



AS IT MONTHLY REPORTS

For September 2024

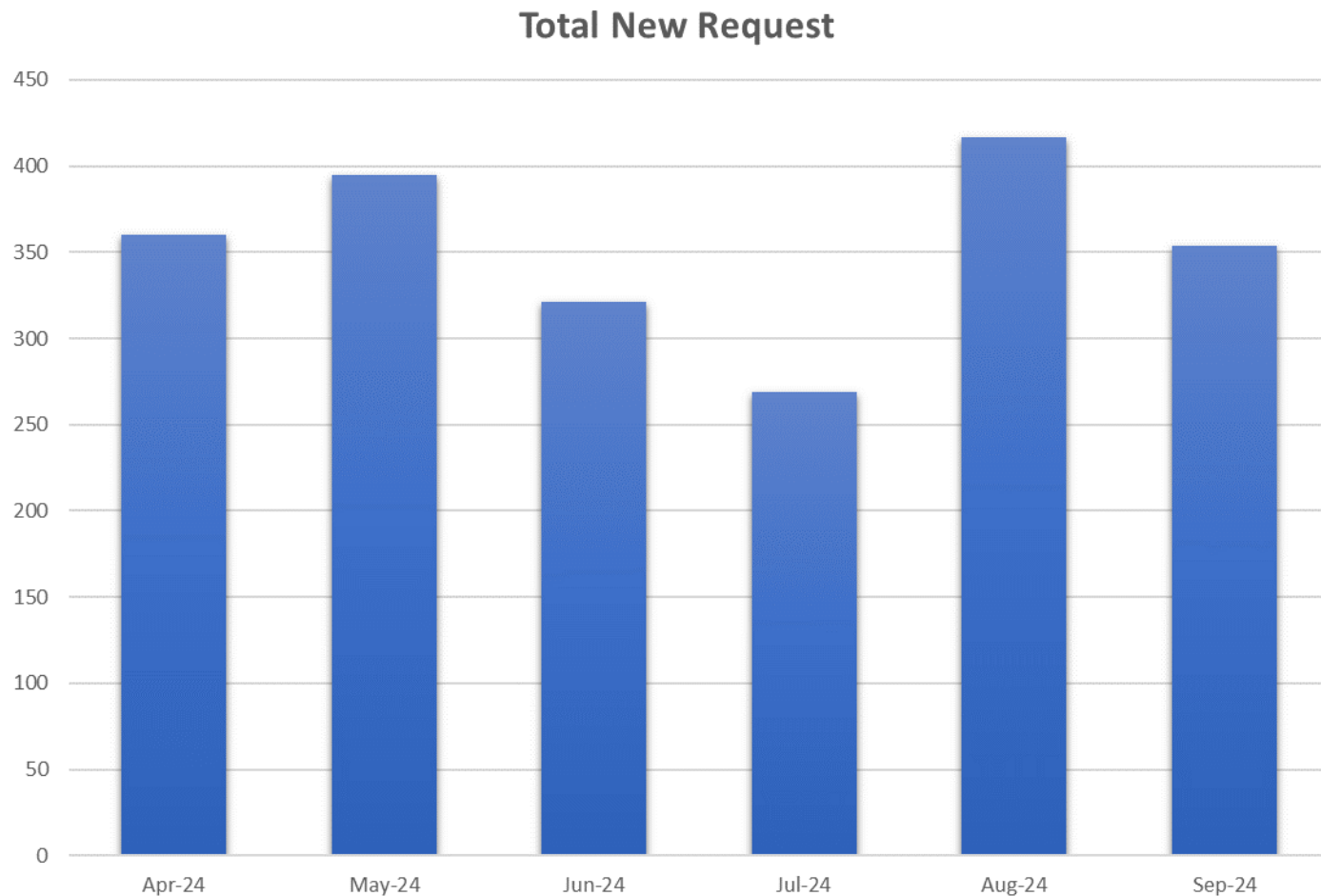


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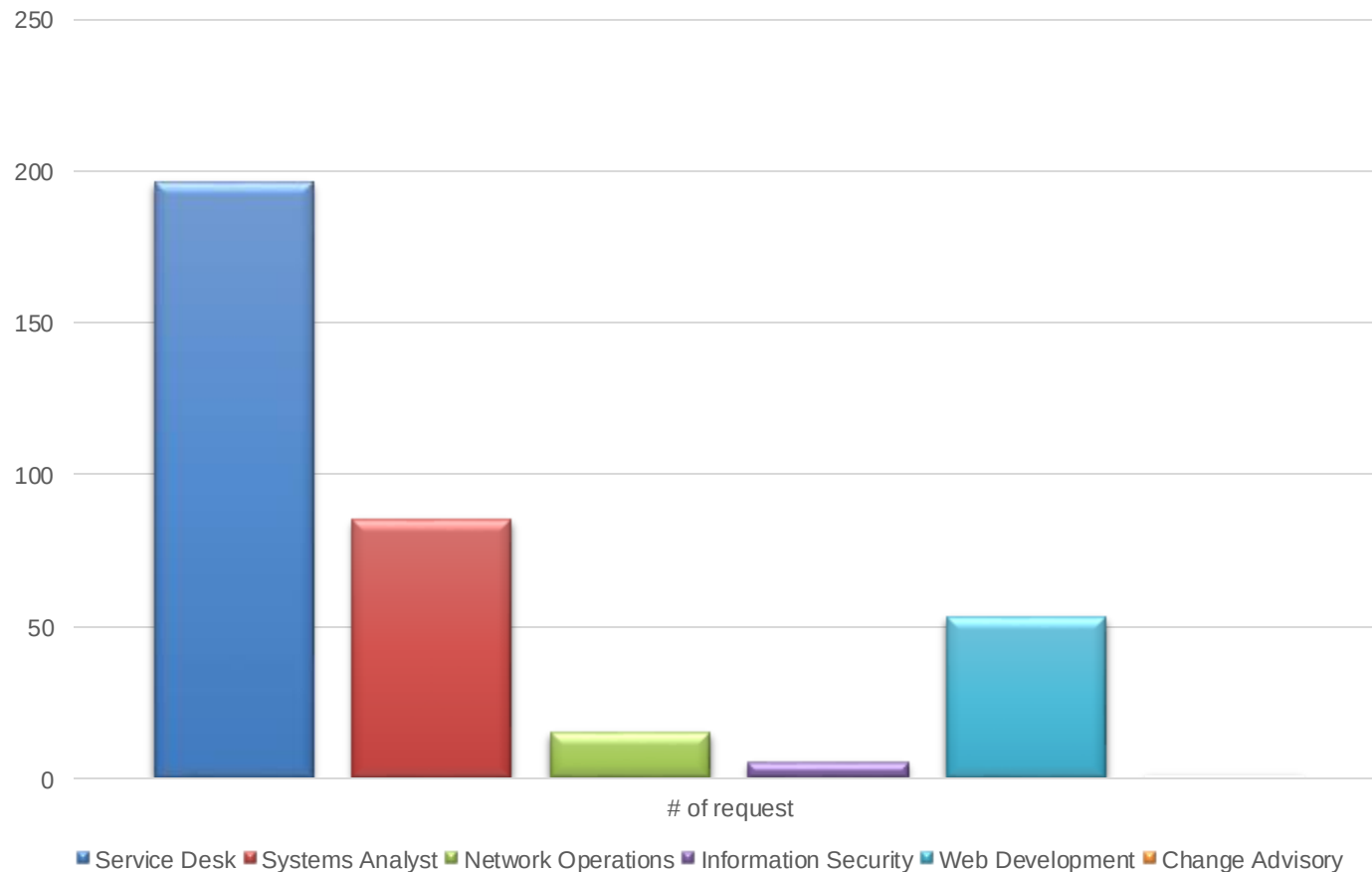
Monthly Ticket Volume September 2024





Monthly Ticket Volume September 2024

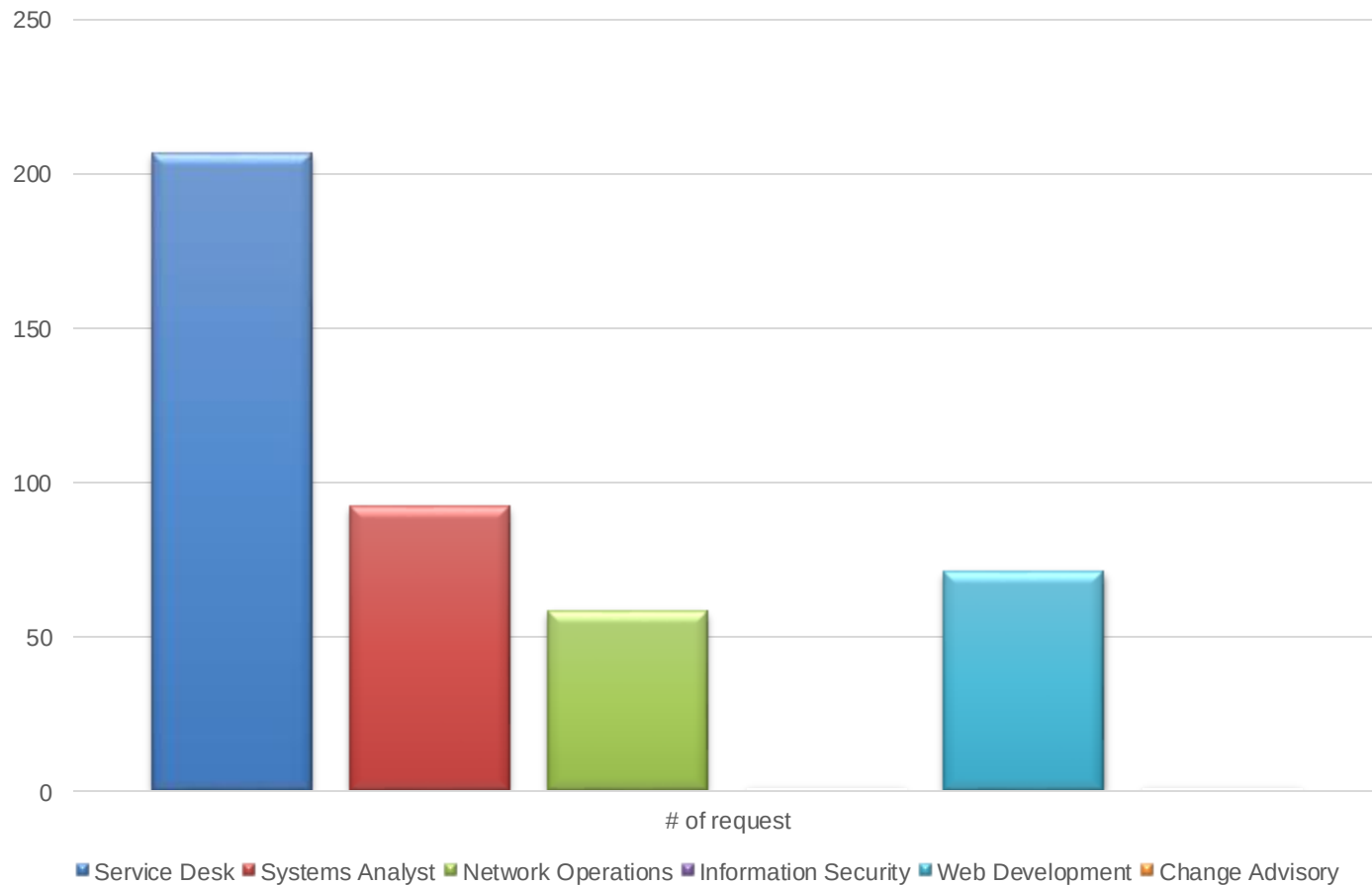
Request Opened by Group





Monthly Ticket Volume September 2024

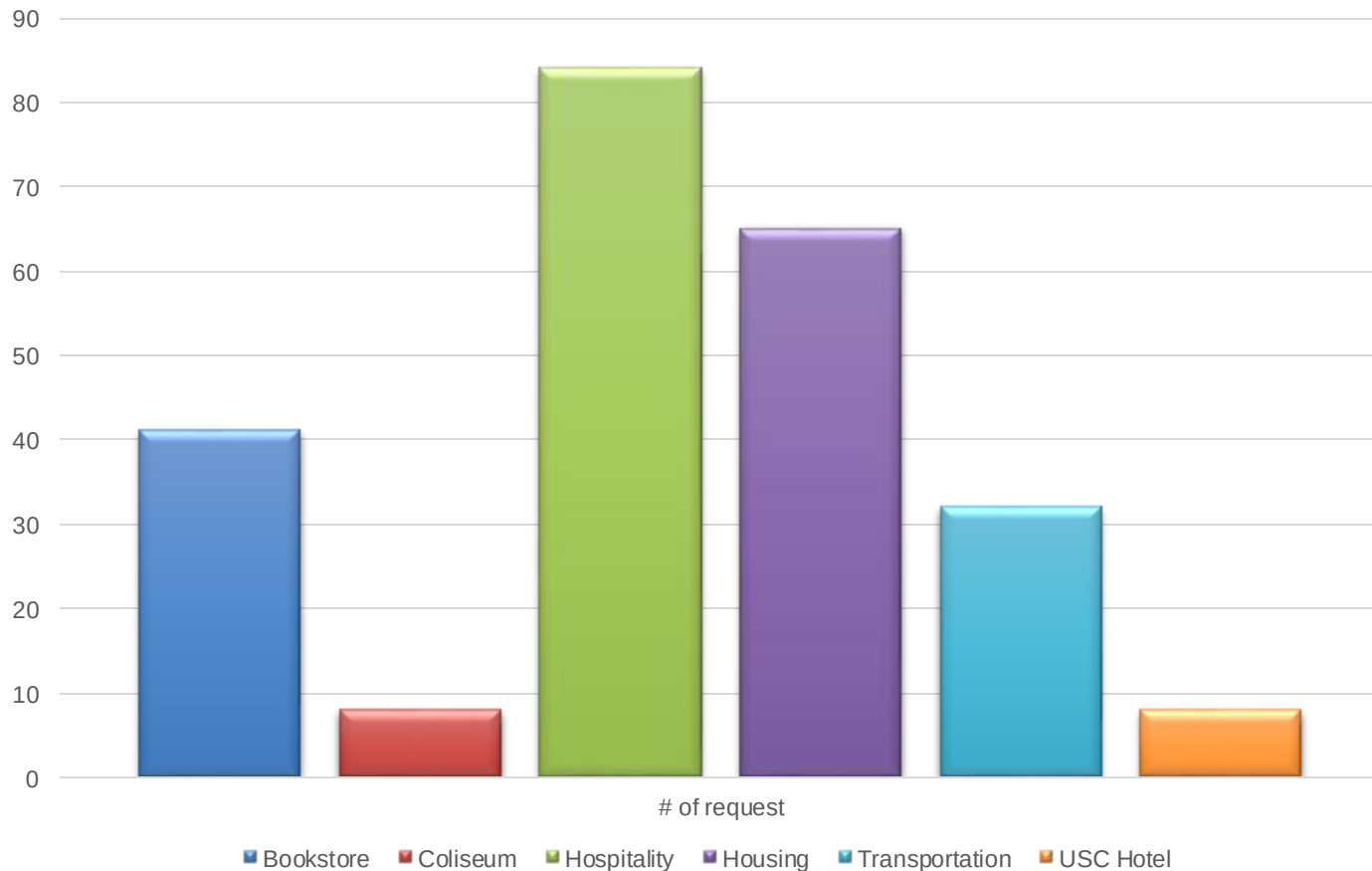
Request Closed by Group





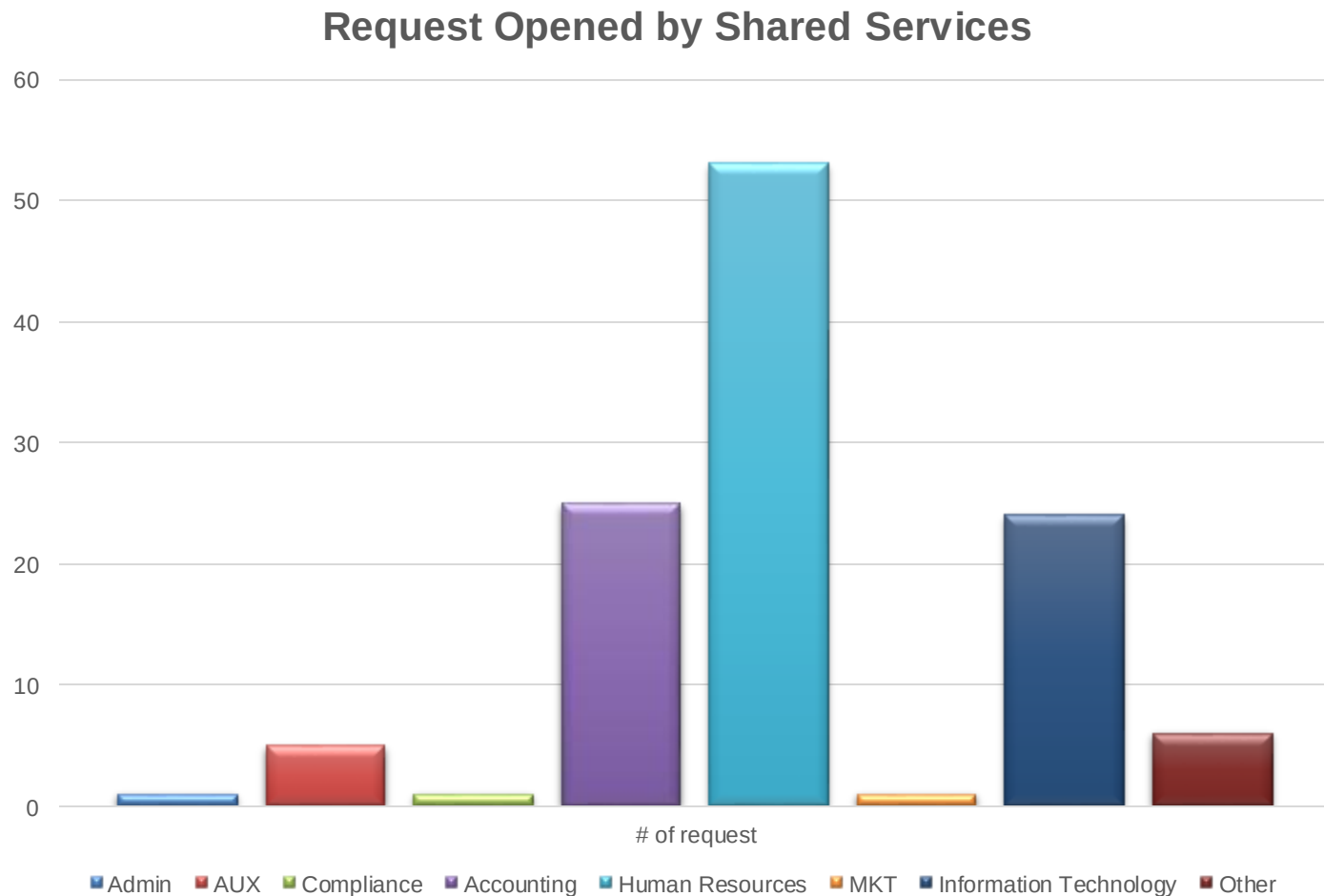
Monthly Ticket Trend September 2024

Request Opened by Business Units





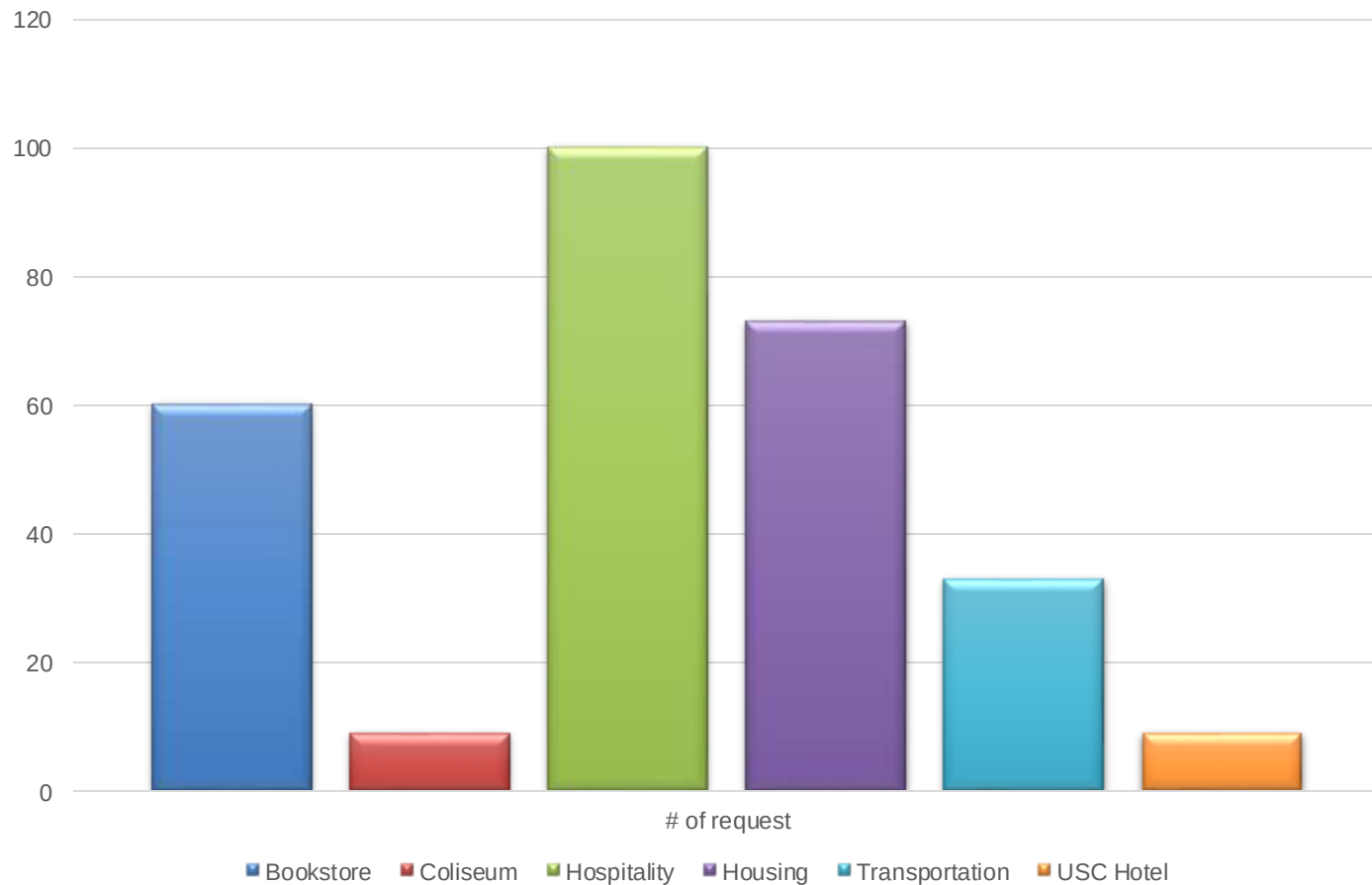
Monthly Ticket Trend September 2024





Monthly Ticket Trend September 2024

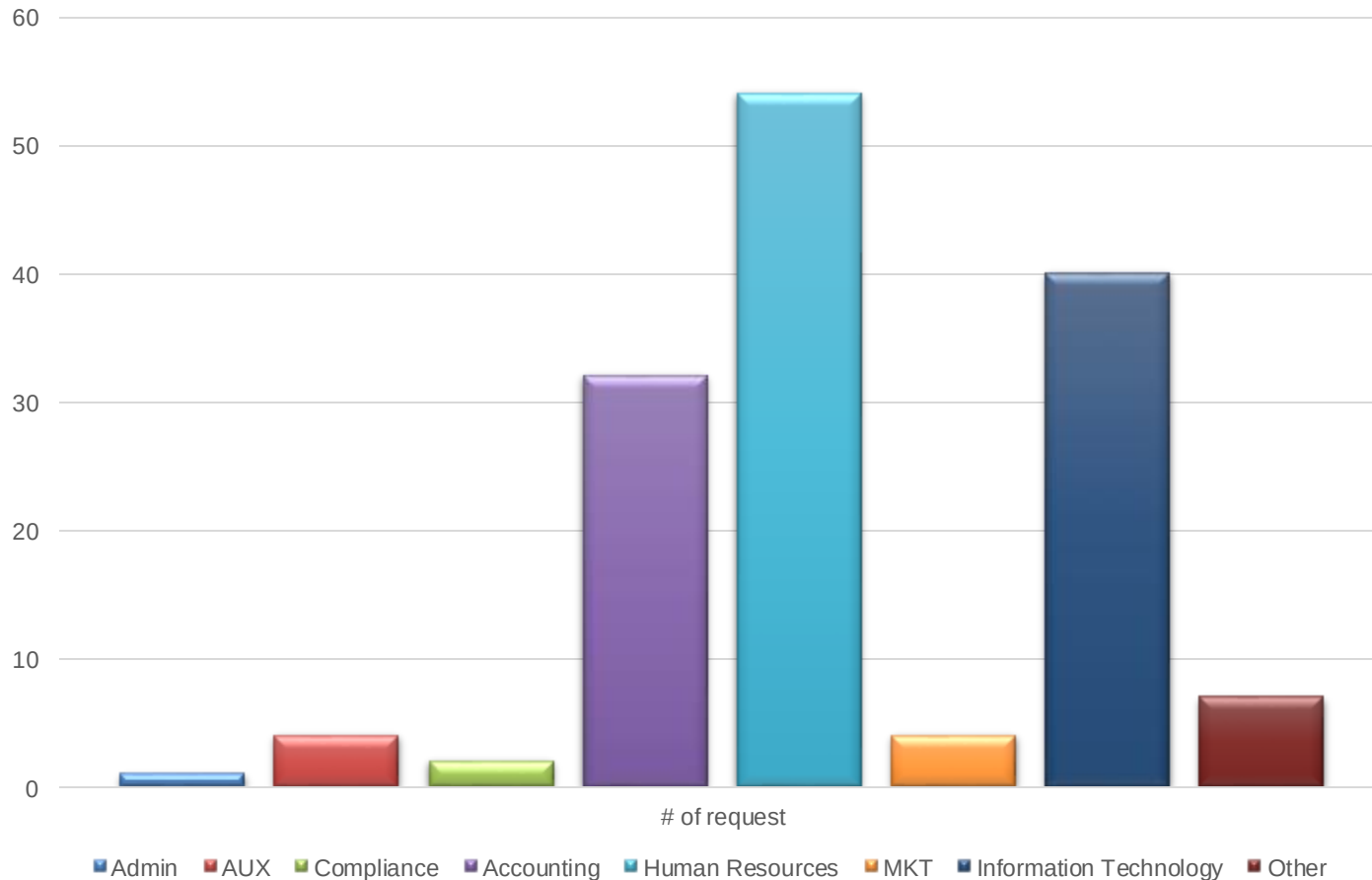
Request Closed by Business Units





Monthly Ticket Trend September 2024

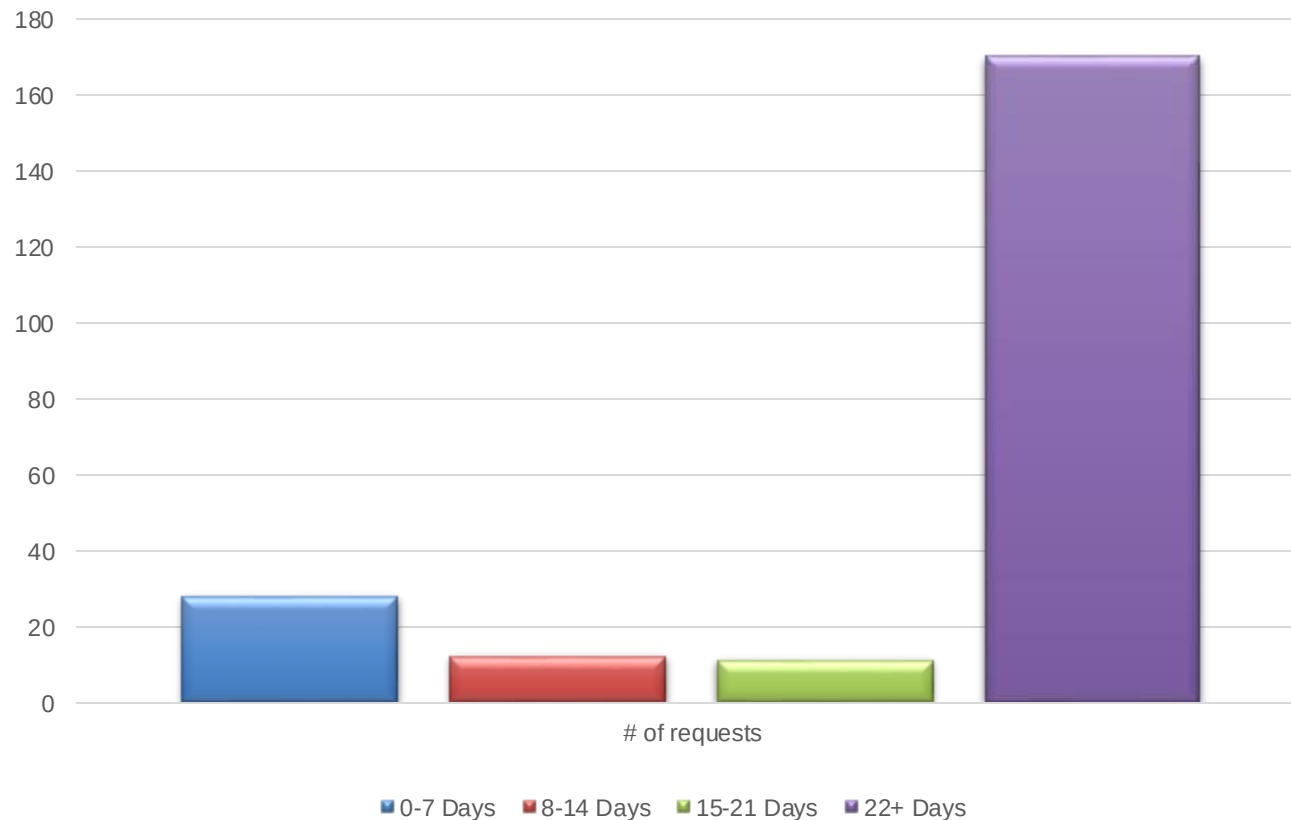
Request Closed by Shared Services





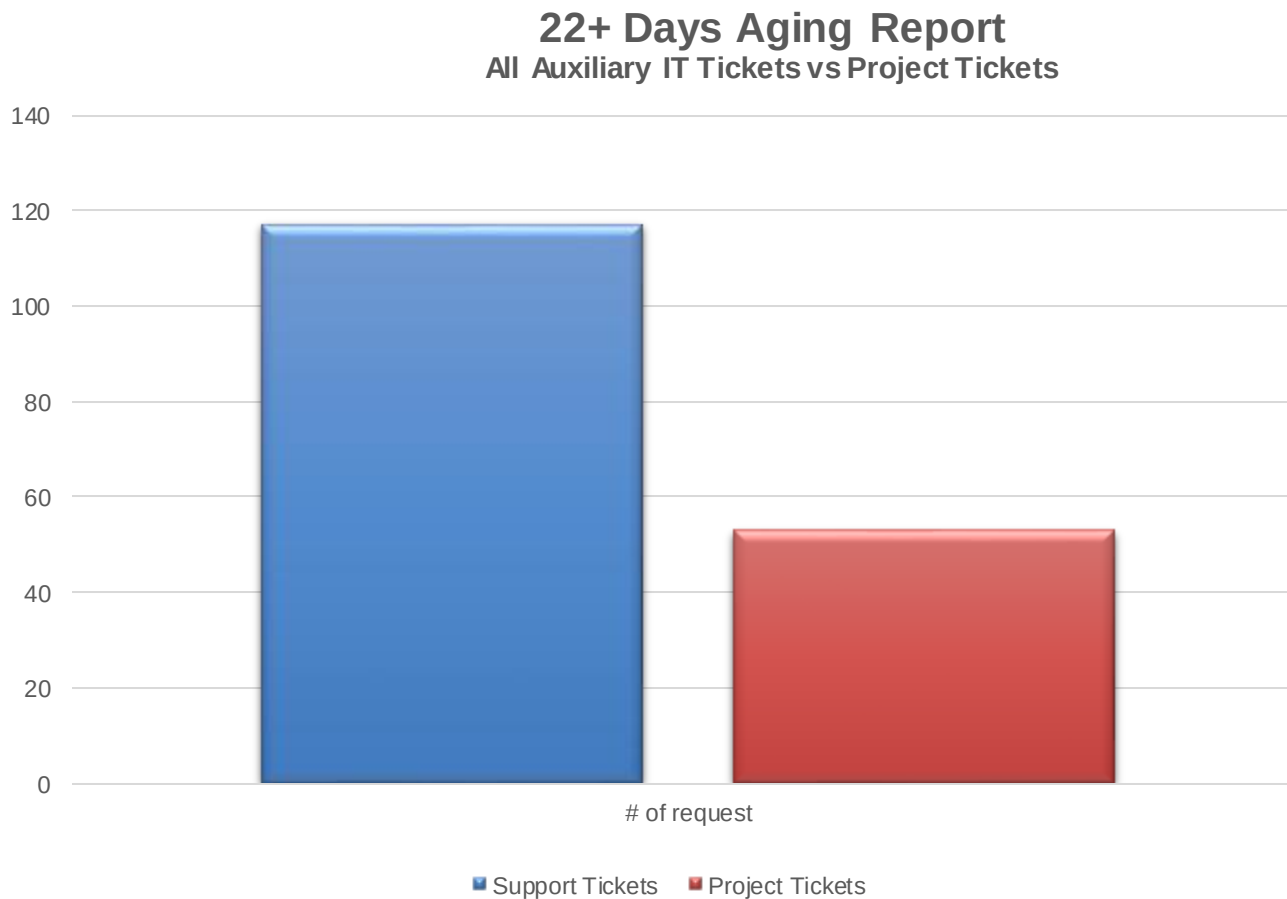
Aging Report September 2024

Open Requests Aging Report
Report includes all project and support tickets





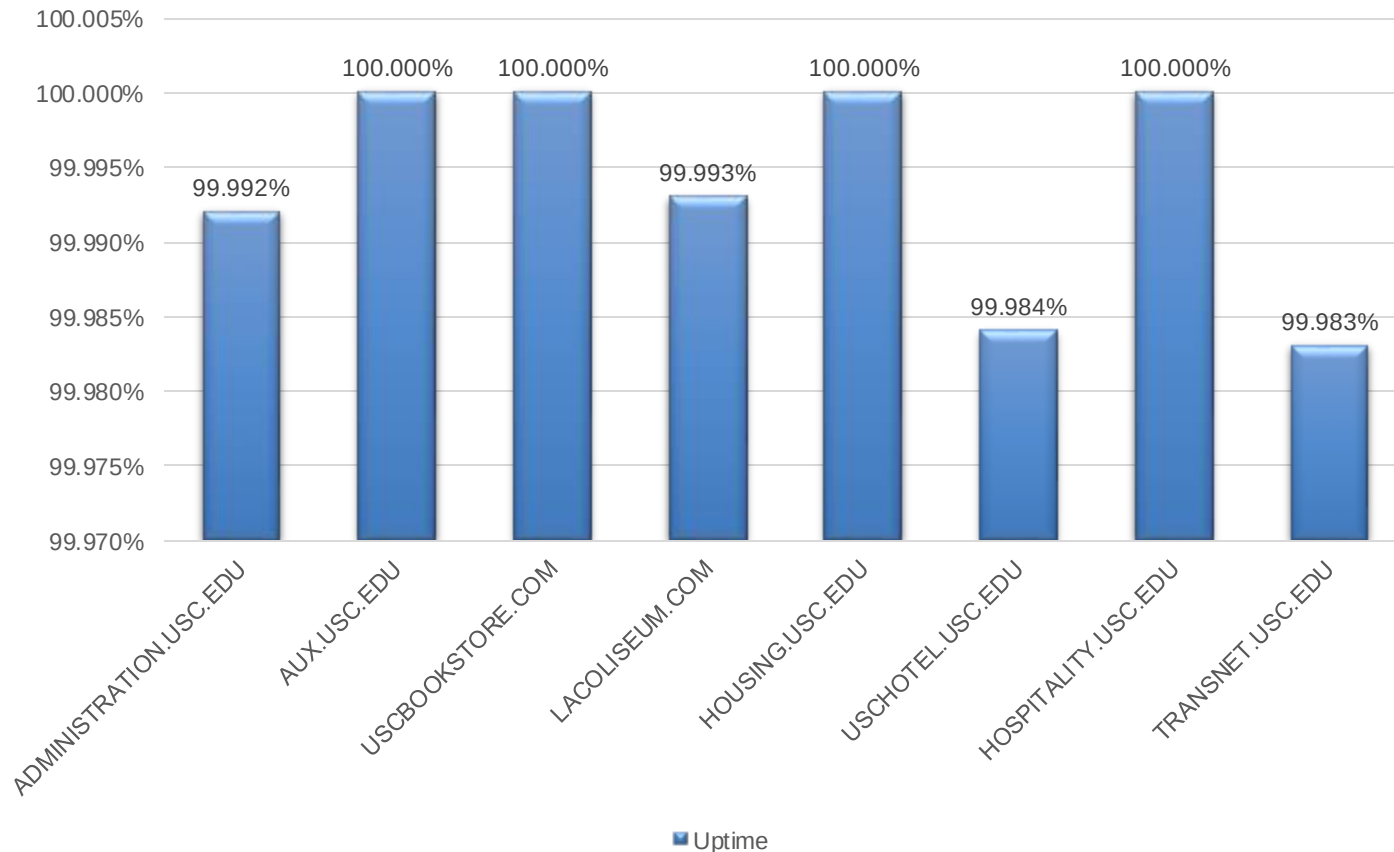
Aging Report September 2024





Website Uptime September 2024

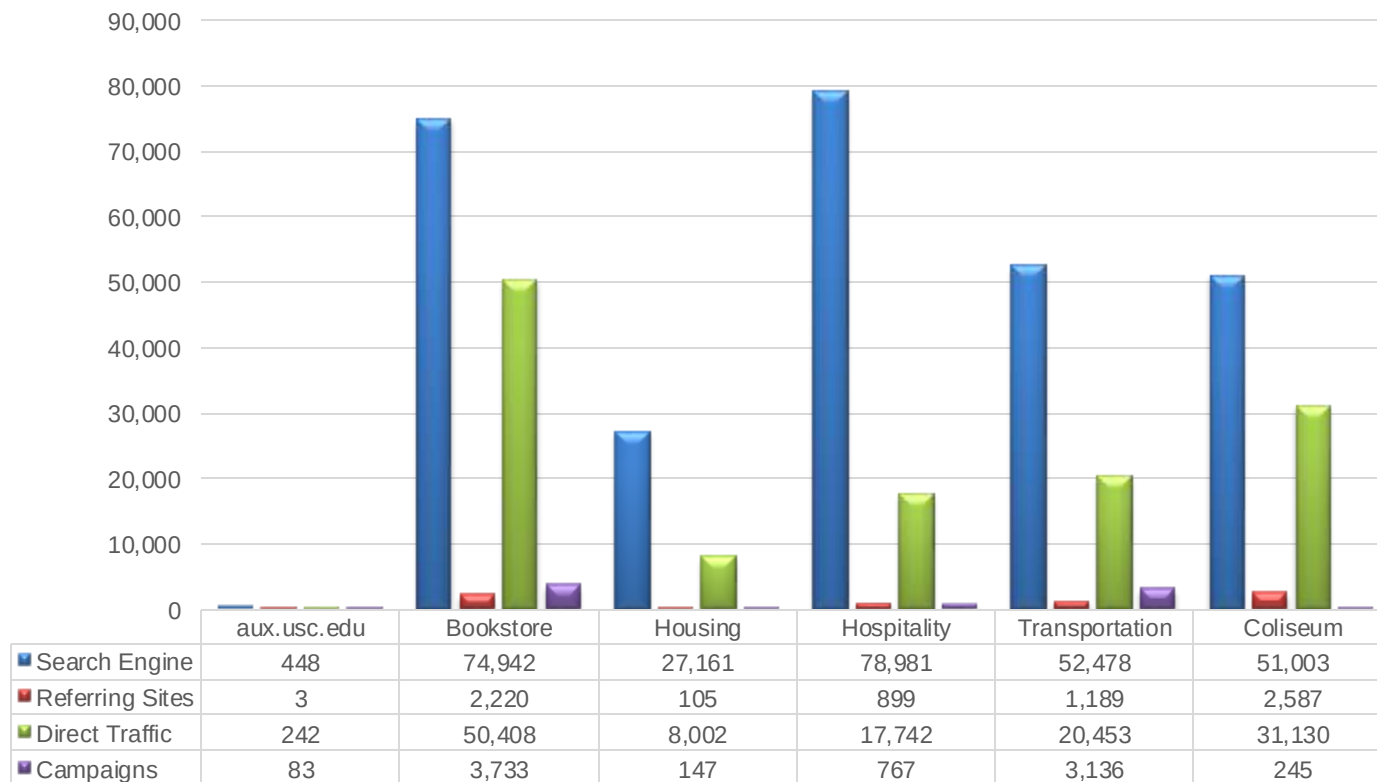
Website Uptime Report (Primary)





Website Reports September 2024

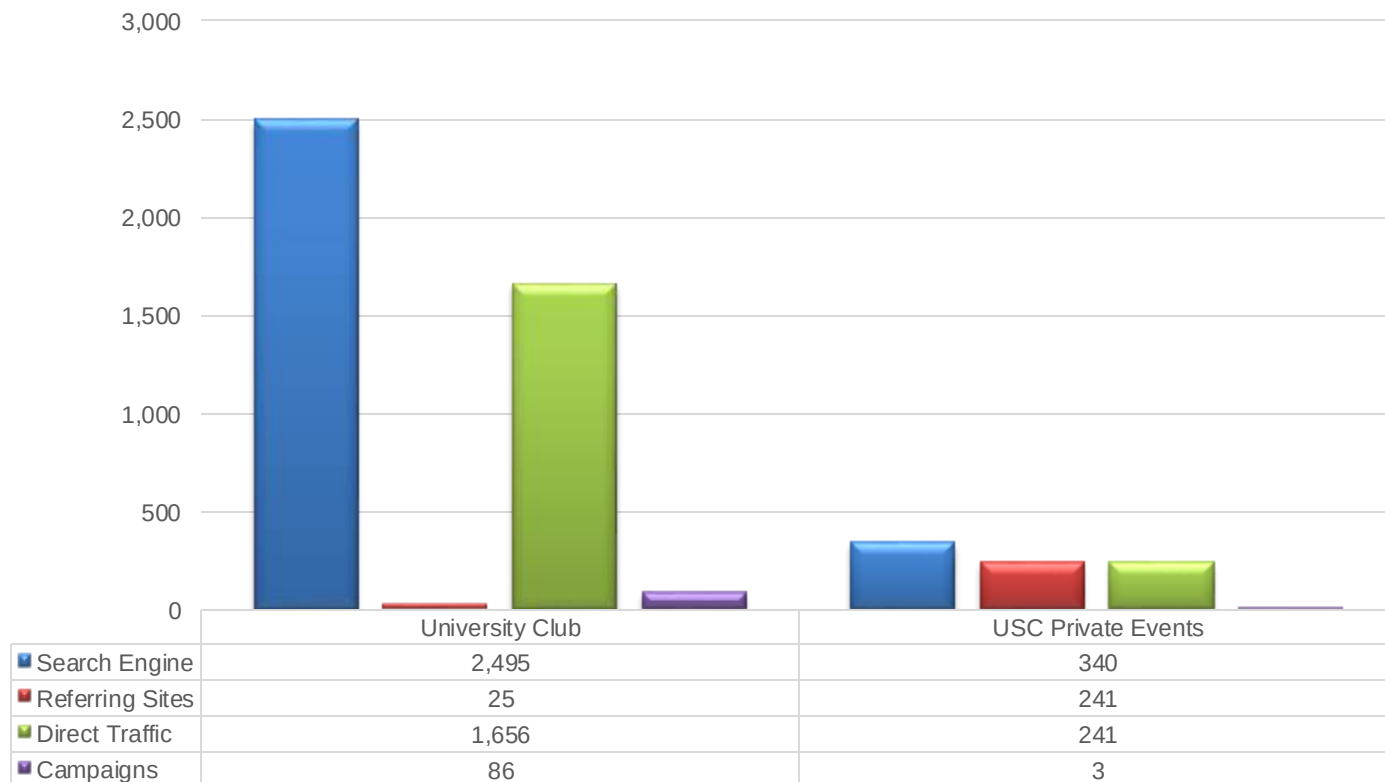
Traffic Sources - BU Main Sites





Website Reports September 2024

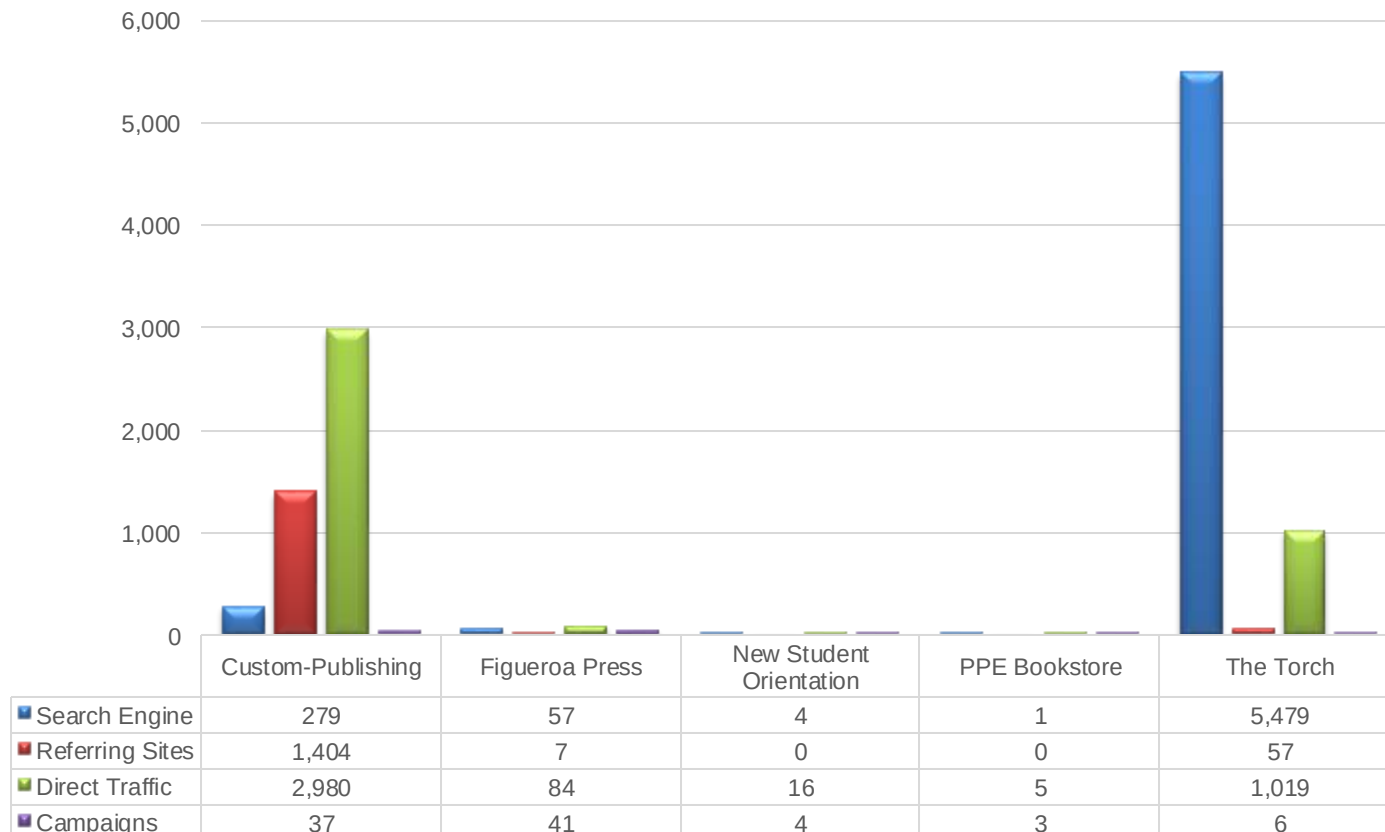
Traffic Sources - HSP Micro Sites (Desktop)





Website Reports September 2024

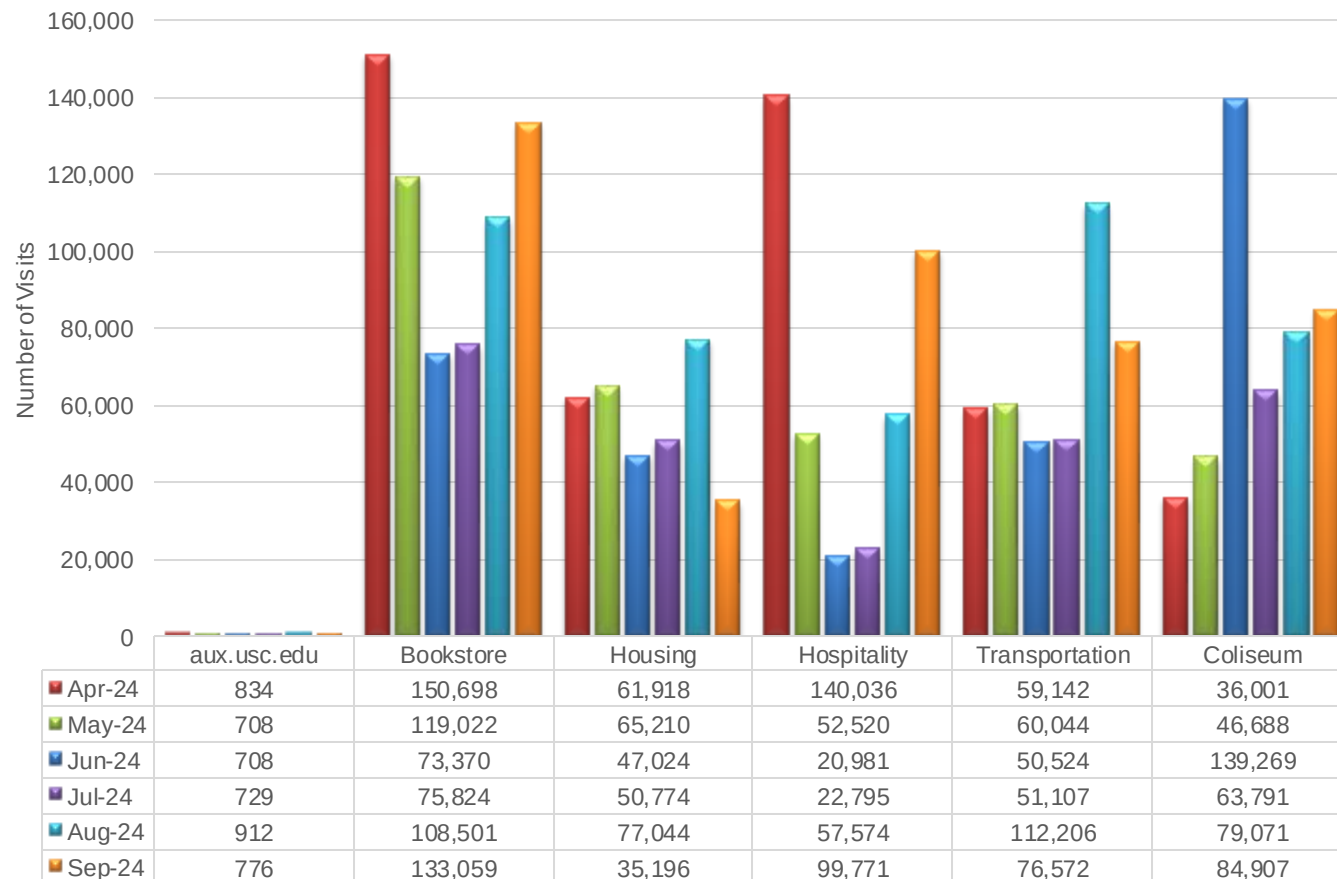
Traffic Sources - Other Sites





Website Reports September 2024

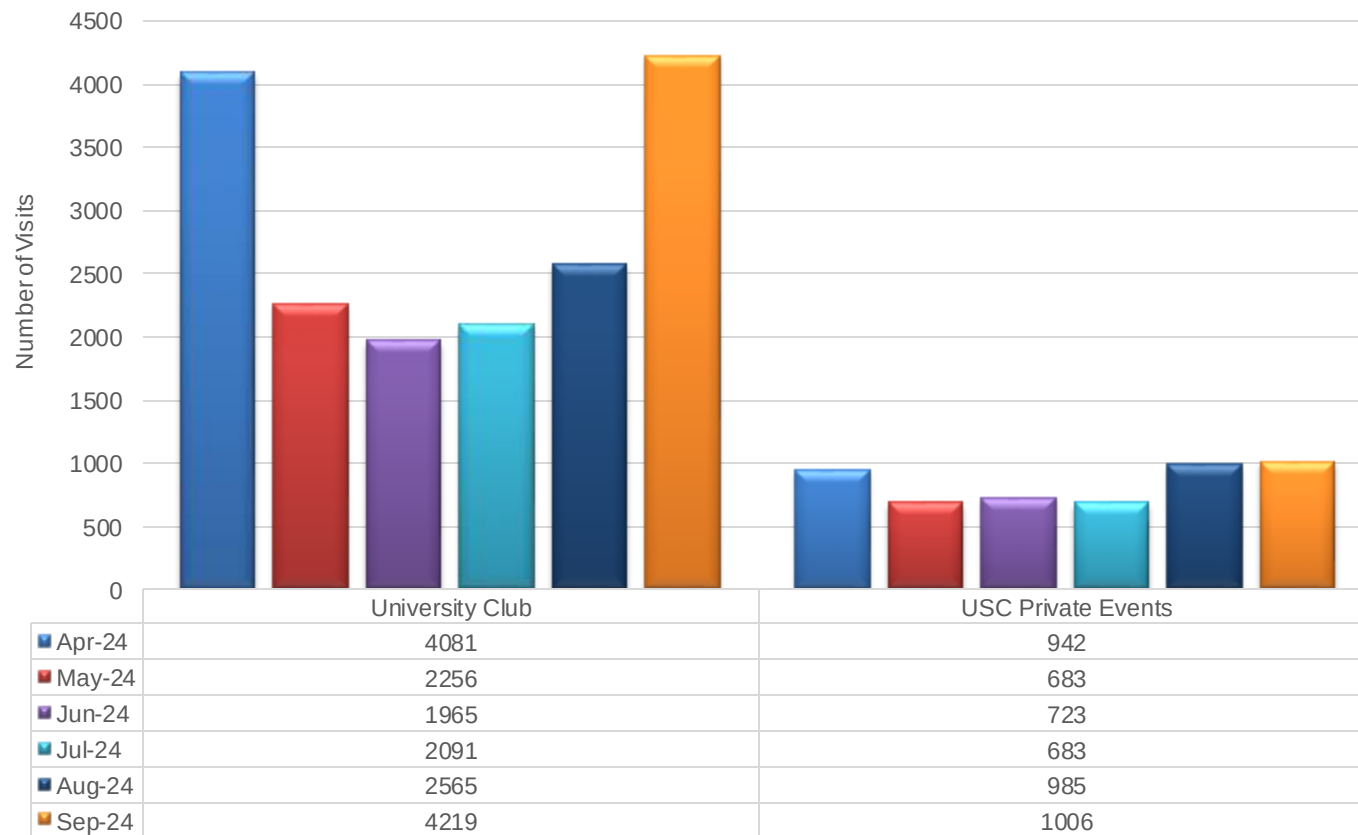
Web Visits Per Month - BU Main Sites





Website Reports September 2024

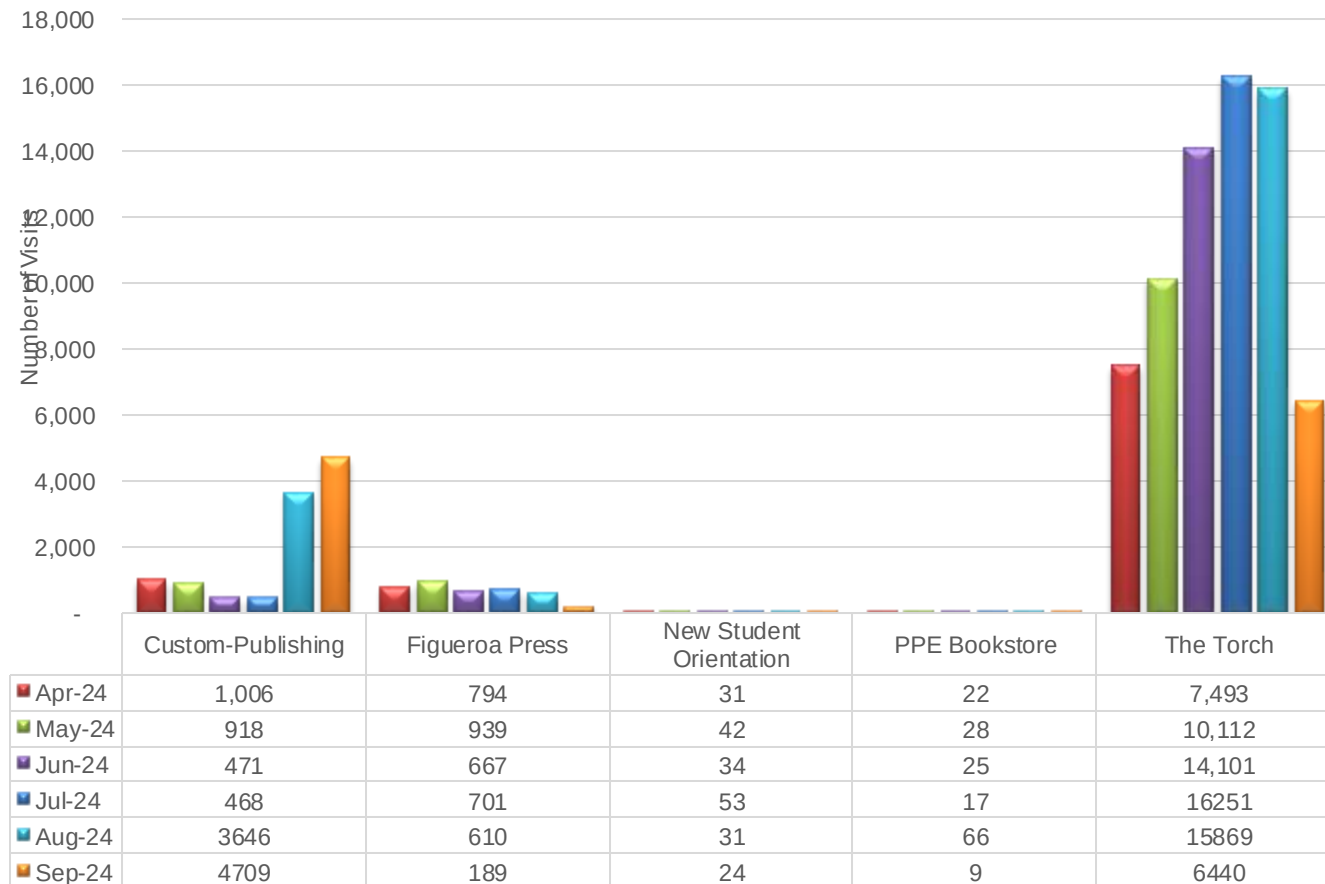
Web Visits Per Month - HSP Micro Sites (Desktop)





Website Reports September 2024

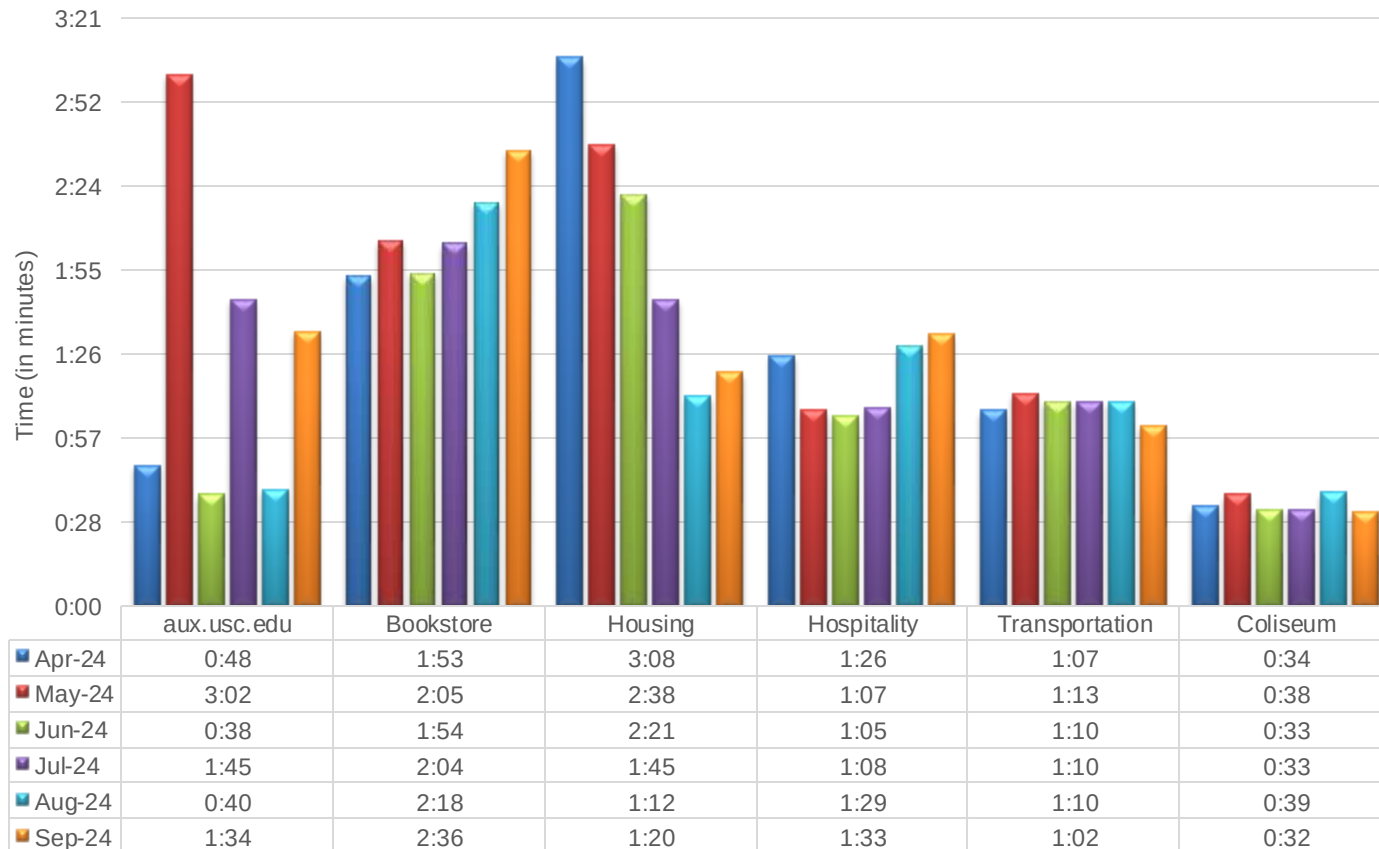
Web Visits Per Month - Other Sites





Website Reports September 2024

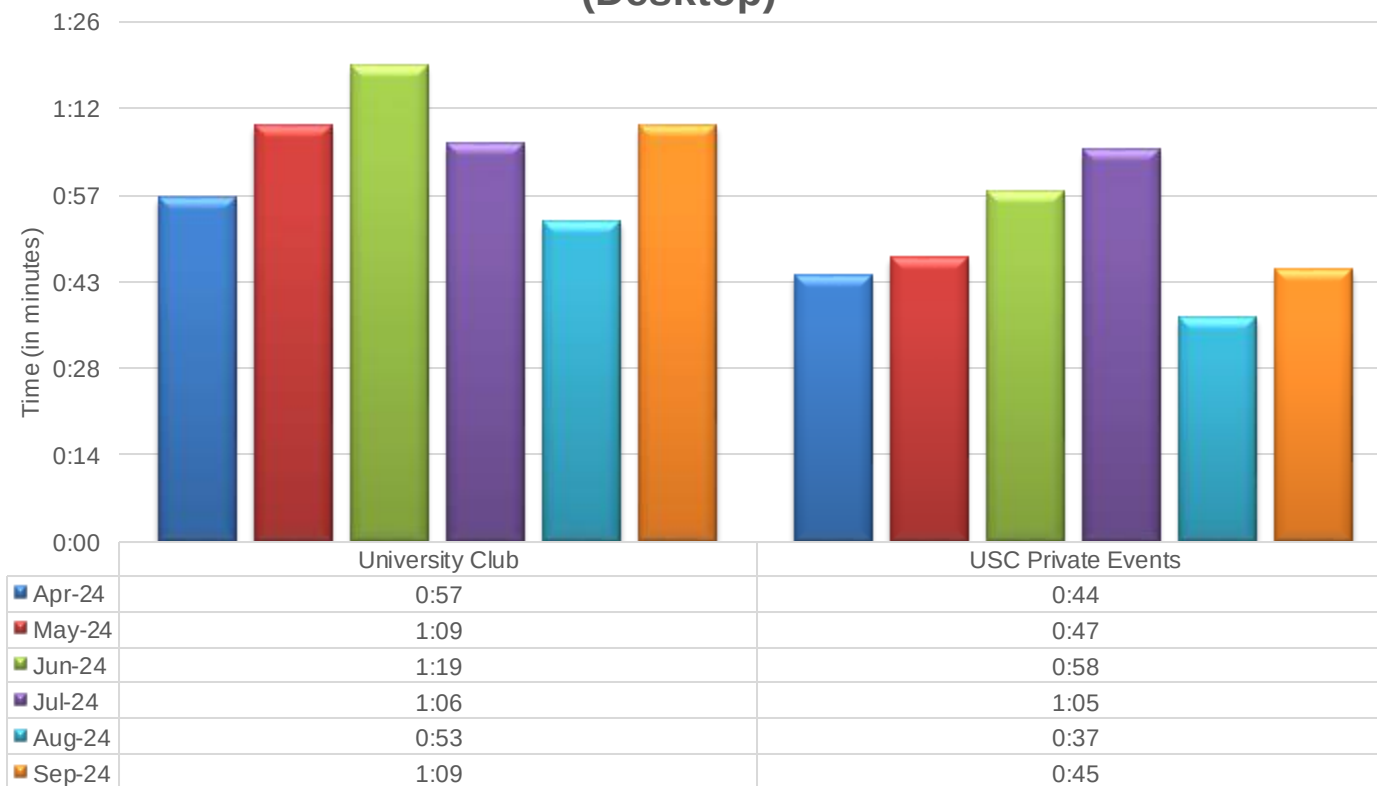
Average Time Spent on Website - BU Main Sites





Website Reports September 2024

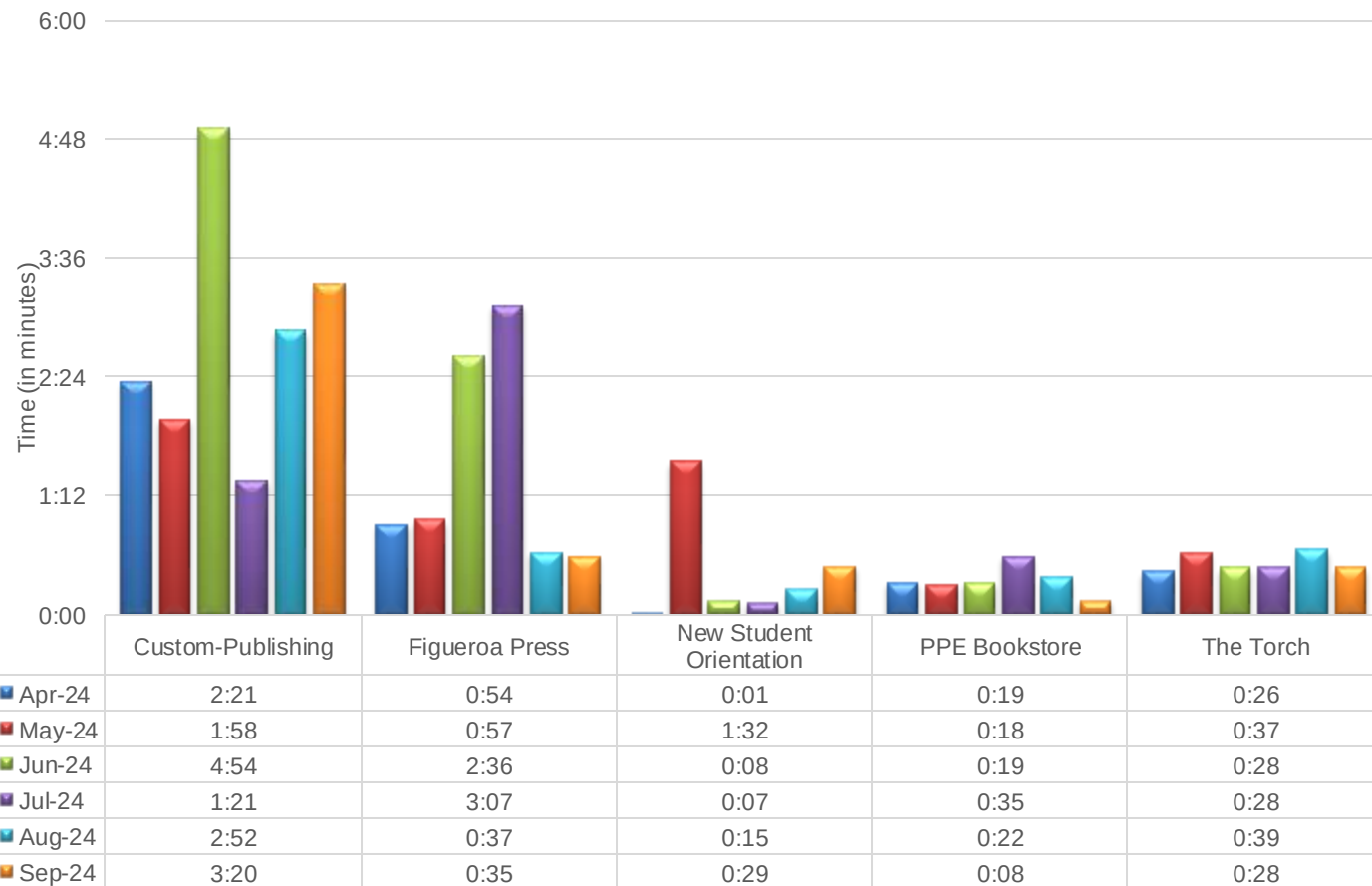
Average Time Spent on Website - HSP Micro Sites (Desktop)





Website Reports September 2024

Average Time Spent on Website - Other Sites





Customer Satisfaction September 2024





Thank You !!