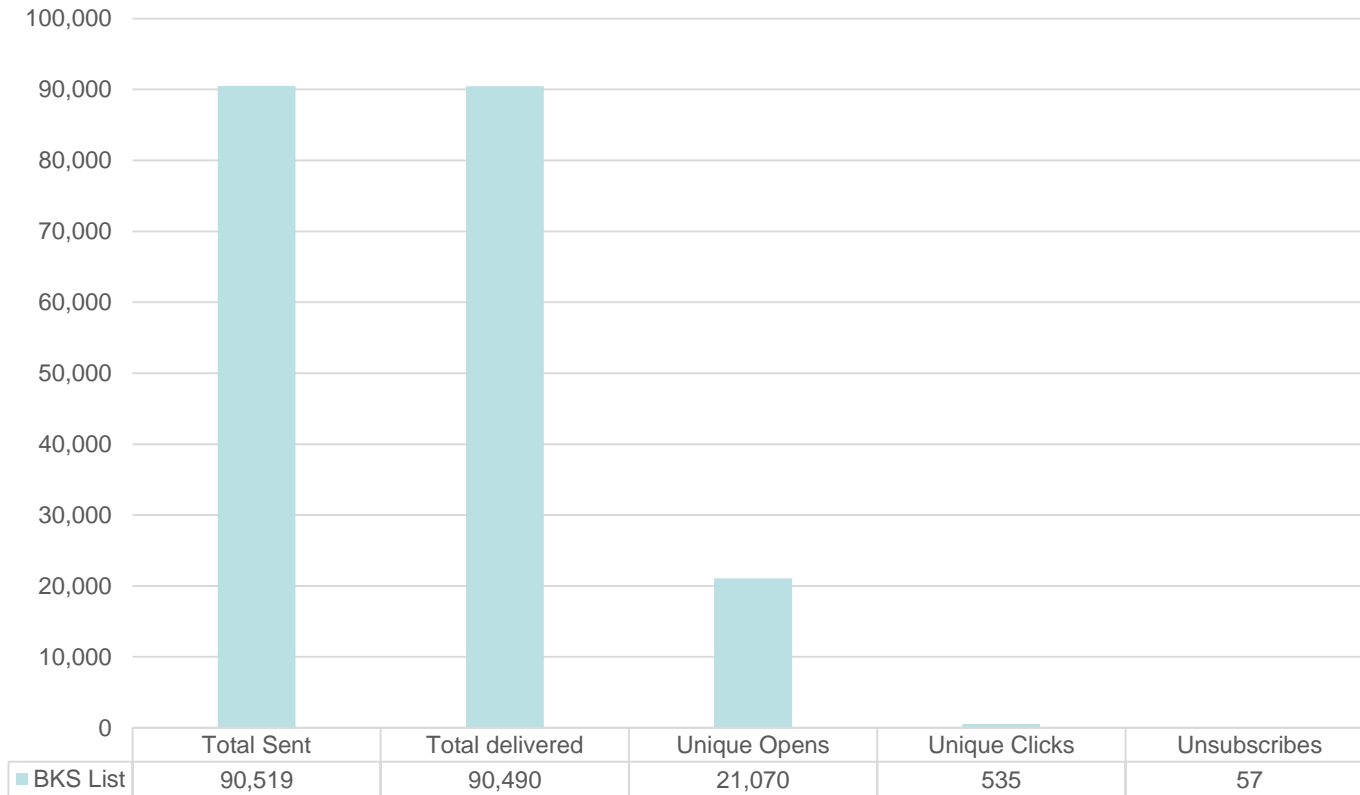
**Fight On with The Official Tee! - Sat, Sep 21, 2019 5:00 pm**





## Email Campaign Reports September 2019

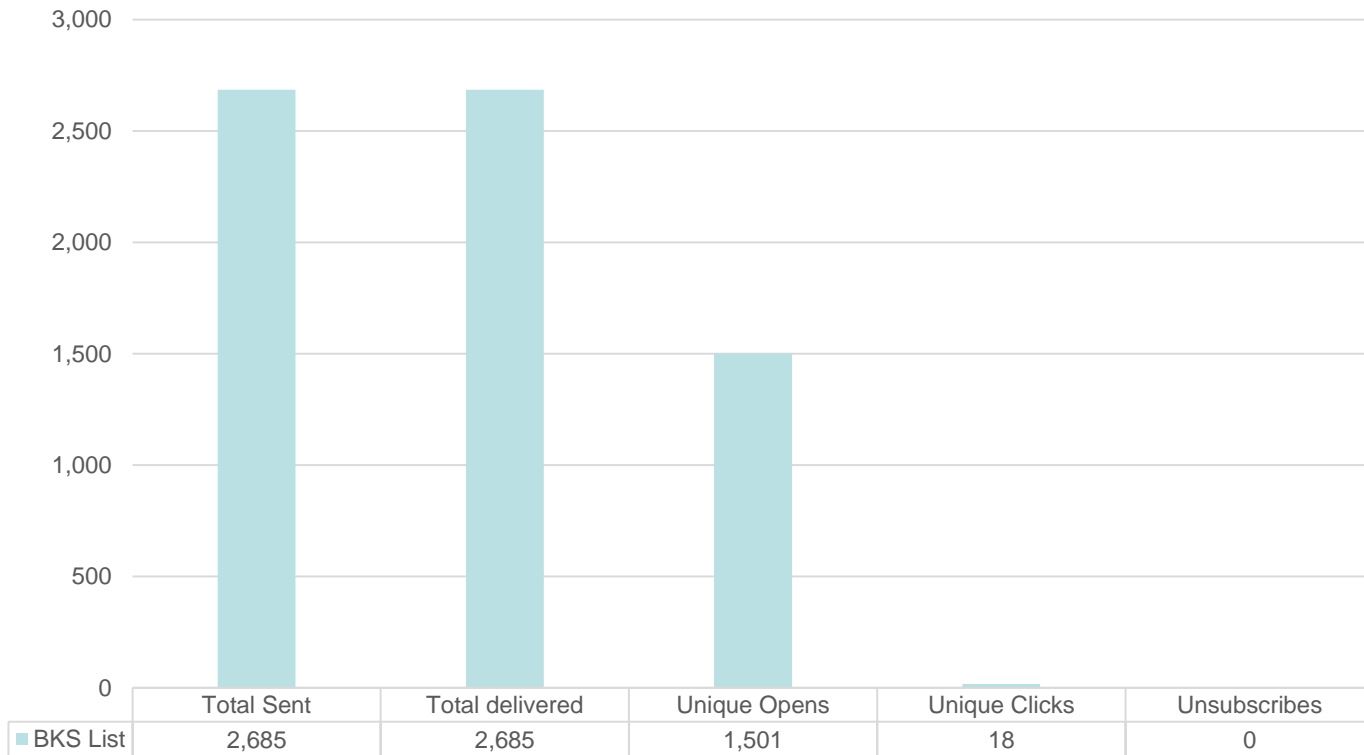
🍂 Hello Fall, Hello Fashion! 🍂 - Tue, Sep 24, 2019 2:30 pm





## Email Campaign Reports September 2019

Offer Ends Tomorrow! Save on a Mac or iPad for college. Get Beats. -  
Wed, Sep 25, 2019 3:00 pm

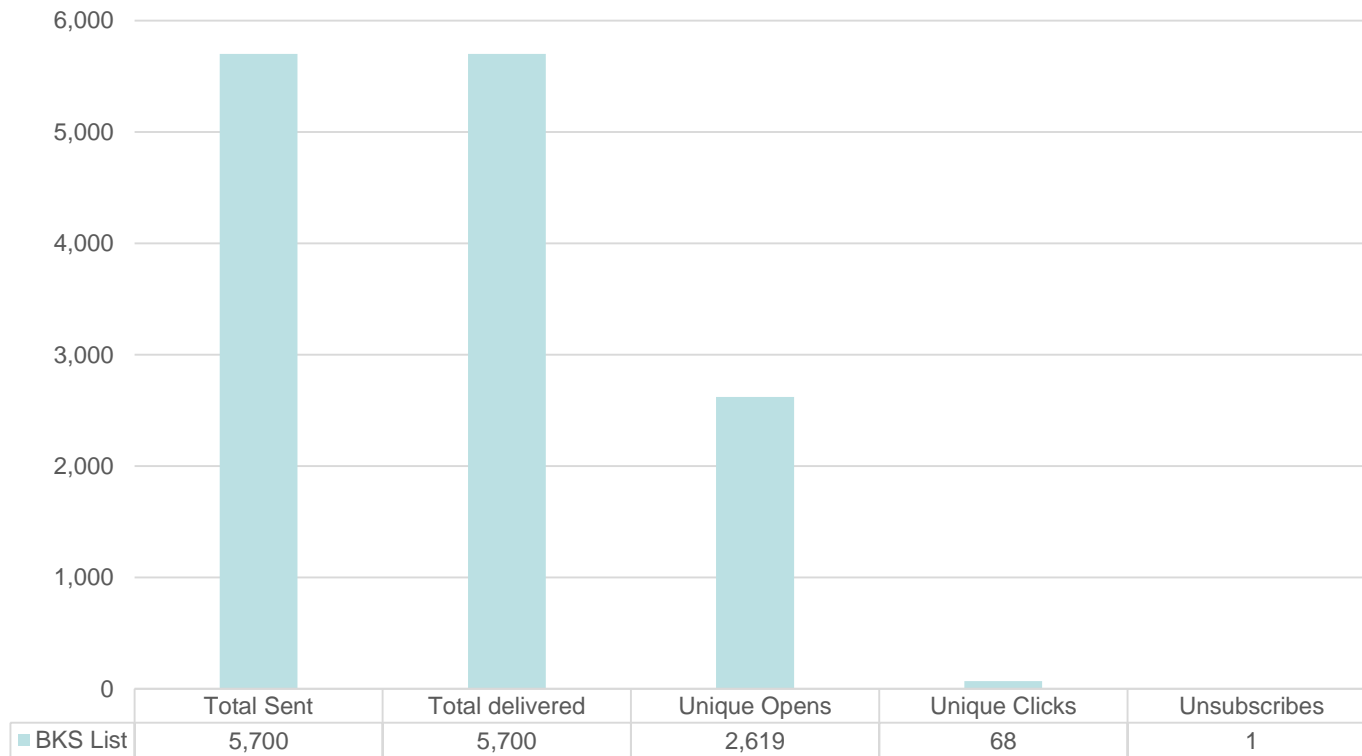






## Email Campaign Reports September 2019

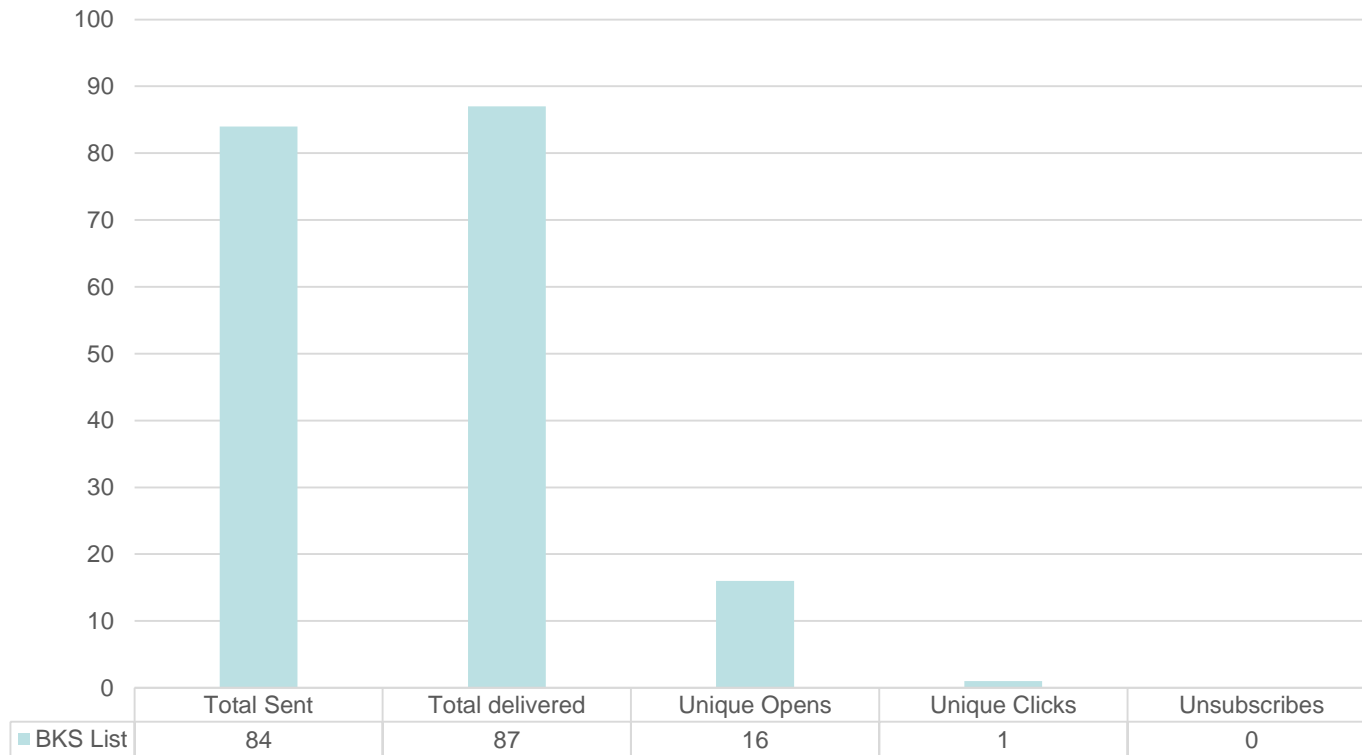
Offer Ends Tomorrow! Save on a Mac or iPad for college. Get Beats. -  
Wed, Sep 25, 2019 3:00 pm





## Email Campaign Reports September 2019

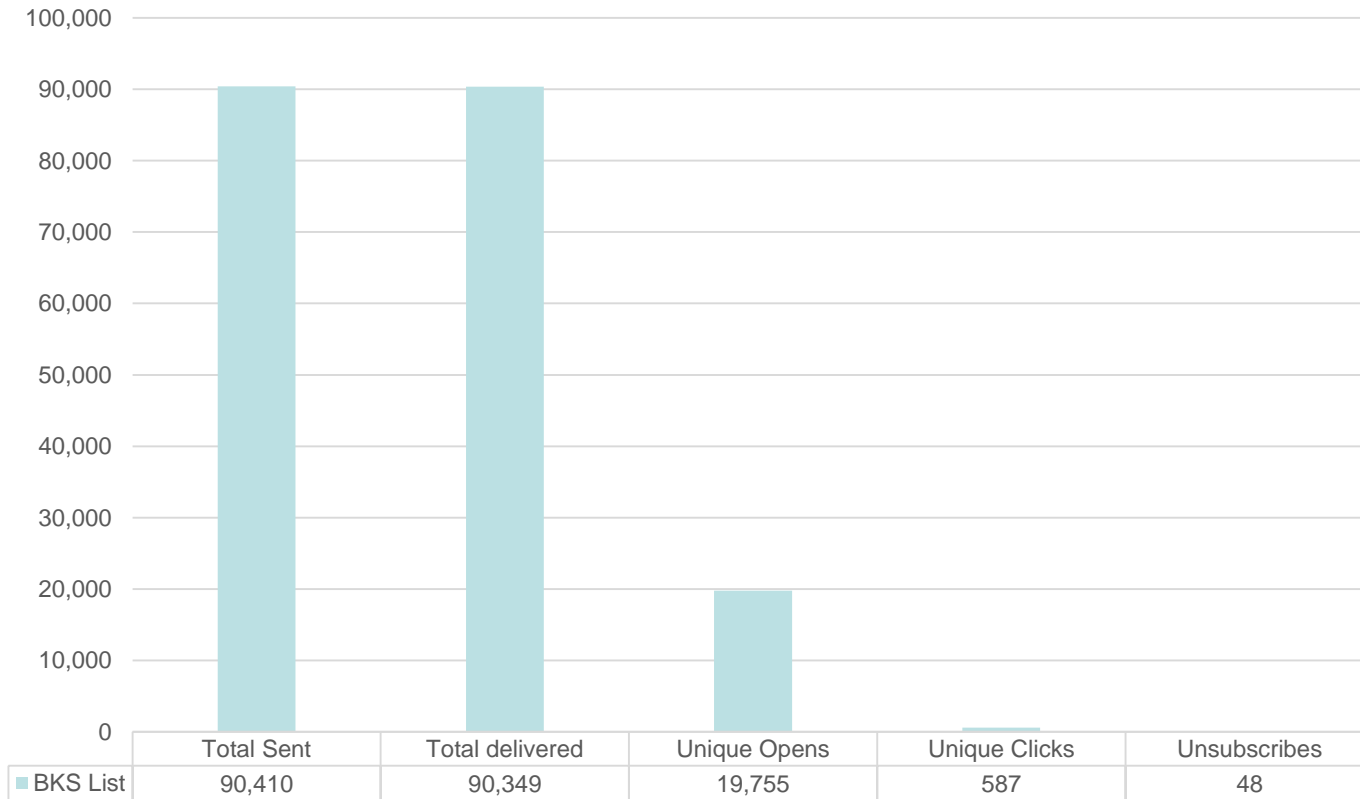
Savings End Tomorrow! Save on a Mac or iPad for college. Get Beats. -  
09/25/2019





## Email Campaign Reports September 2019

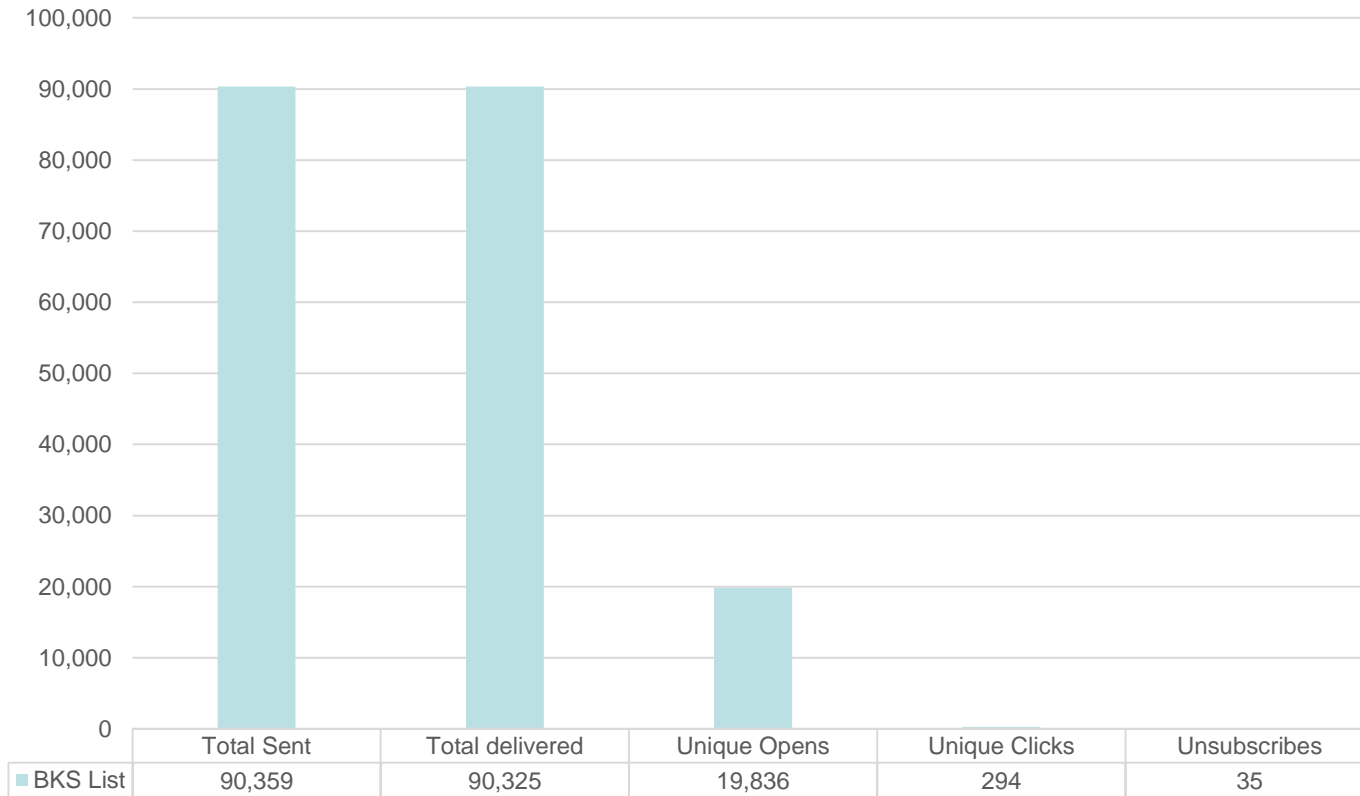
Boody - 09/26/2019





## Email Campaign Reports September 2019

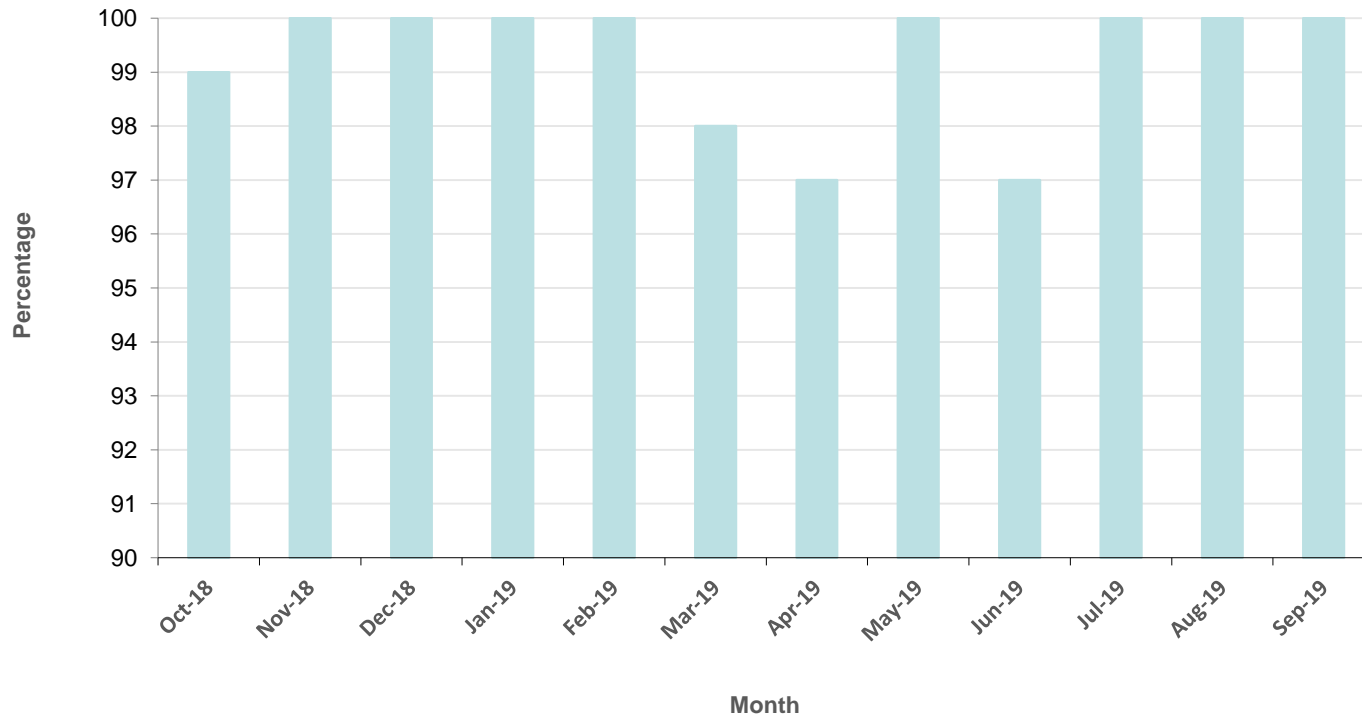
The Official Tee of USC 🏆 - 09/28/2019





# Customer Satisfaction Report September 2019

Customer Satisfaction





**Thank You !!**