



AS IT MONTHLY REPORTS

For December 2024

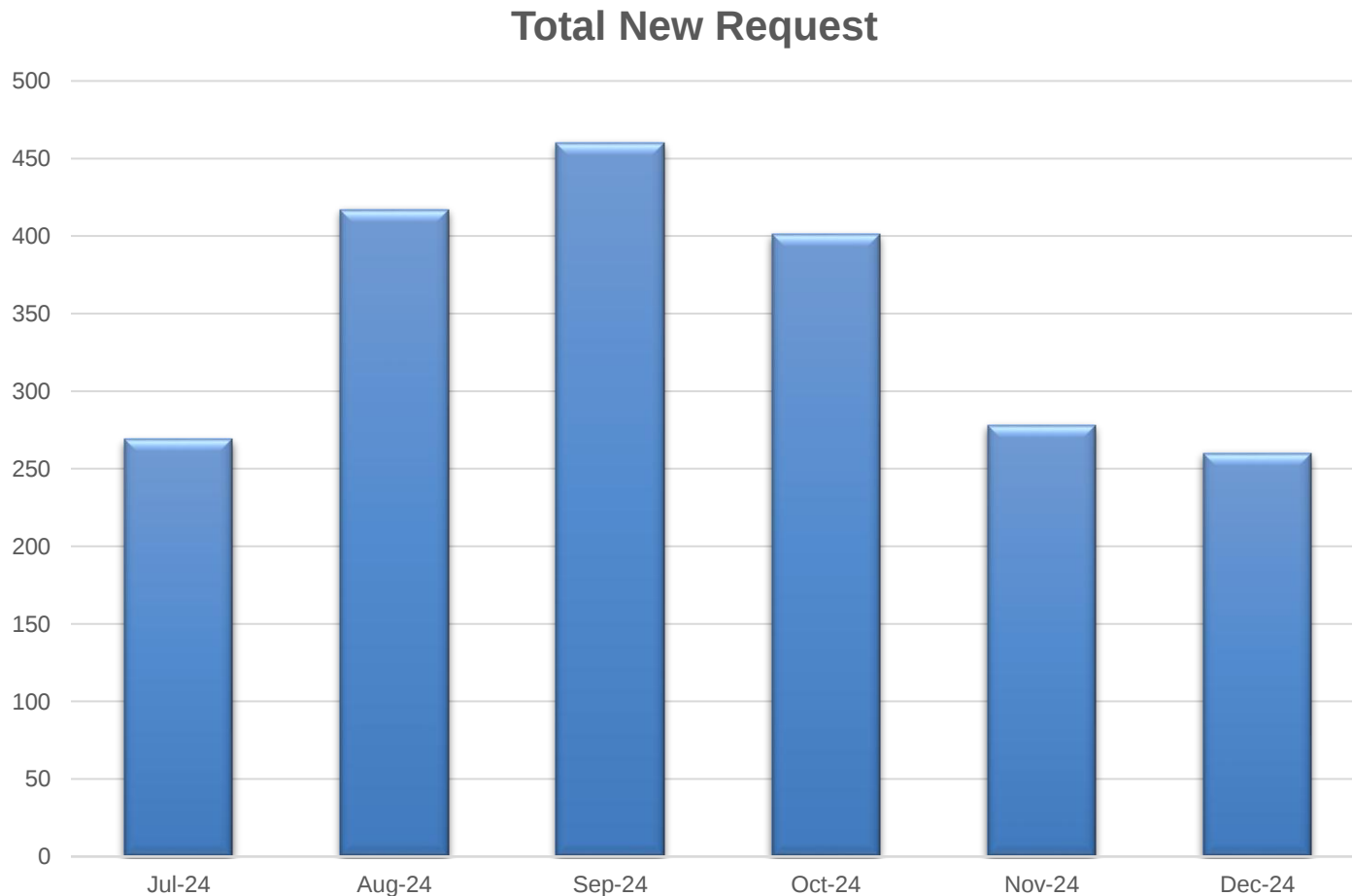


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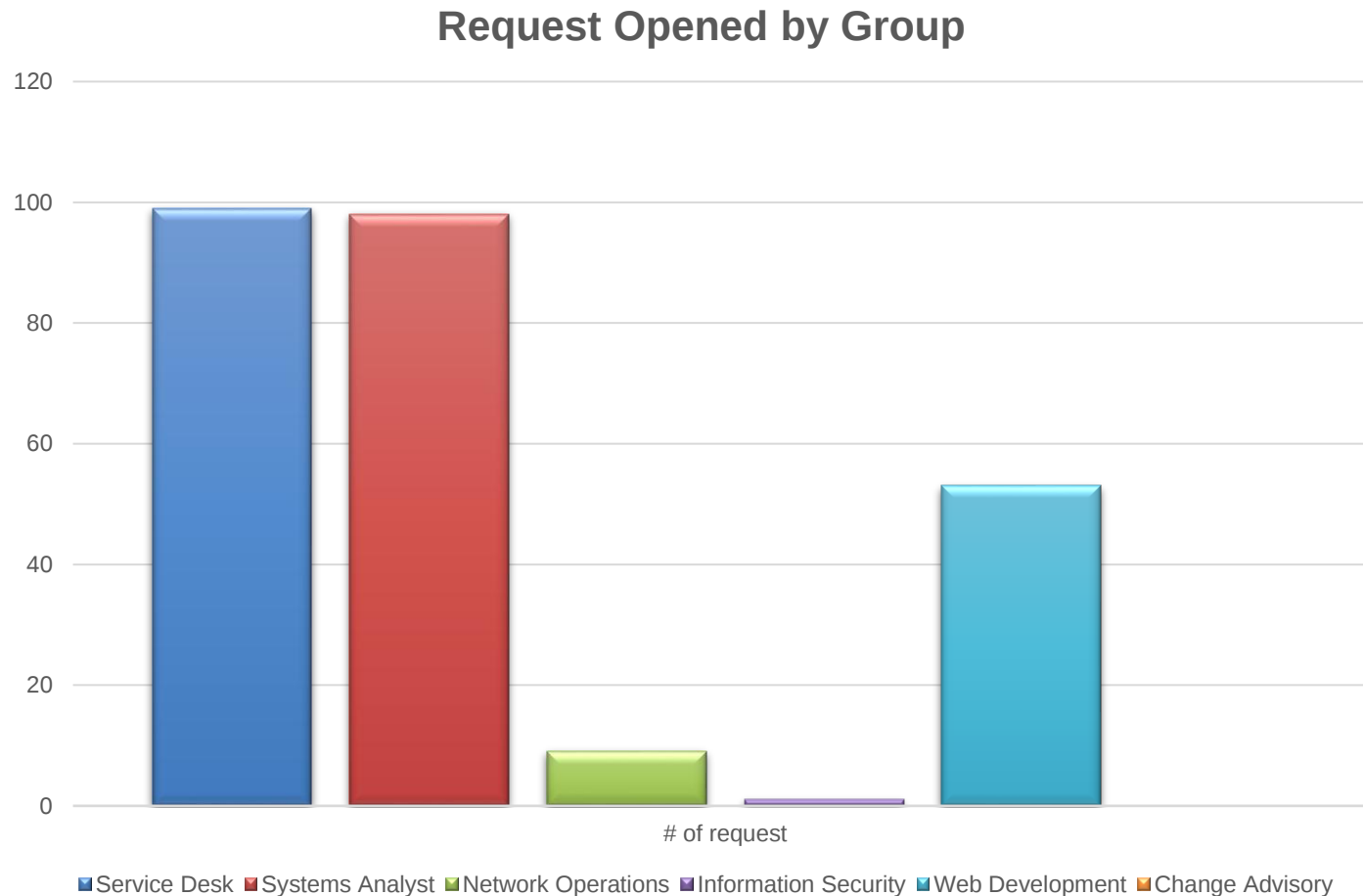


Monthly Ticket Volume December 2024



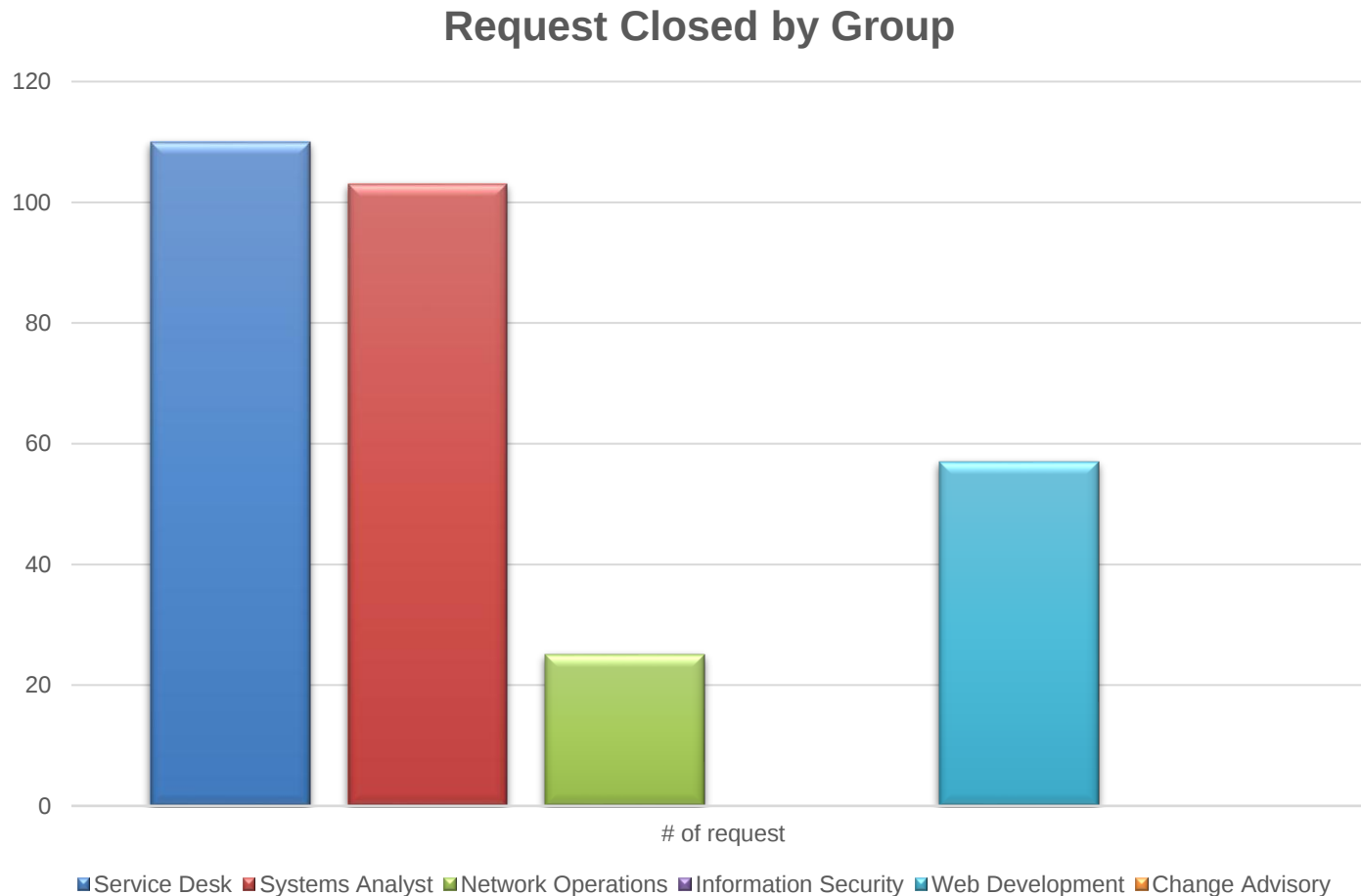


Monthly Ticket Volume December 2024



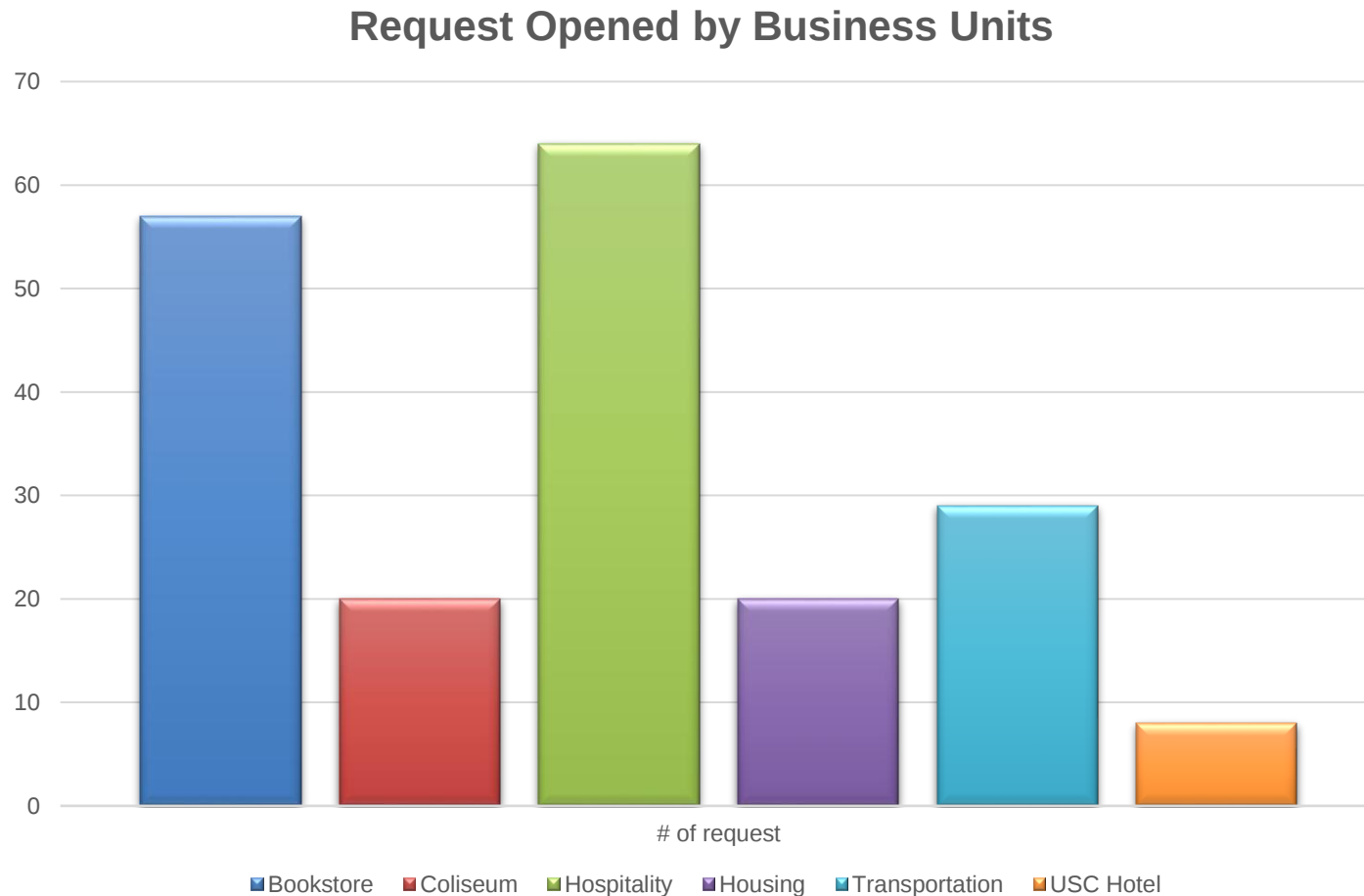


Monthly Ticket Volume December 2024



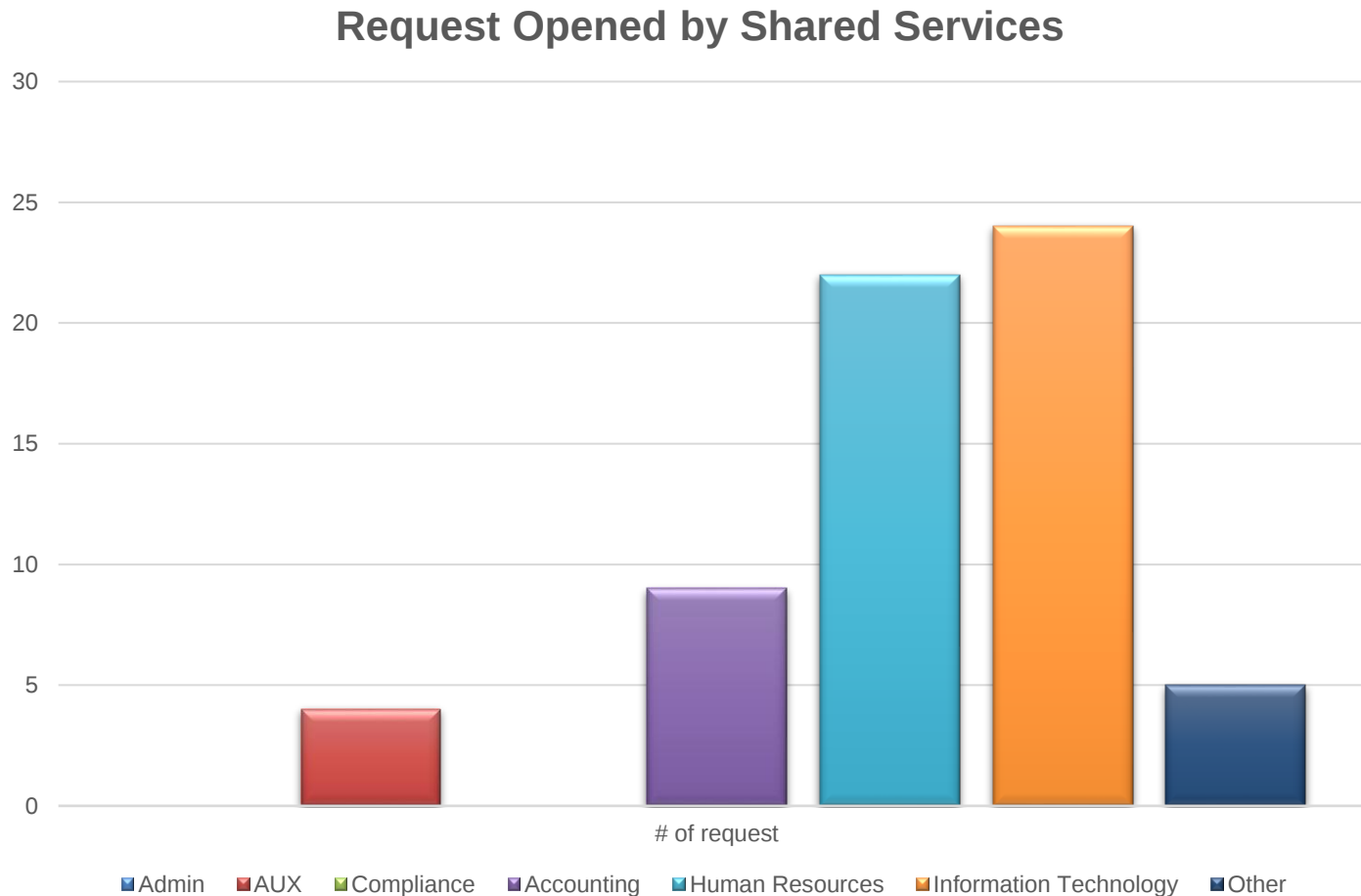


Monthly Ticket Trend December 2024



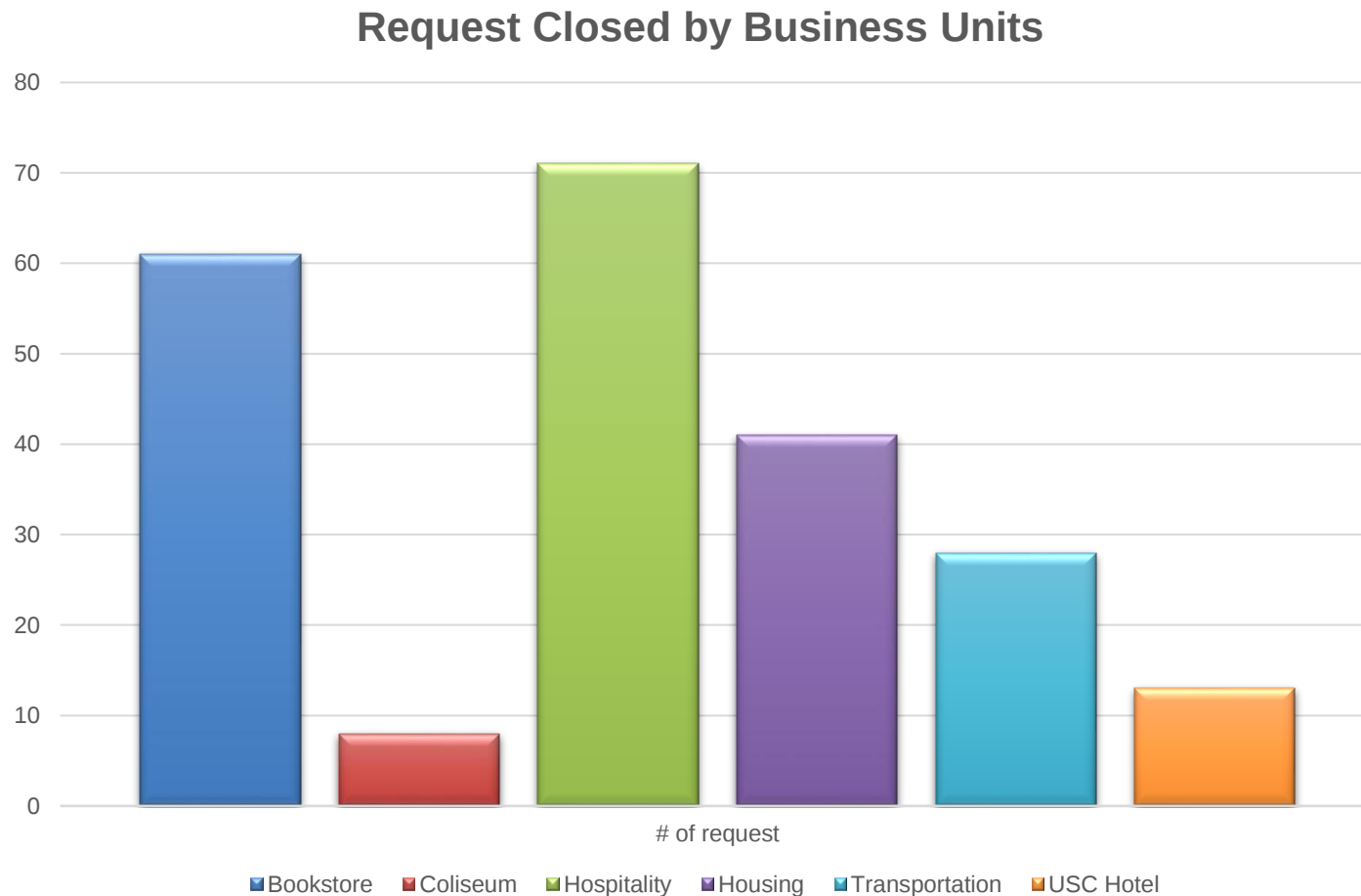


Monthly Ticket Trend December 2024



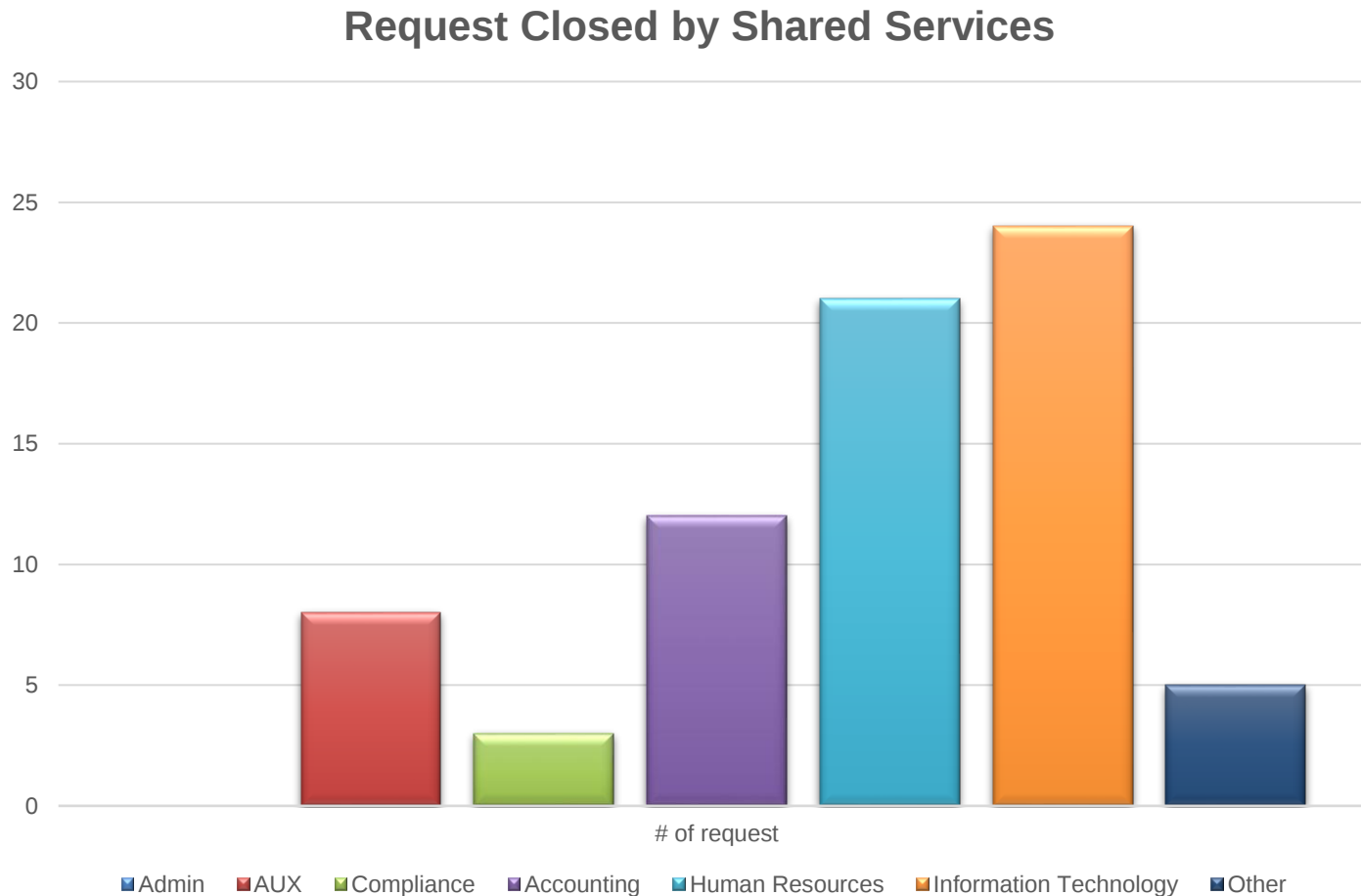


Monthly Ticket Trend December 2024





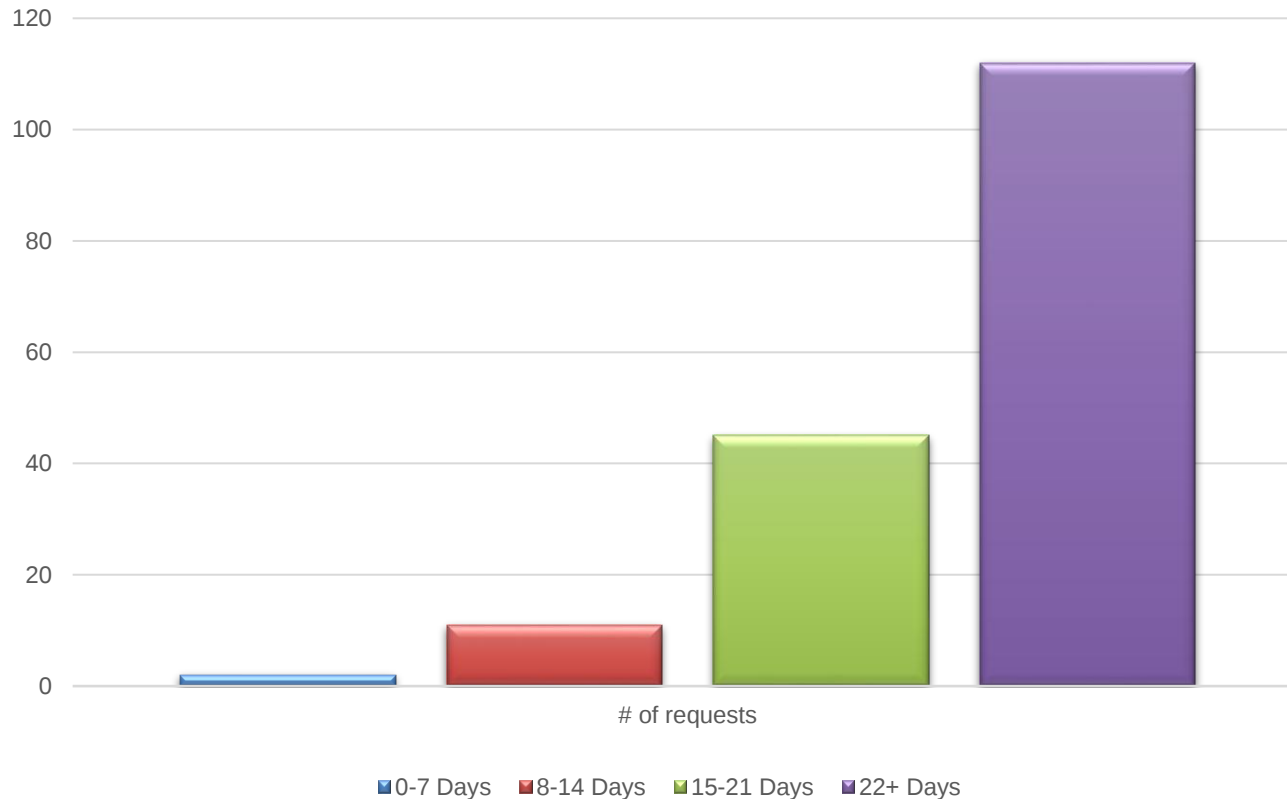
Monthly Ticket Trend December 2024





Aging Report December 2024

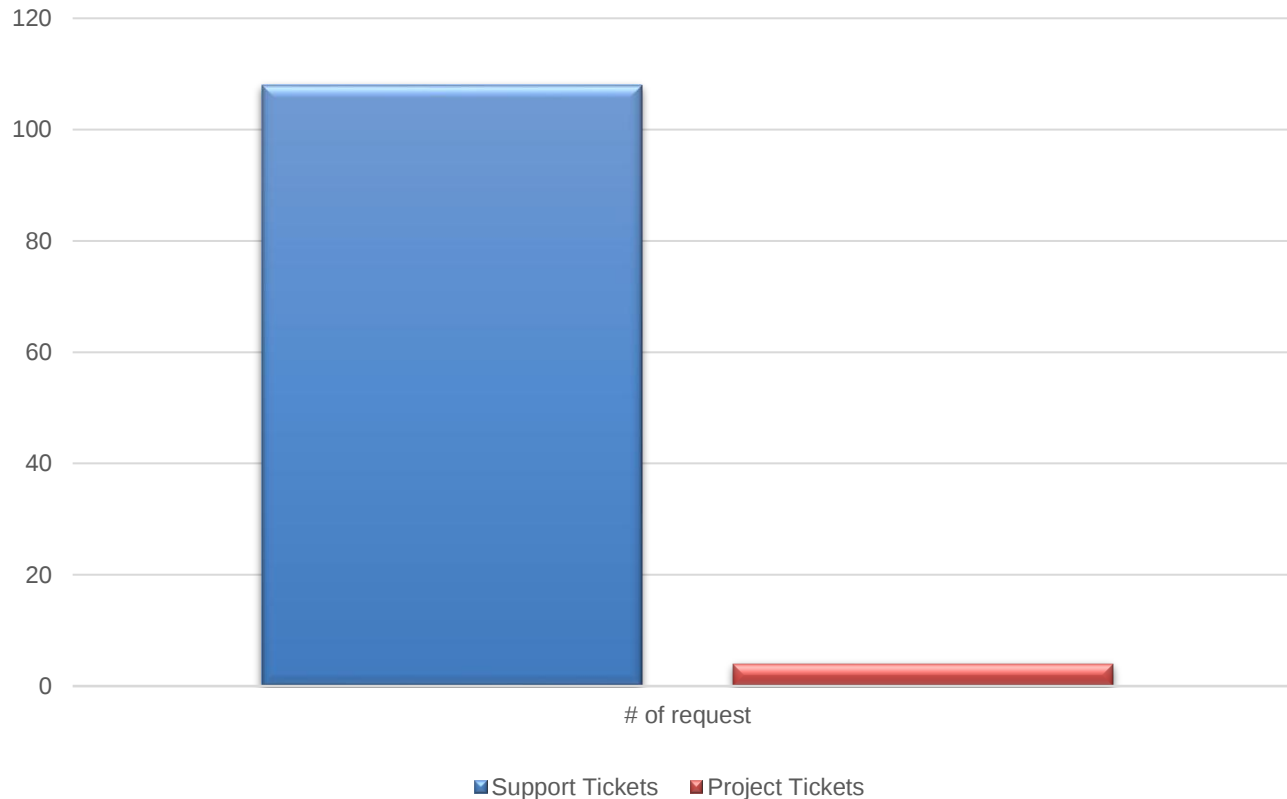
Open Requests Aging Report
Report includes all project and support tickets





Aging Report December 2024

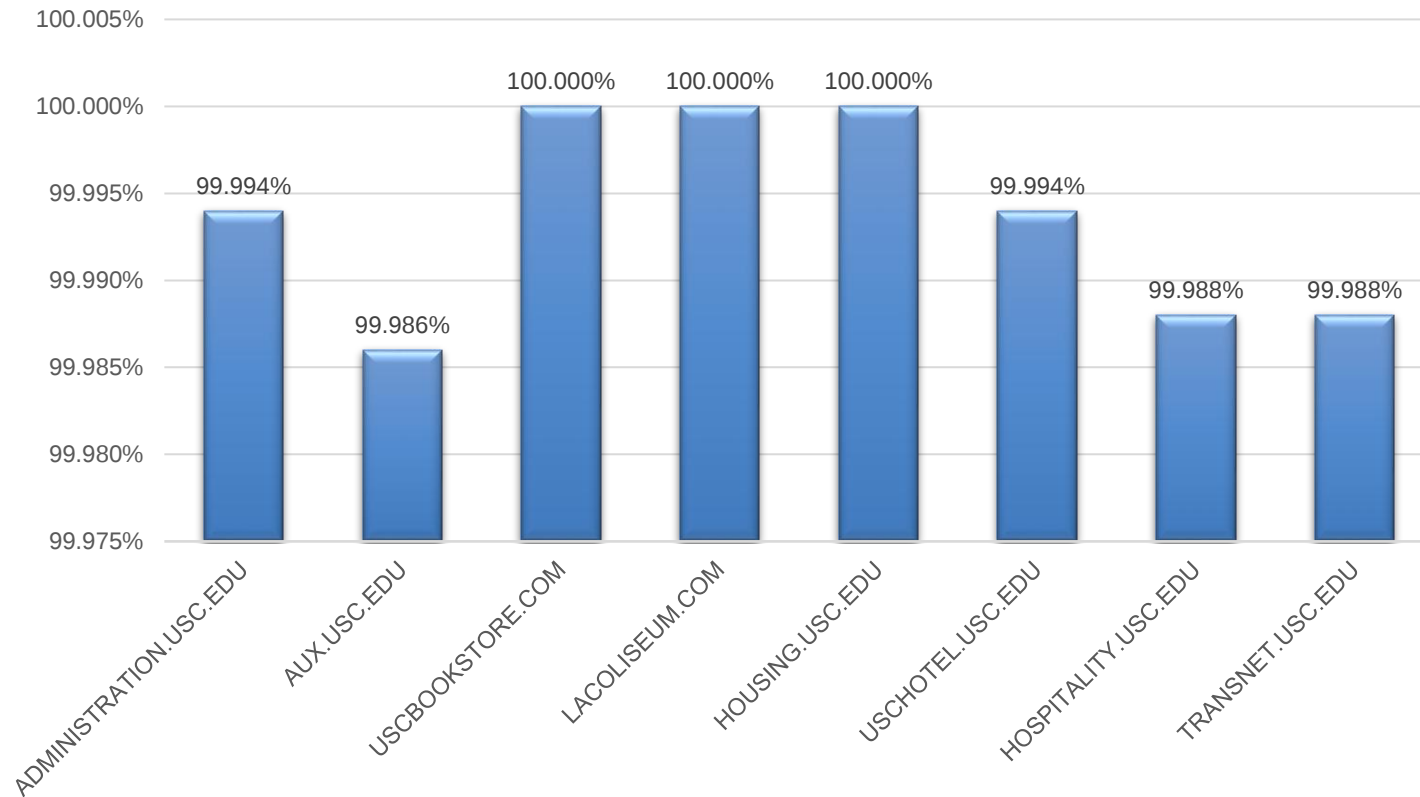
22+ Days Aging Report
All Auxiliary IT Tickets vs Project Tickets





Website Uptime December 2024

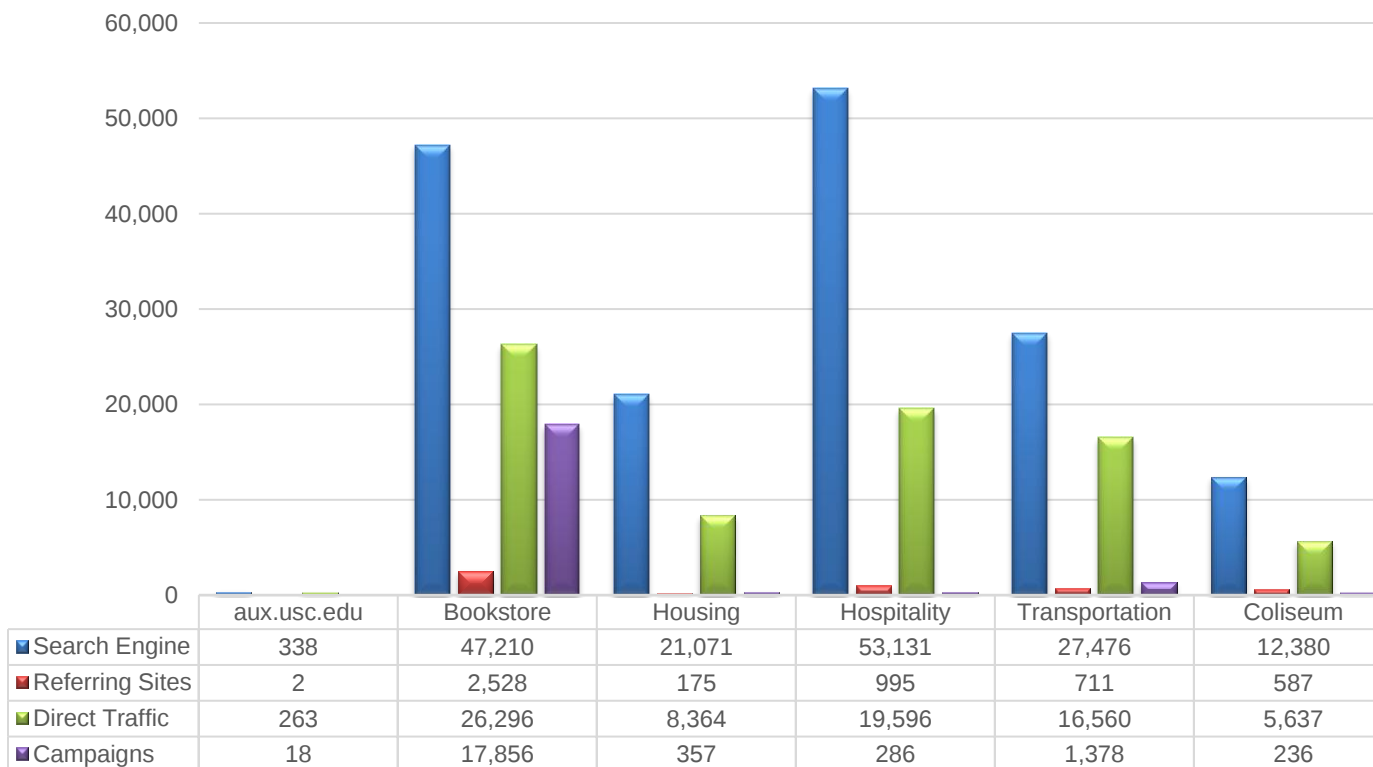
Website Uptime Report (Primary)





Website Reports December 2024

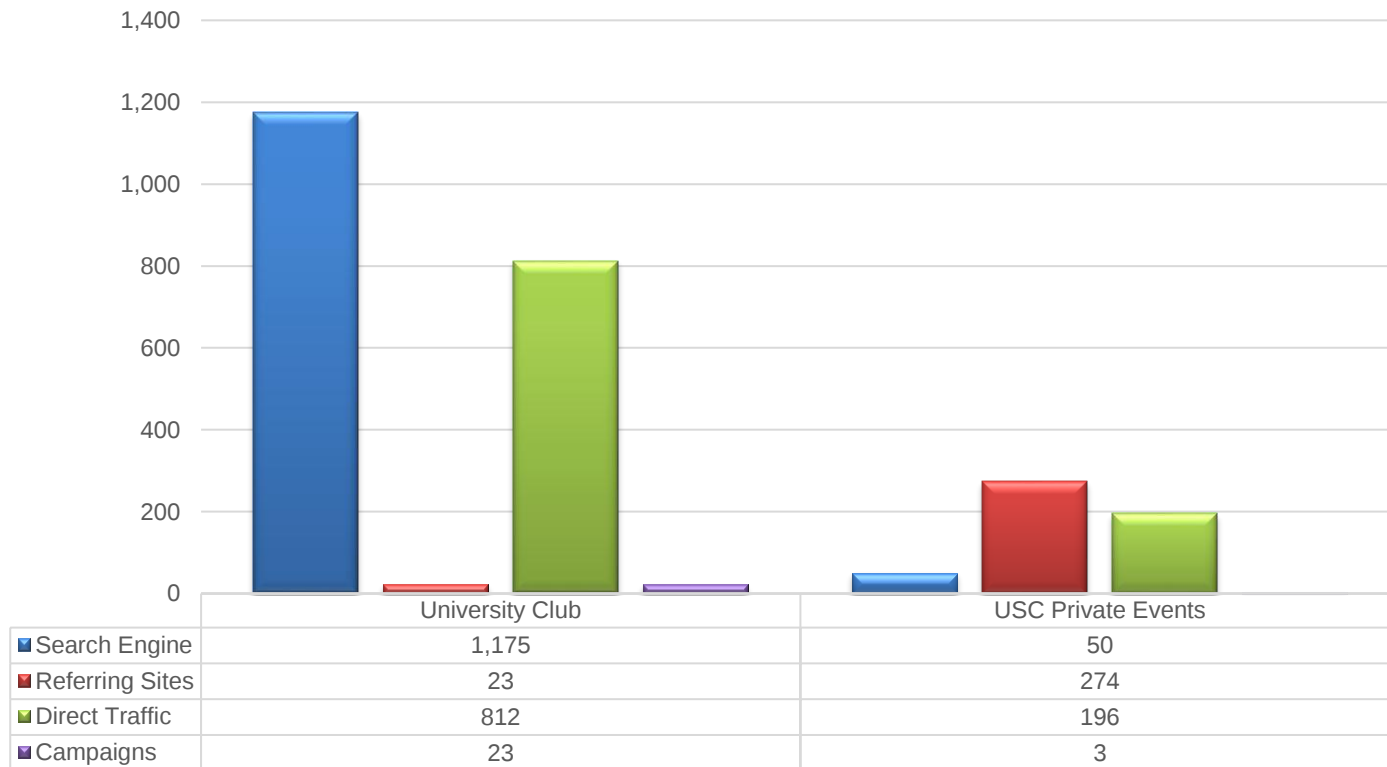
Traffic Sources - BU Main Sites





Website Reports December 2024

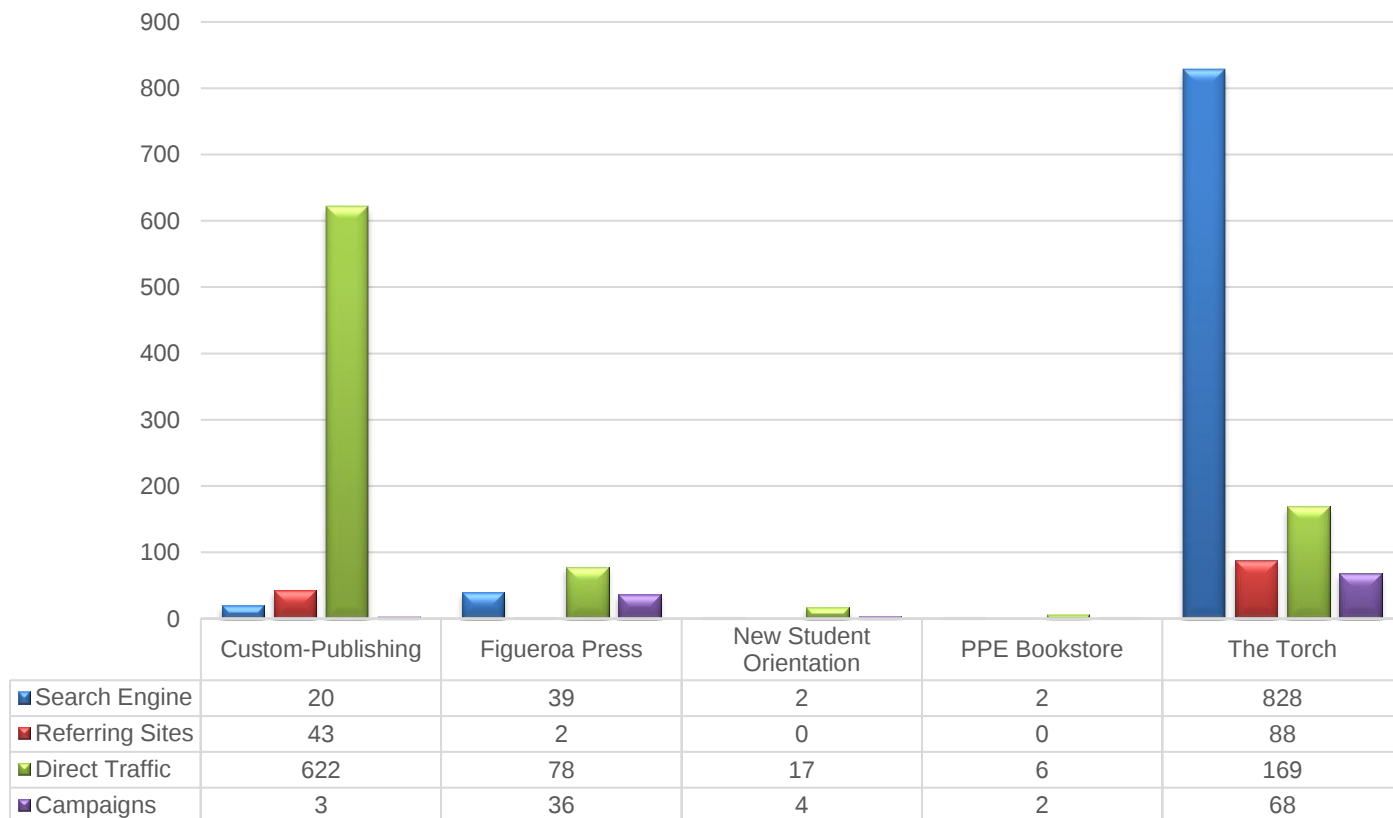
Traffic Sources - HSP Micro Sites (Desktop)





Website Reports December 2024

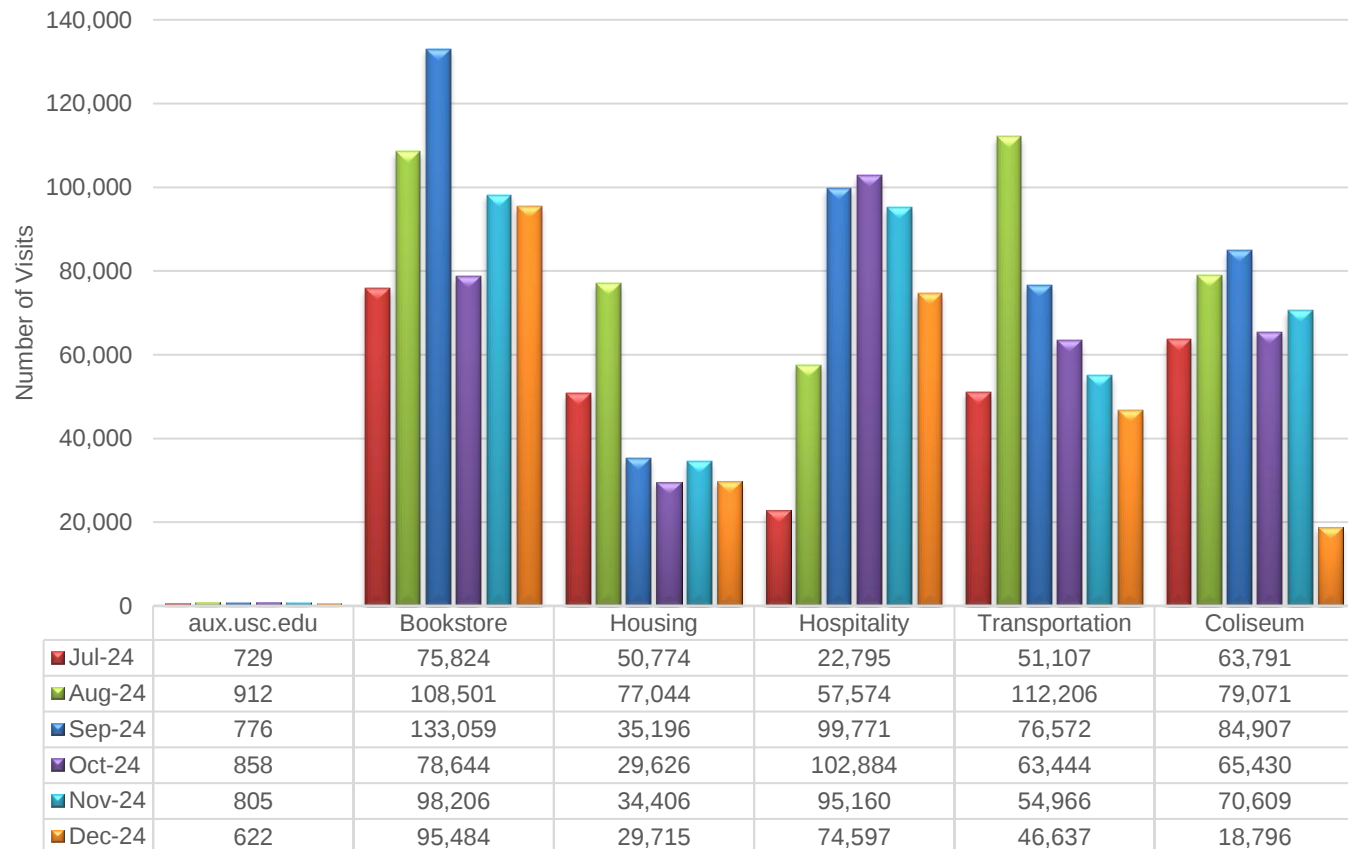
Traffic Sources - Other Sites





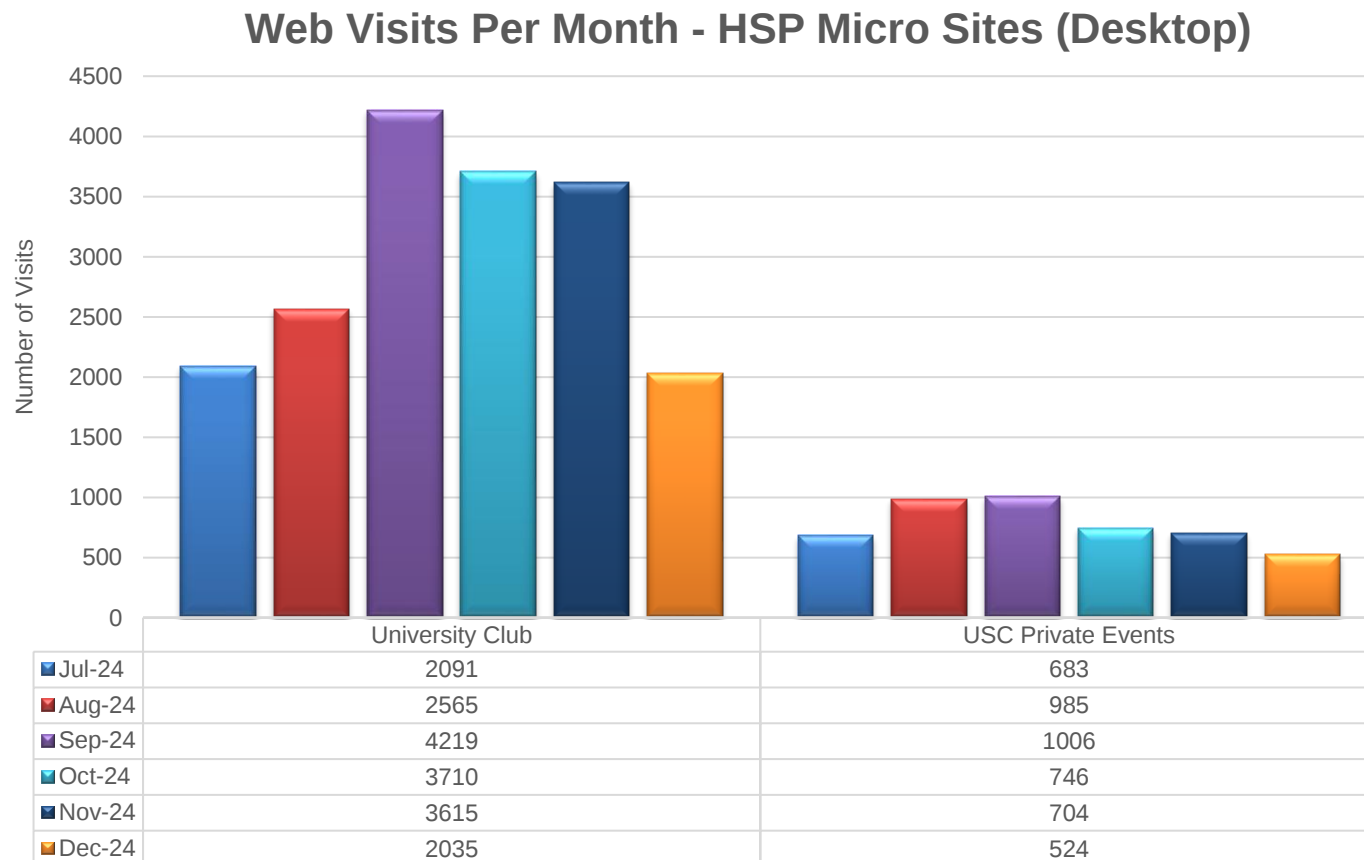
Website Reports December 2024

Web Visits Per Month - BU Main Sites





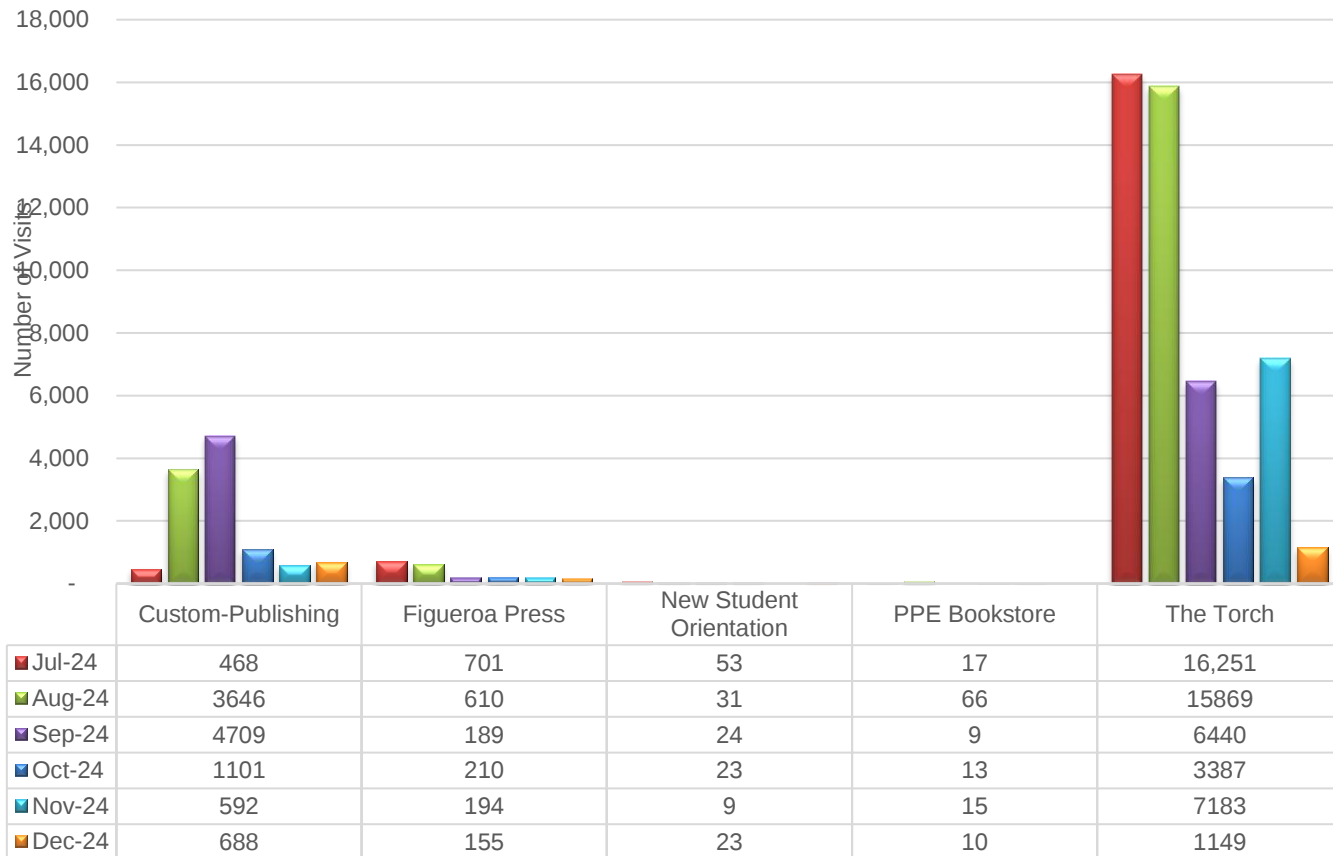
Website Reports December 2024





Website Reports December 2024

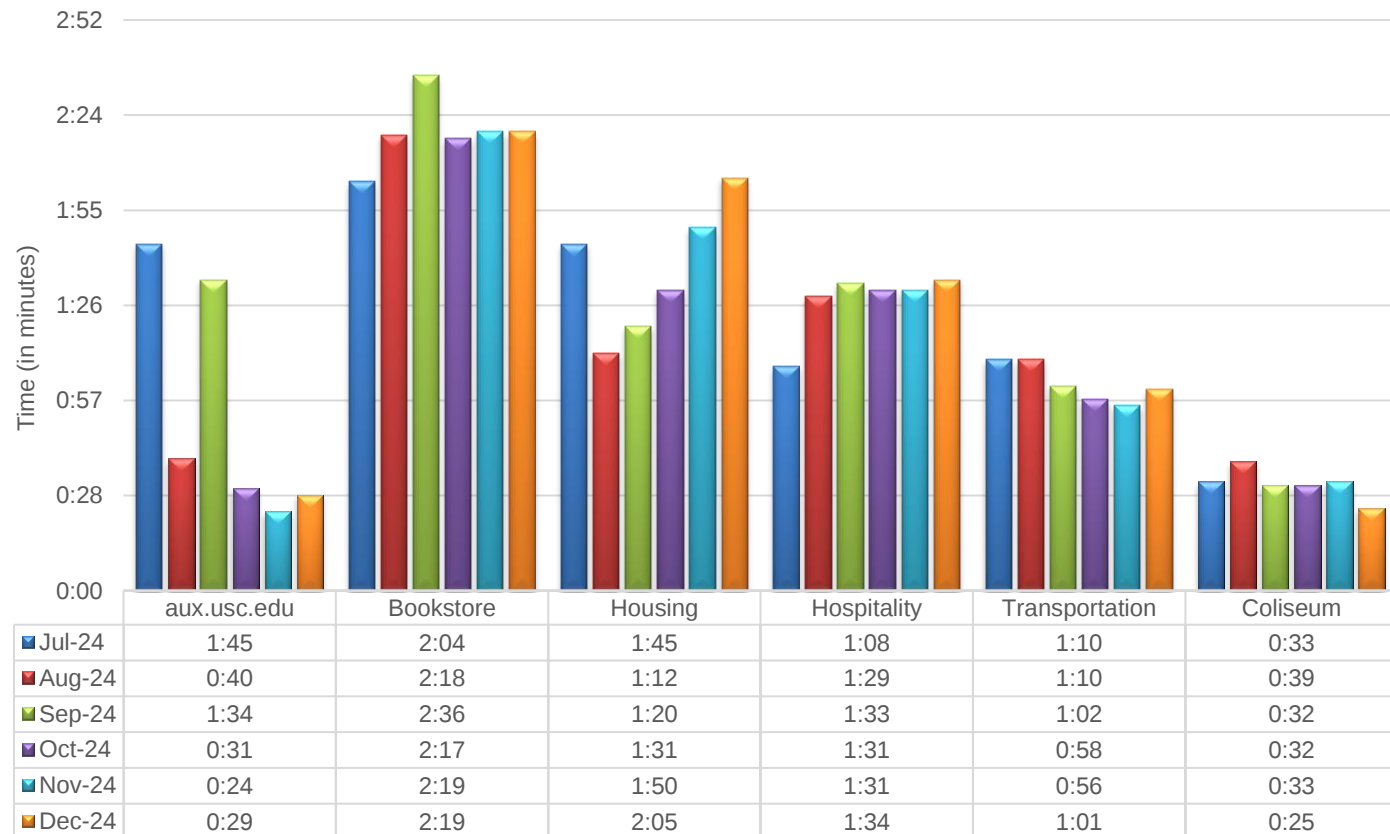
Web Visits Per Month - Other Sites





Website Reports December 2024

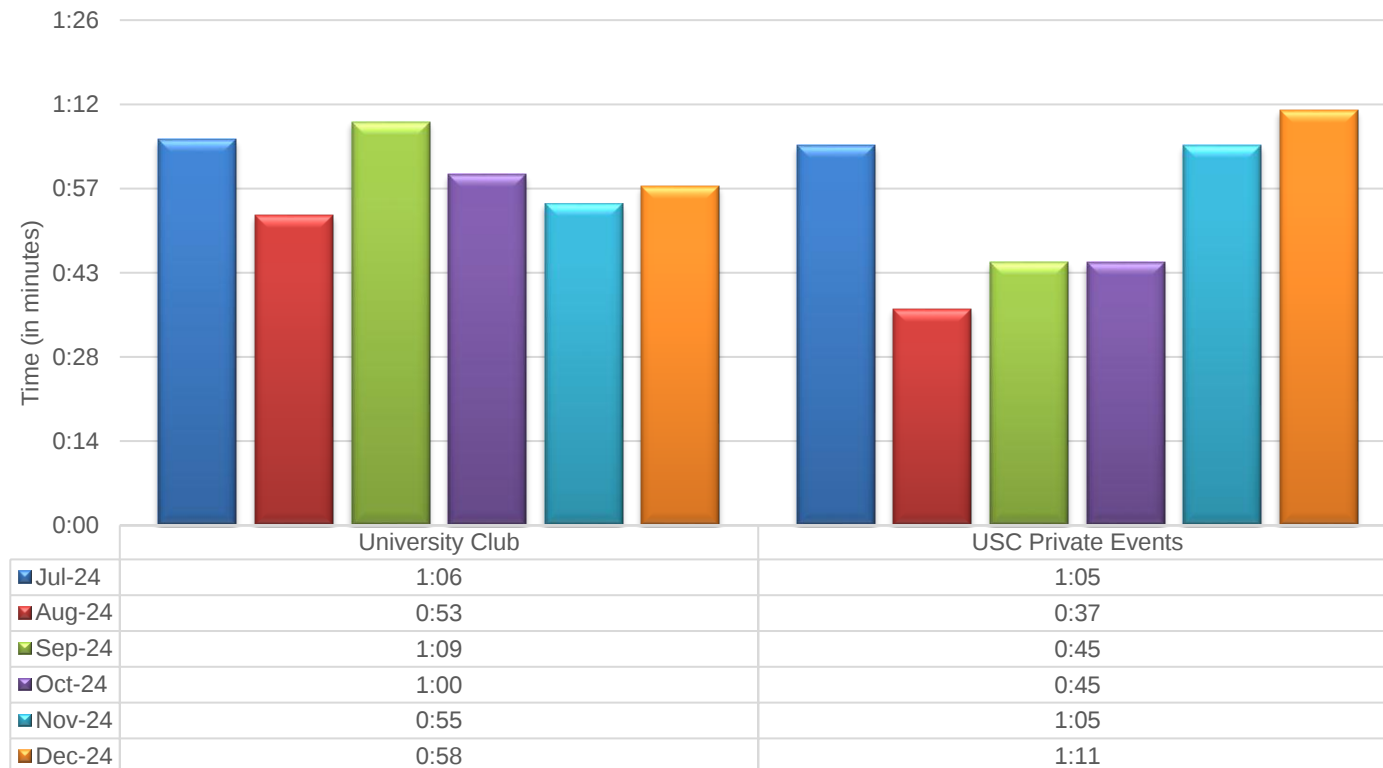
Average Time Spent on Website - BU Main Sites





Website Reports December 2024

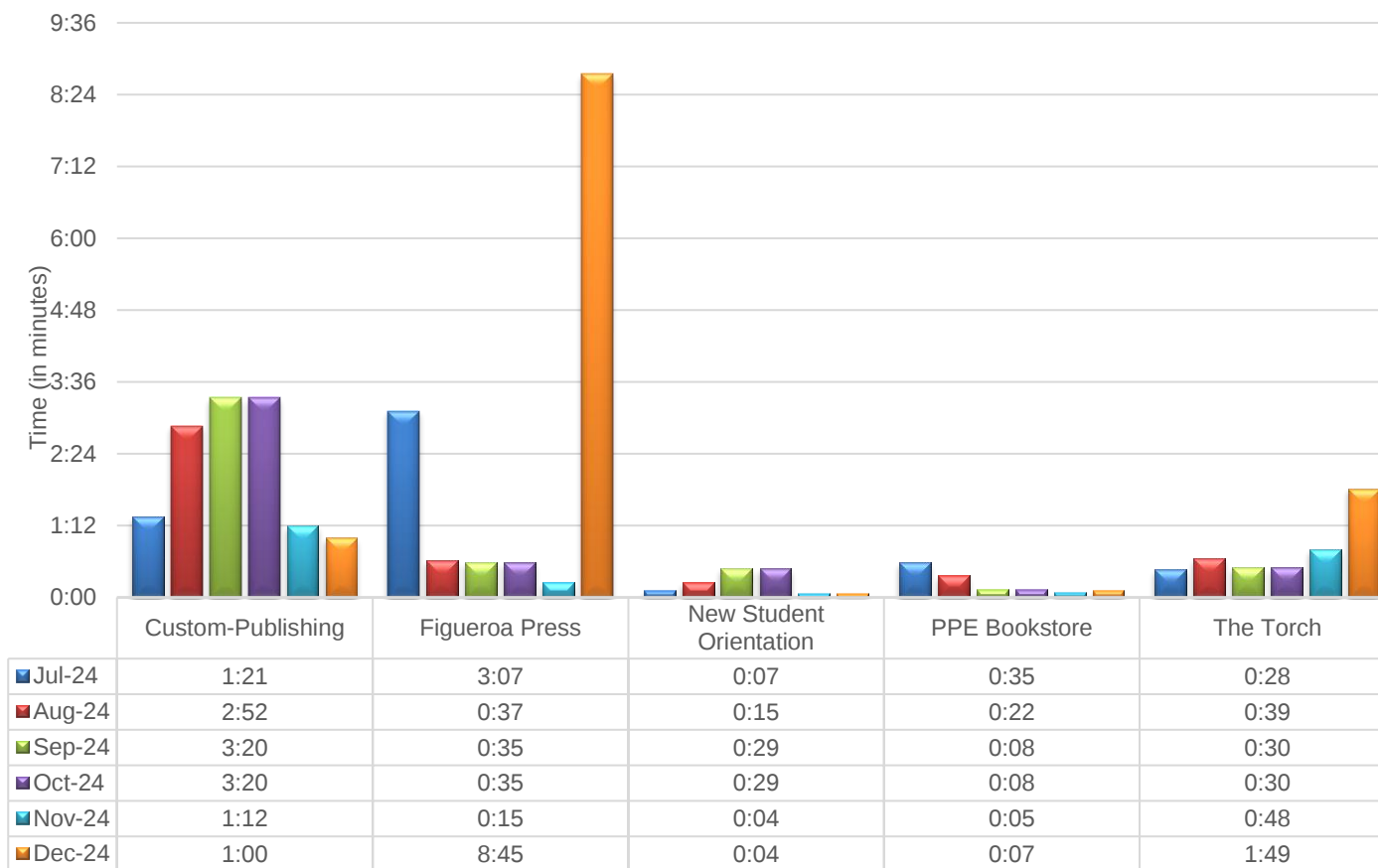
Average Time Spent on Website - HSP Micro Sites (Desktop)





Website Reports December 2024

Average Time Spent on Website - Other Sites





Customer Satisfaction December 2024





Thank You !!