



AS IT MONTHLY REPORTS

For August 2020



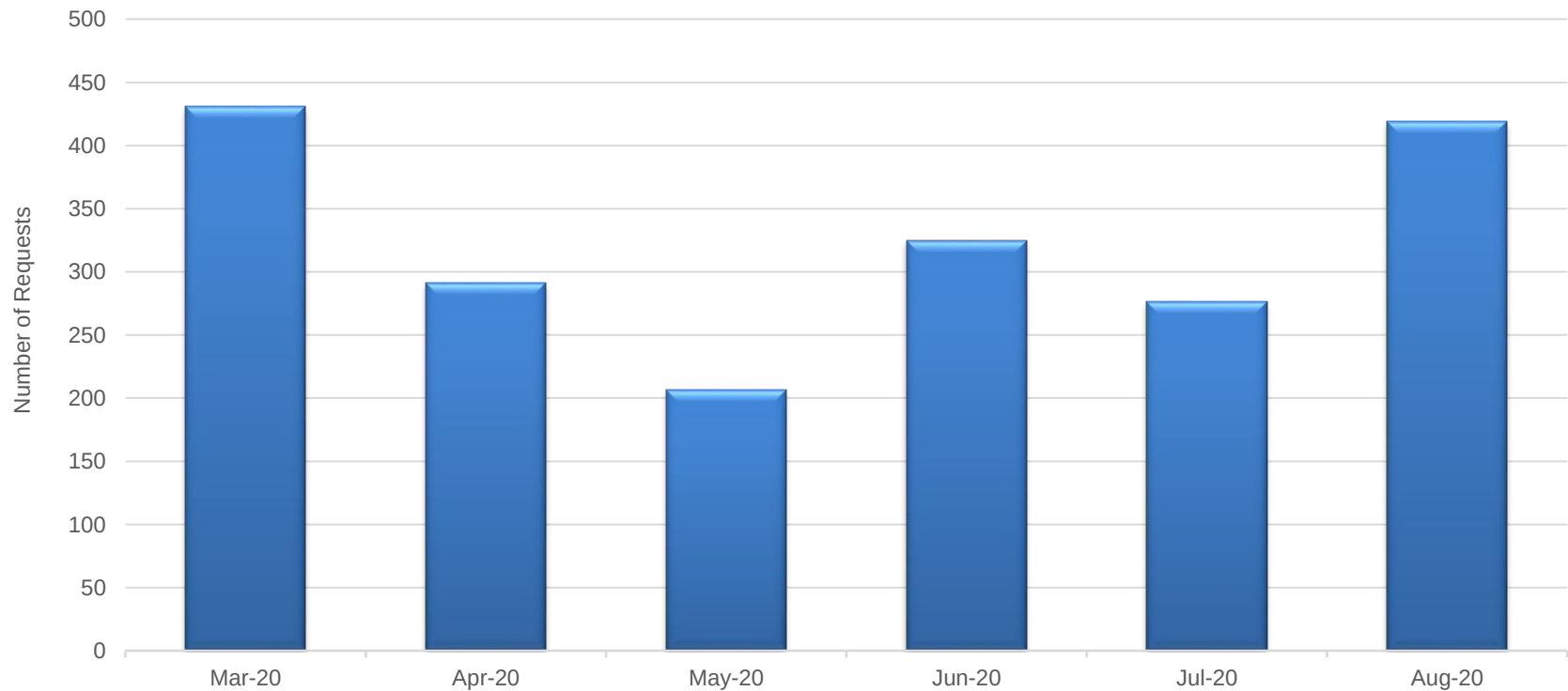
Agenda

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



Service Desk Reports August 2020

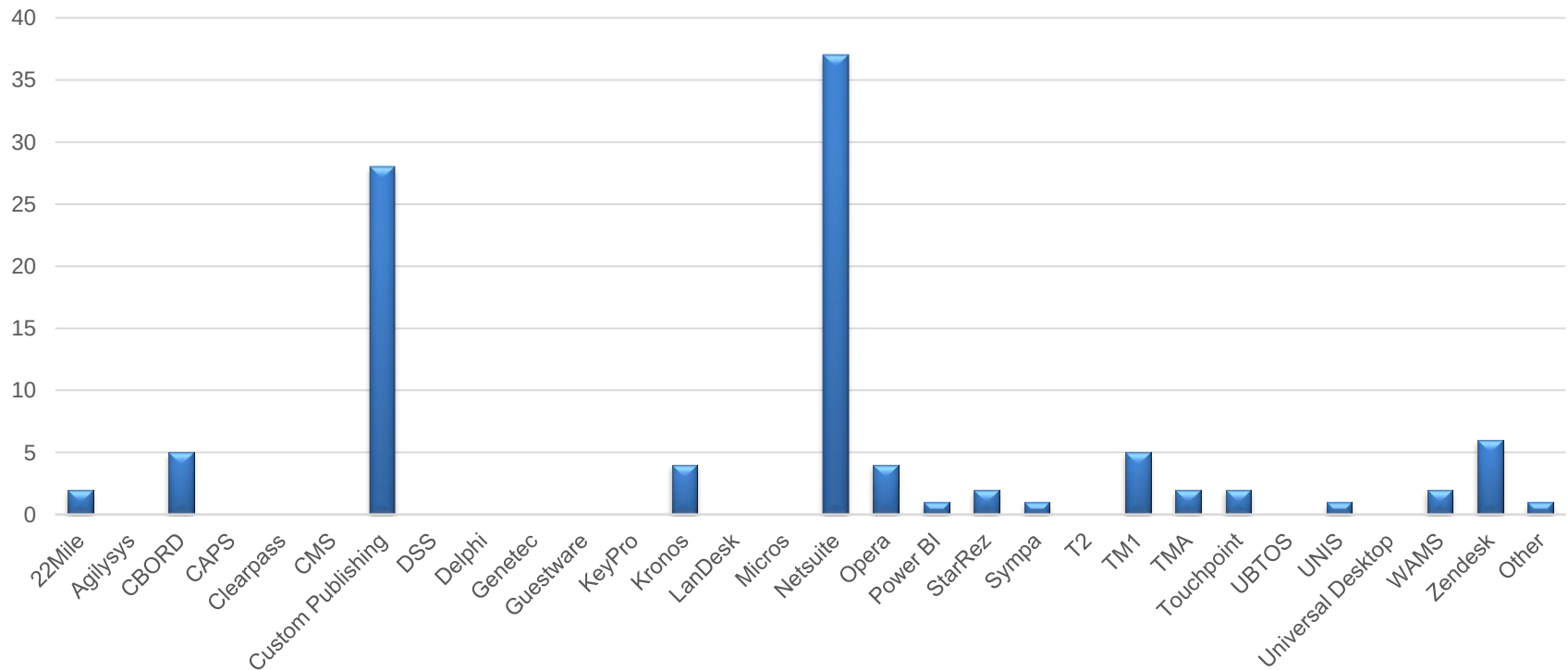
Total New Requests





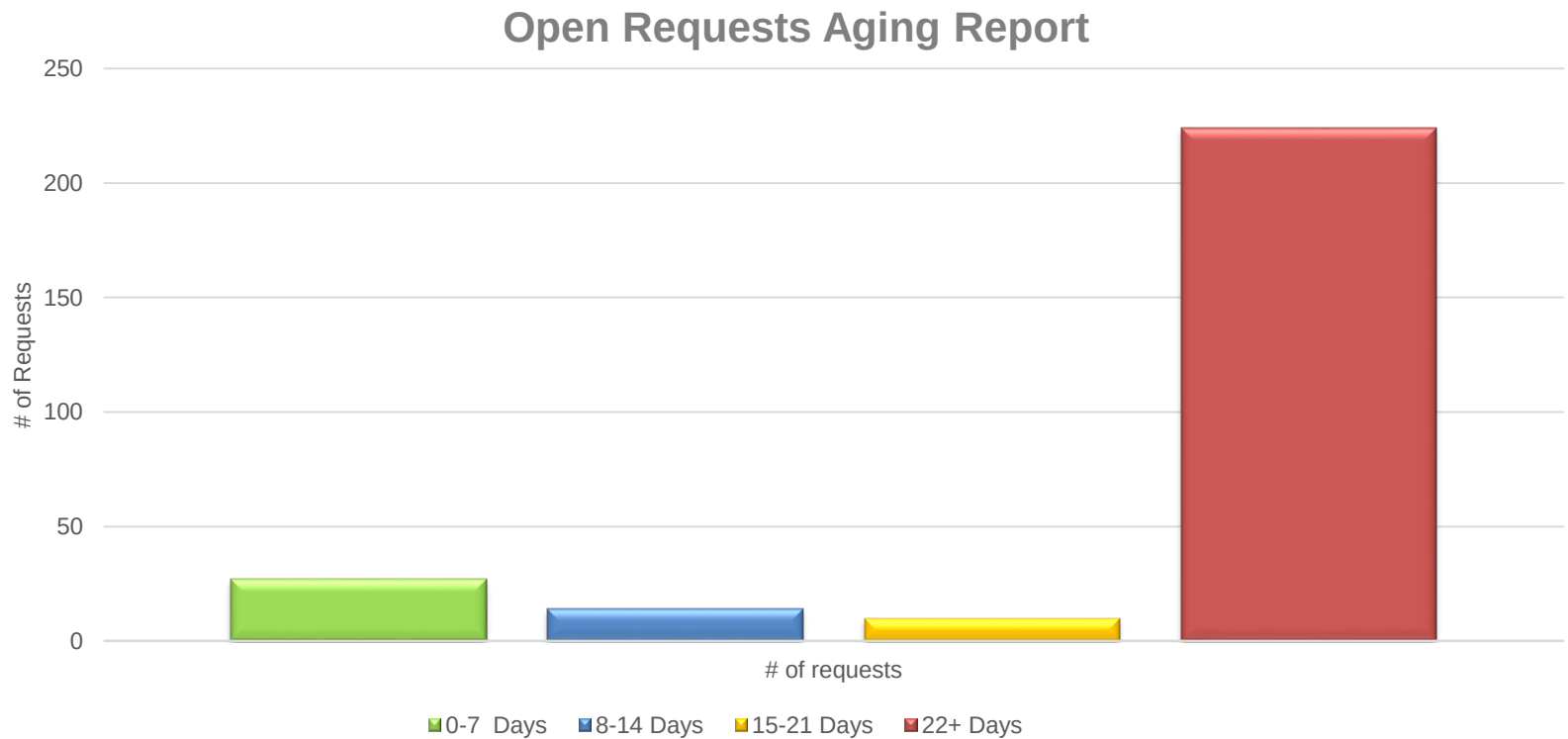
Service Desk Reports August 2020

Requests By BU System





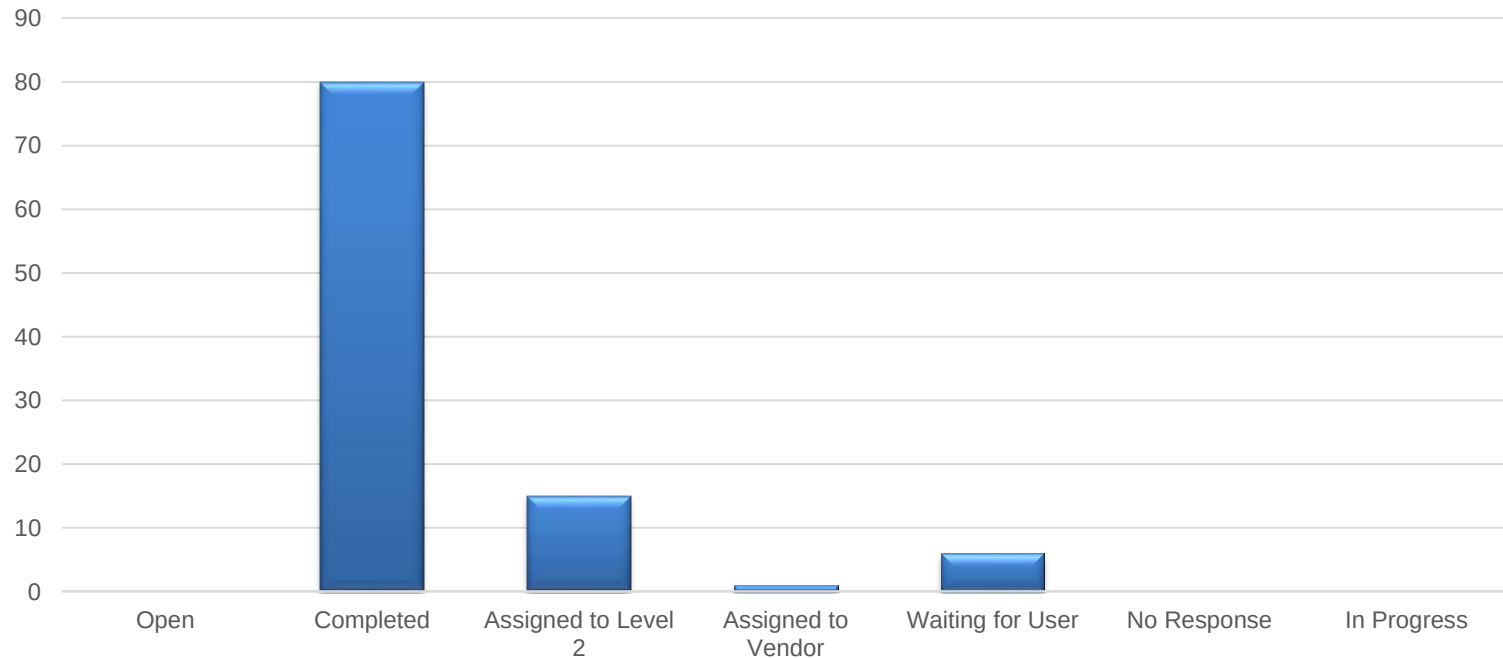
Service Desk Reports August 2020





Service Desk Reports August 2020

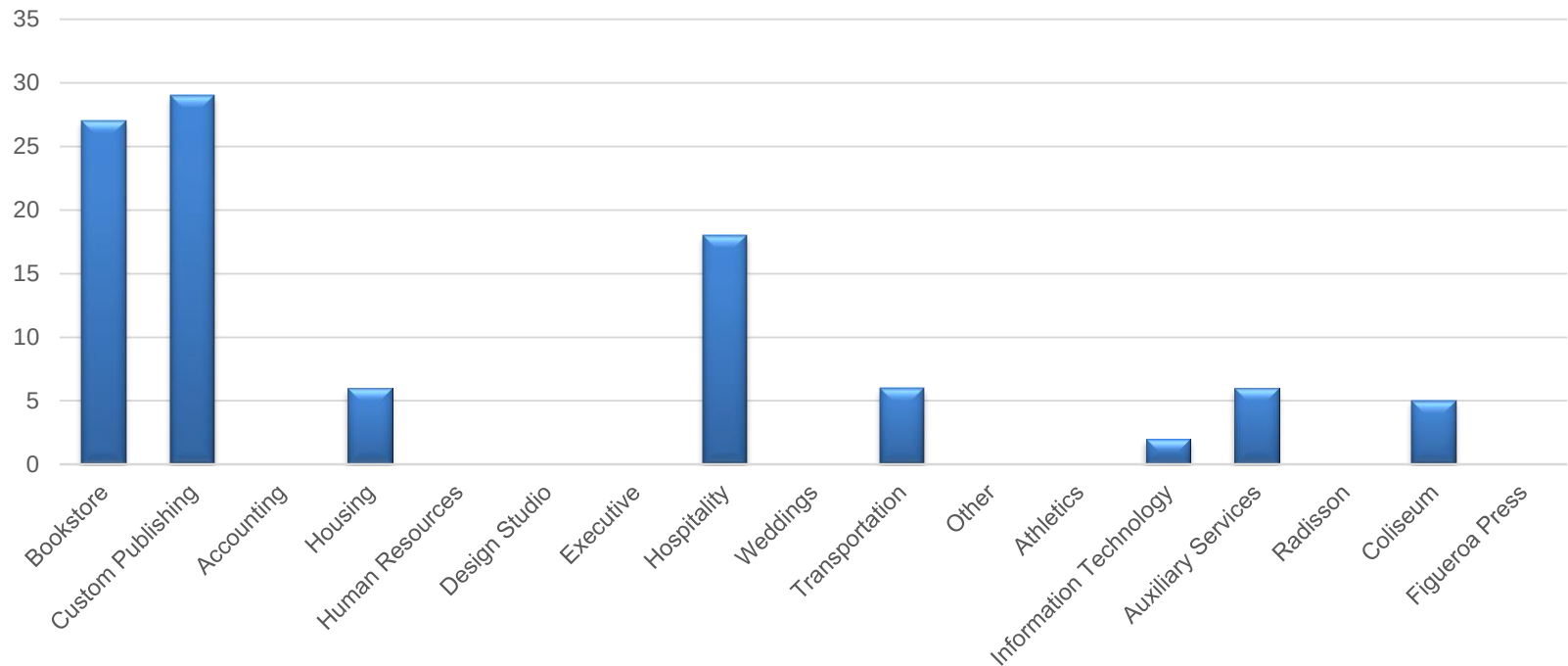
of Web Requests Opened By Status





Service Desk Reports August 2020

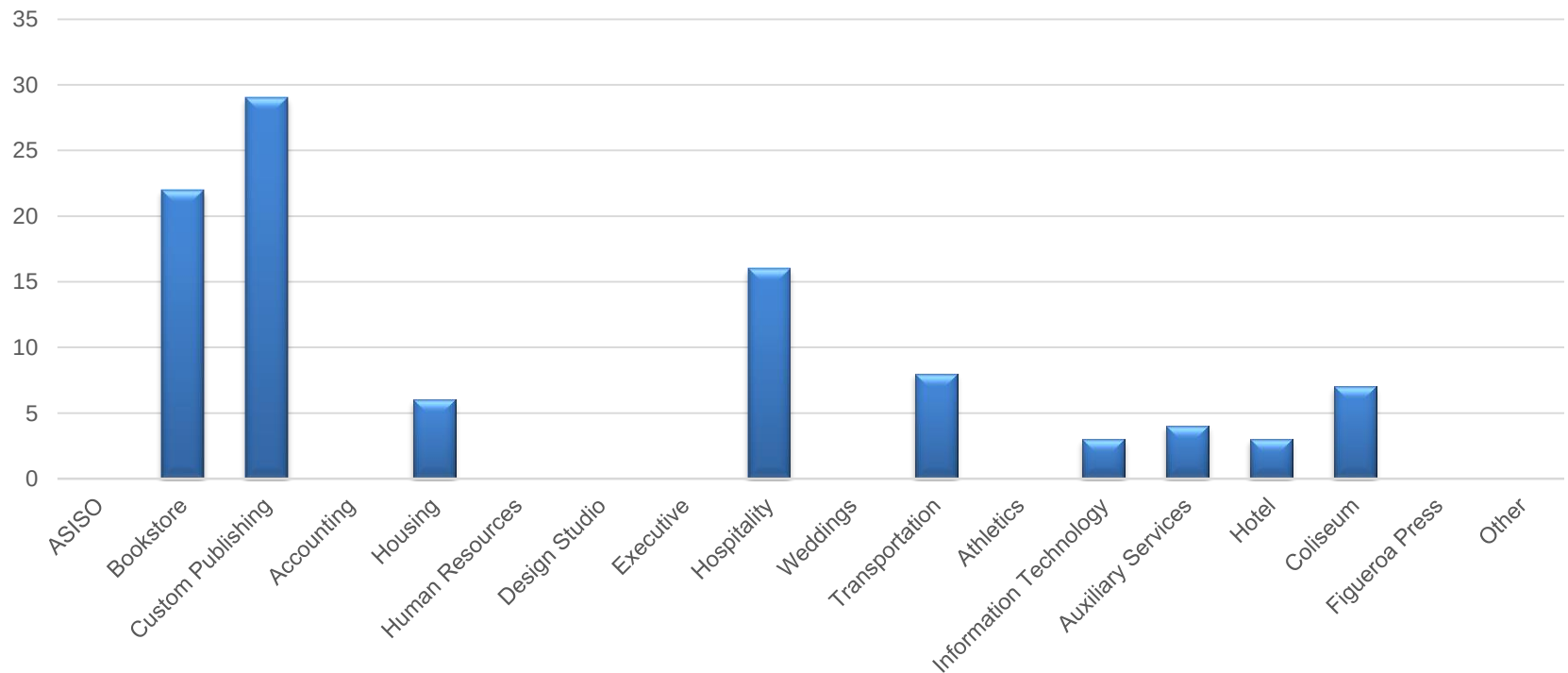
of Web Requests Opened By Unit





Service Desk Reports August 2020

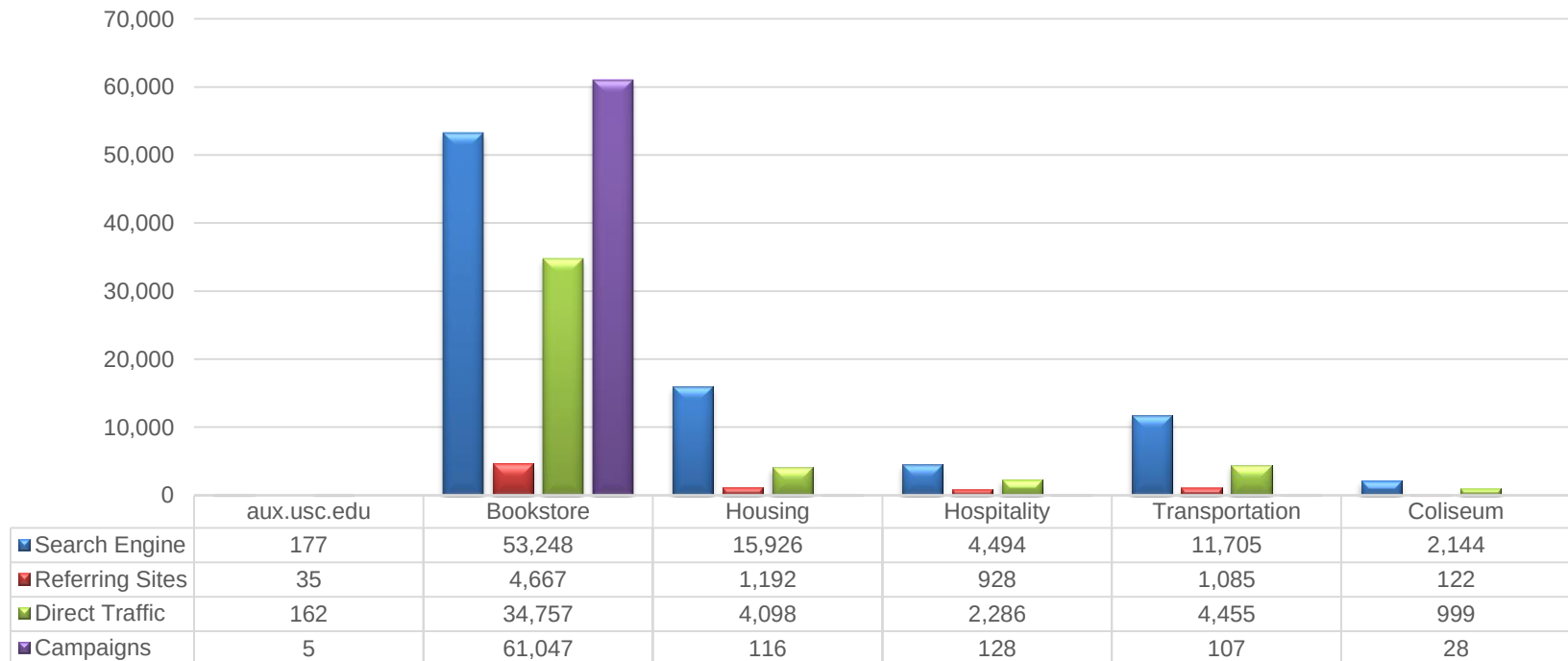
of Web Requests Closed By Unit





Website Reports August 2020

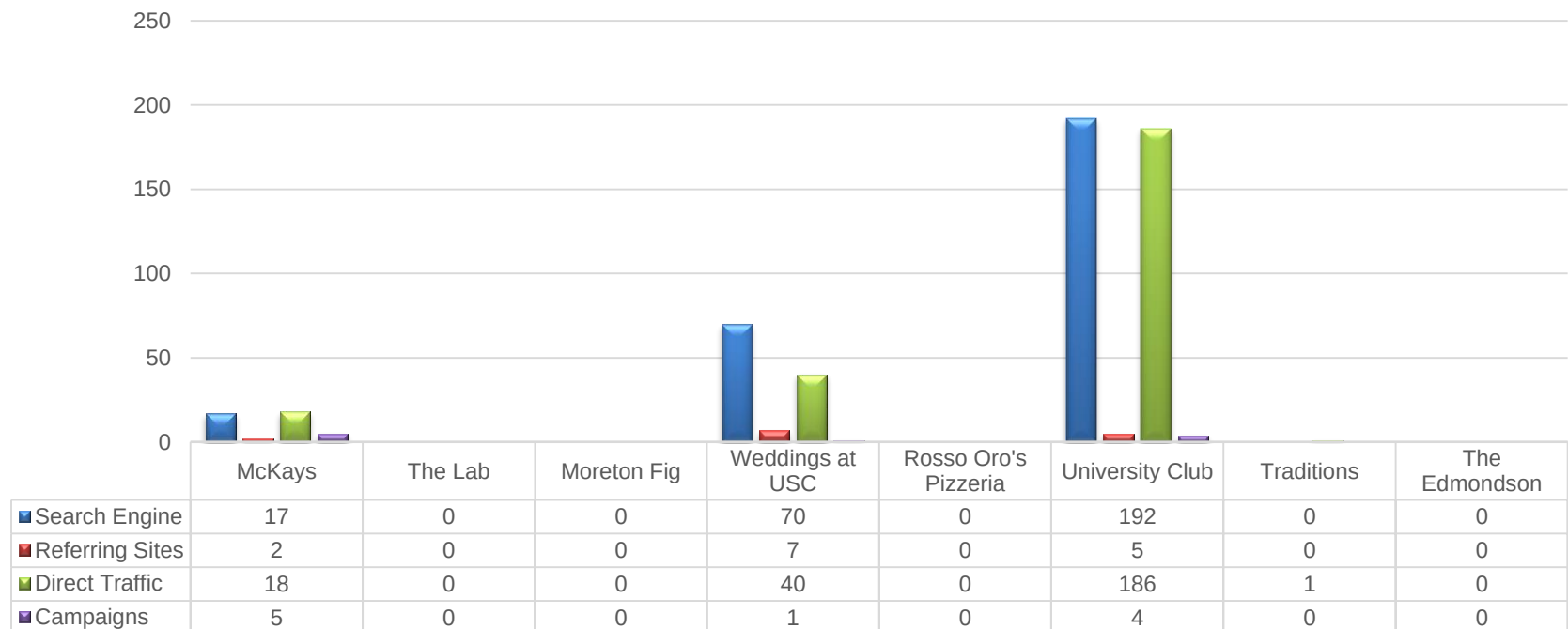
August 2020 Traffic Sources - BU Main Sites





Website Reports August 2020

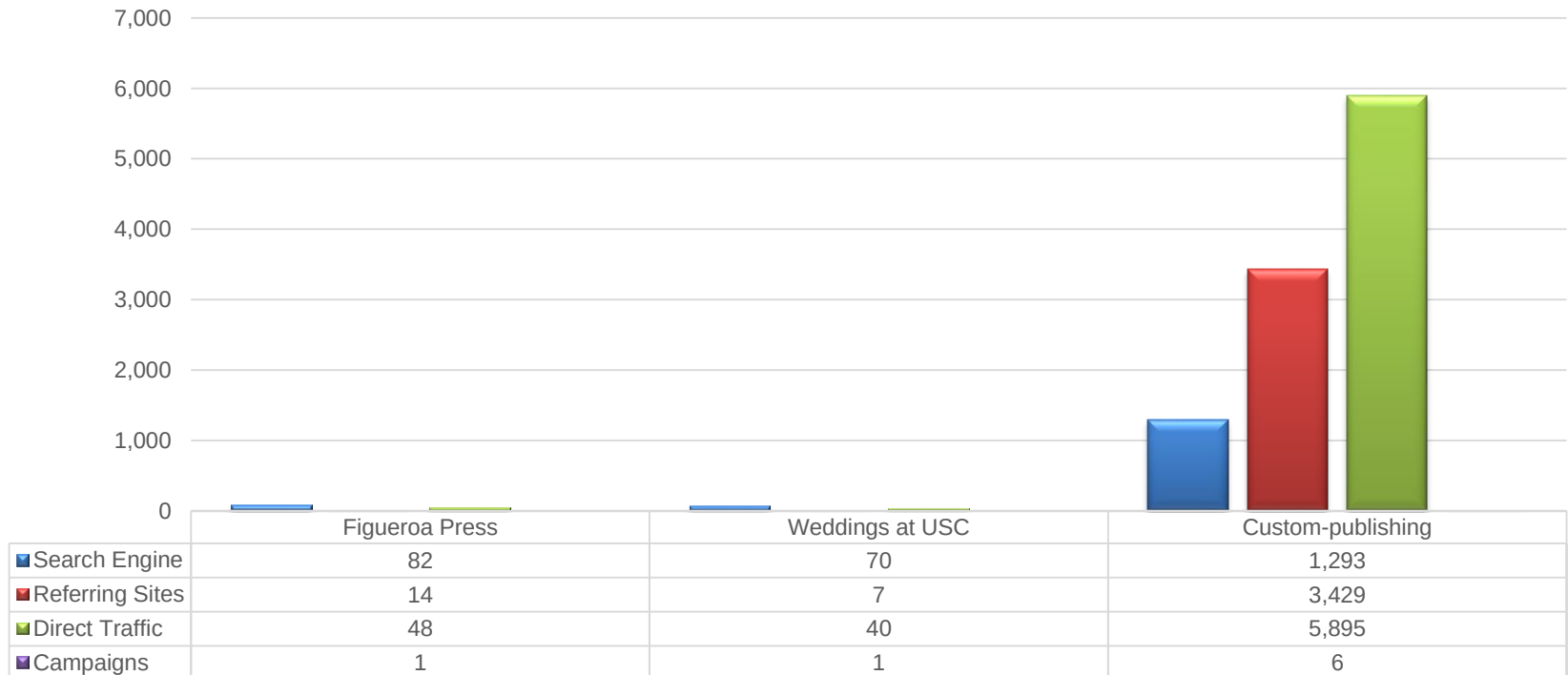
August 2020 Traffic Sources - HSP Micro Sites





Website Reports August 2020

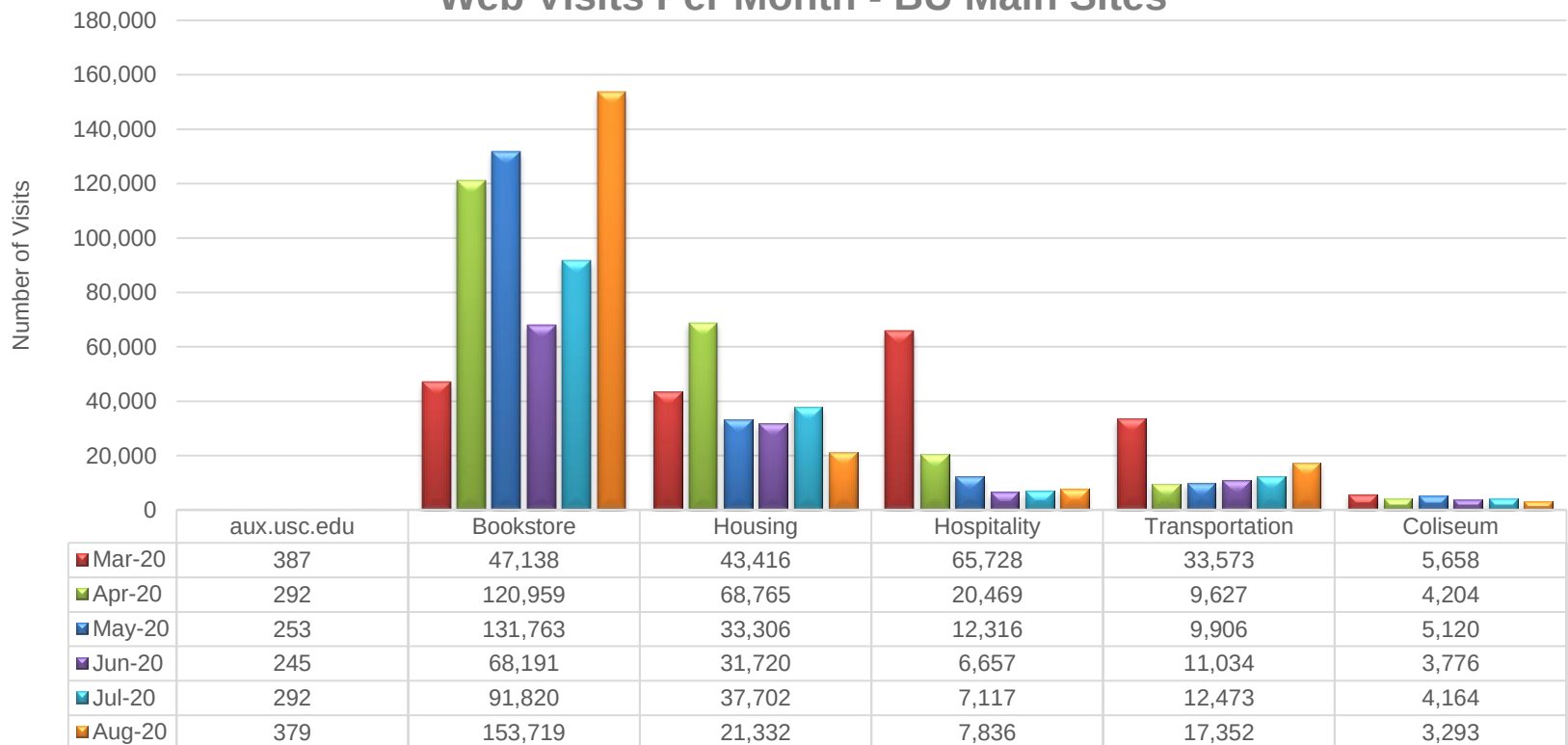
August 2020 Traffic Sources - Other Sites





Website Reports August 2020

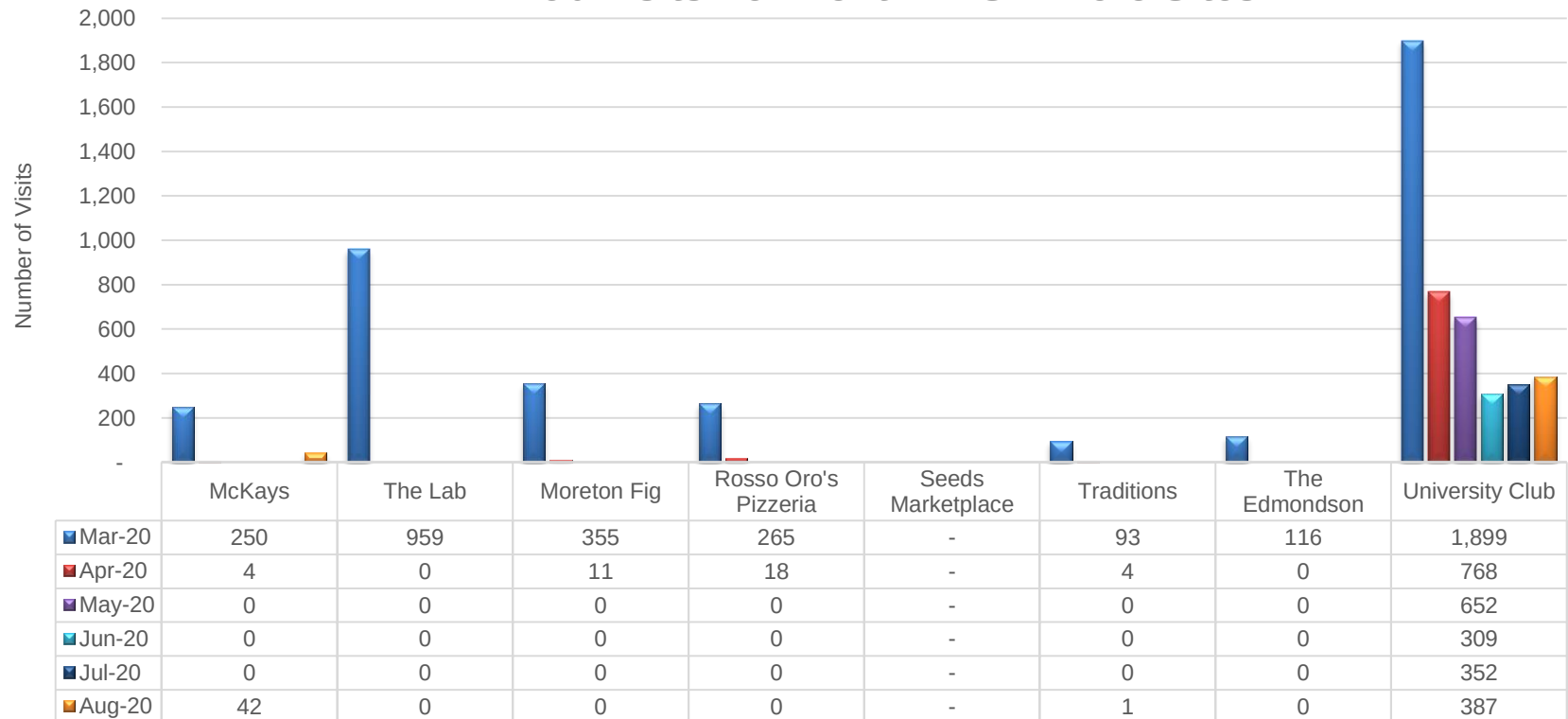
Web Visits Per Month - BU Main Sites





Website Reports August 2020

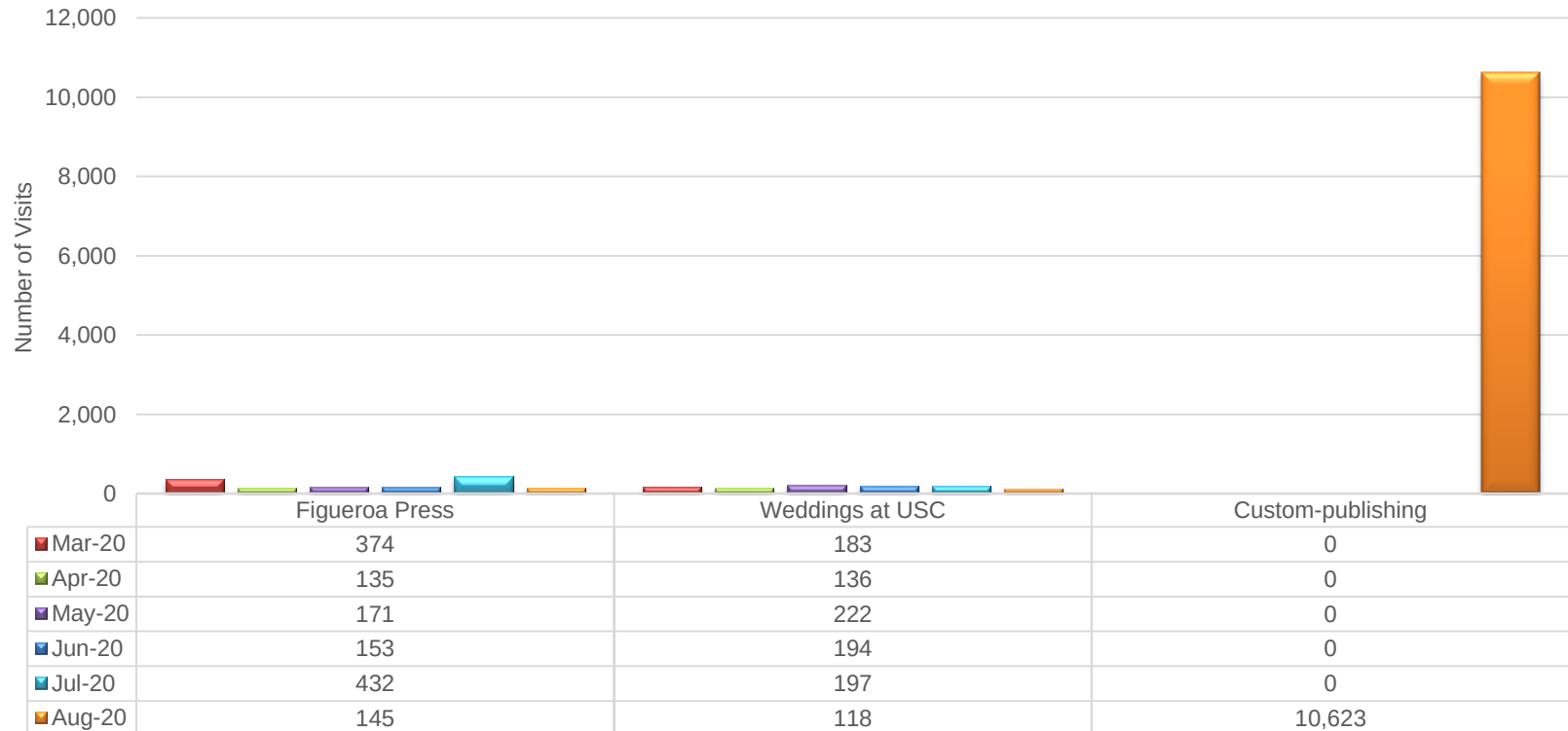
Web Visits Per Month - HSP Micro Sites





Website Reports August 2020

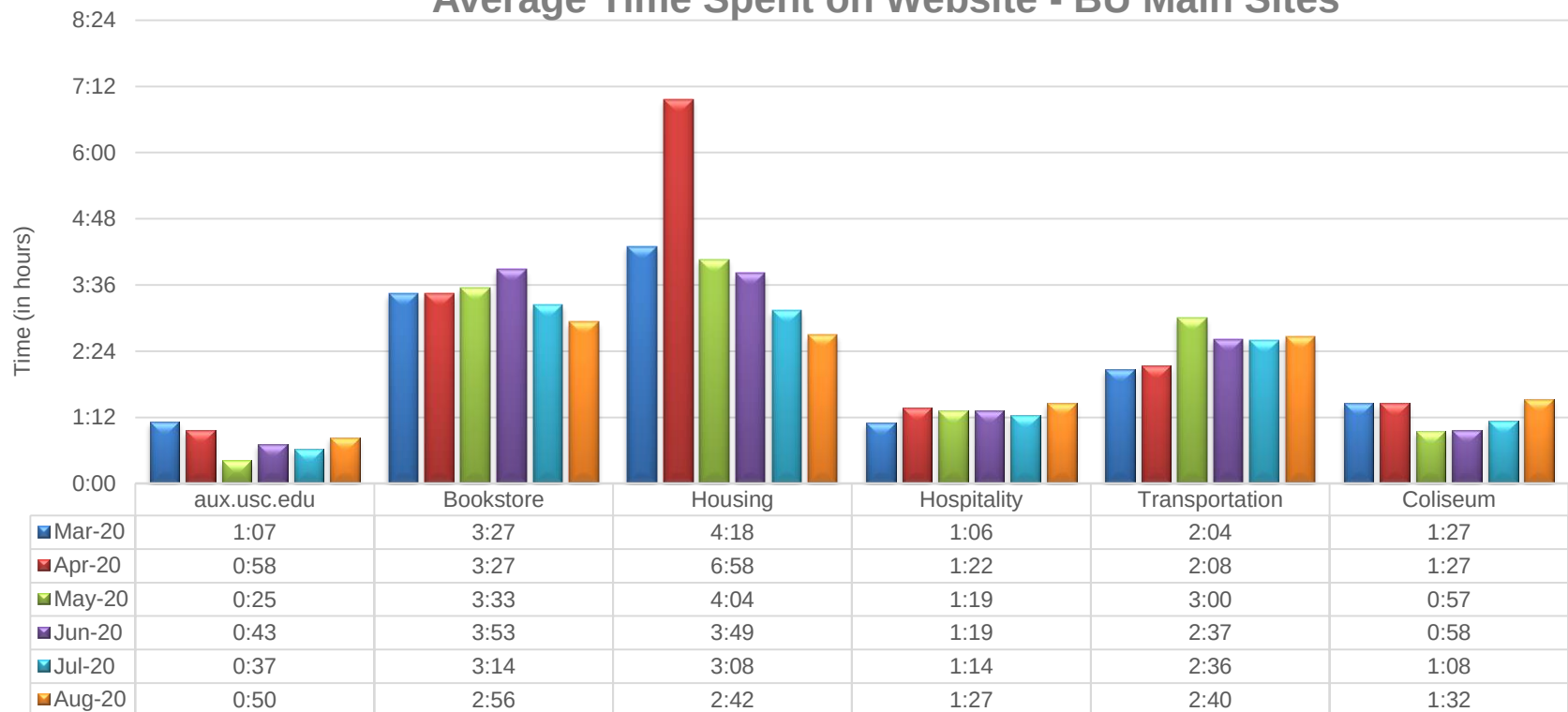
Web Visits Per Month - Other Sites





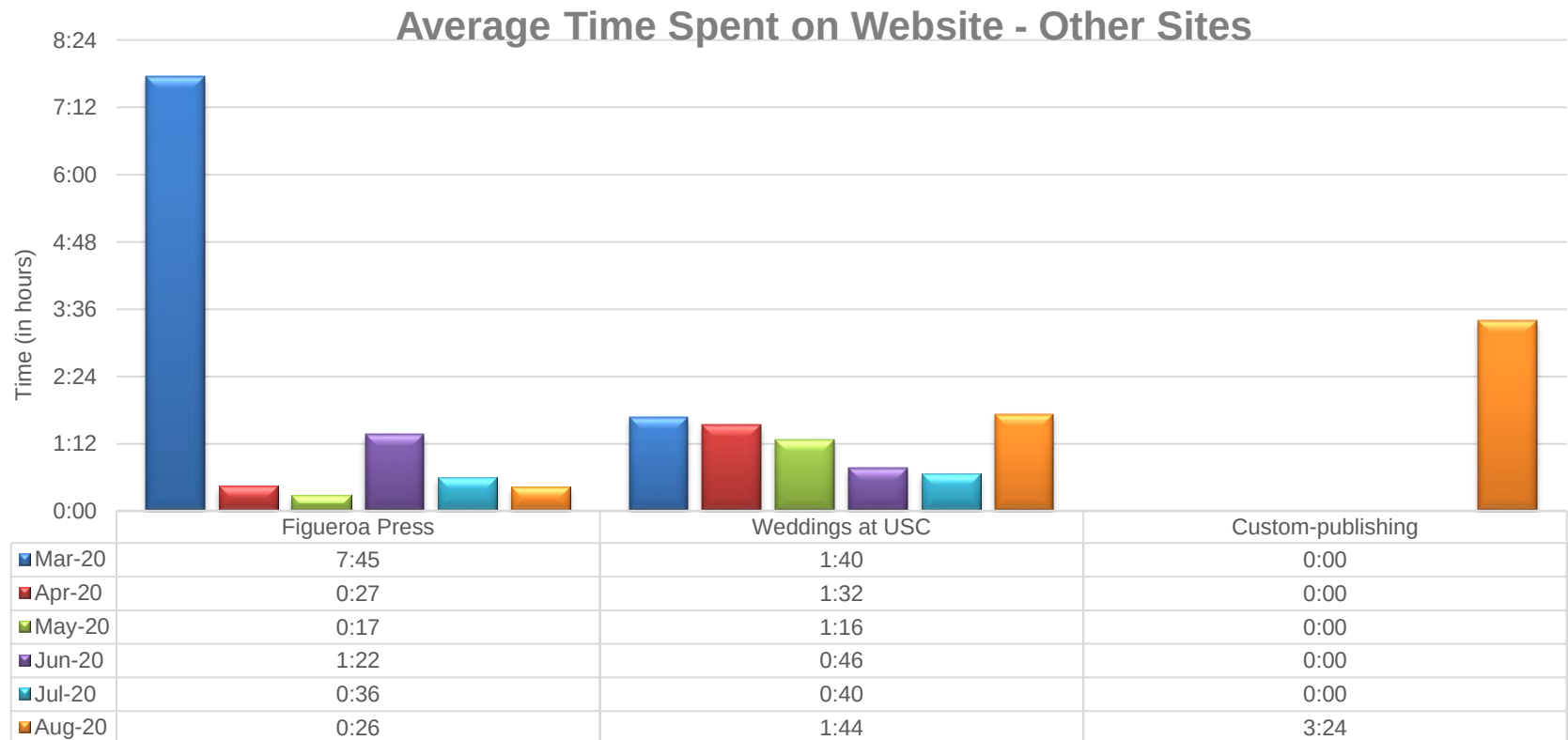
Website Reports August 2020

Average Time Spent on Website - BU Main Sites





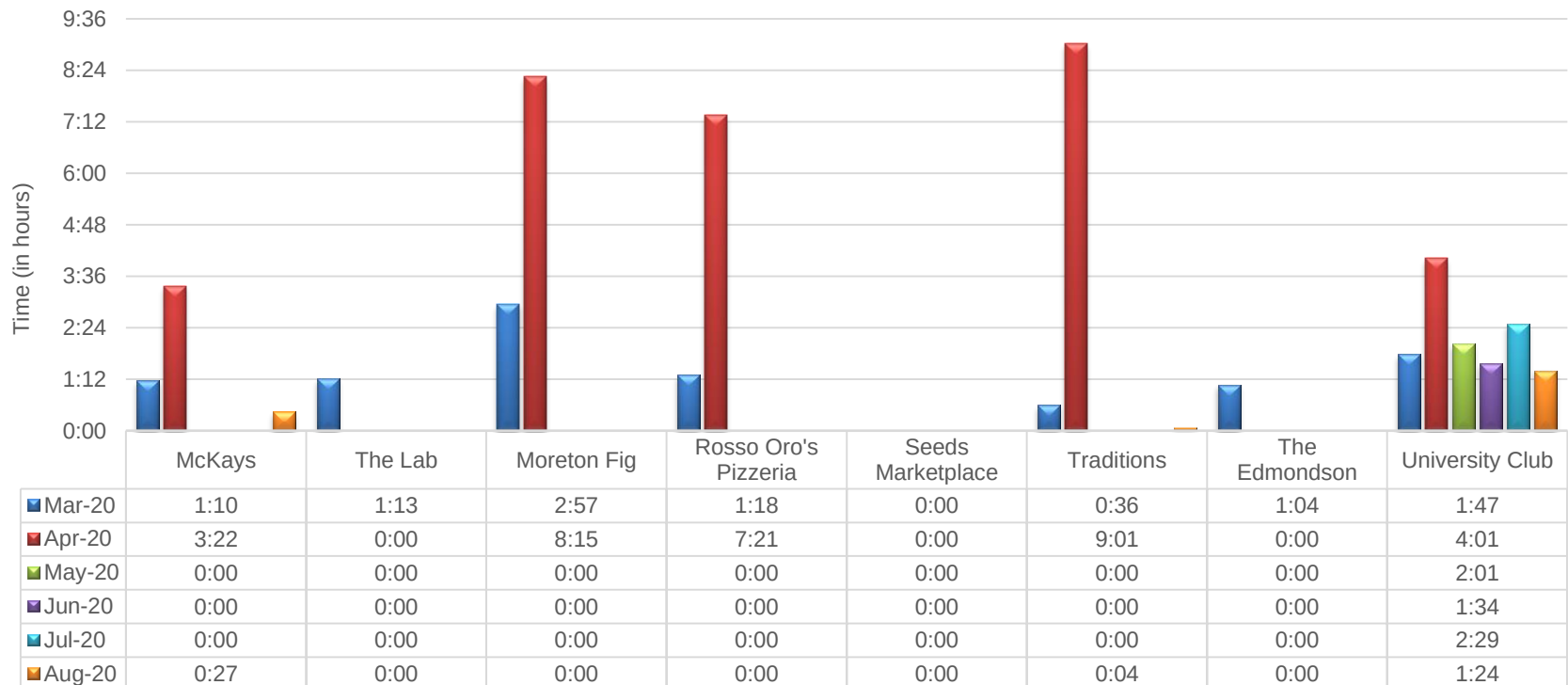
Website Reports August 2020





Website Reports August 2020

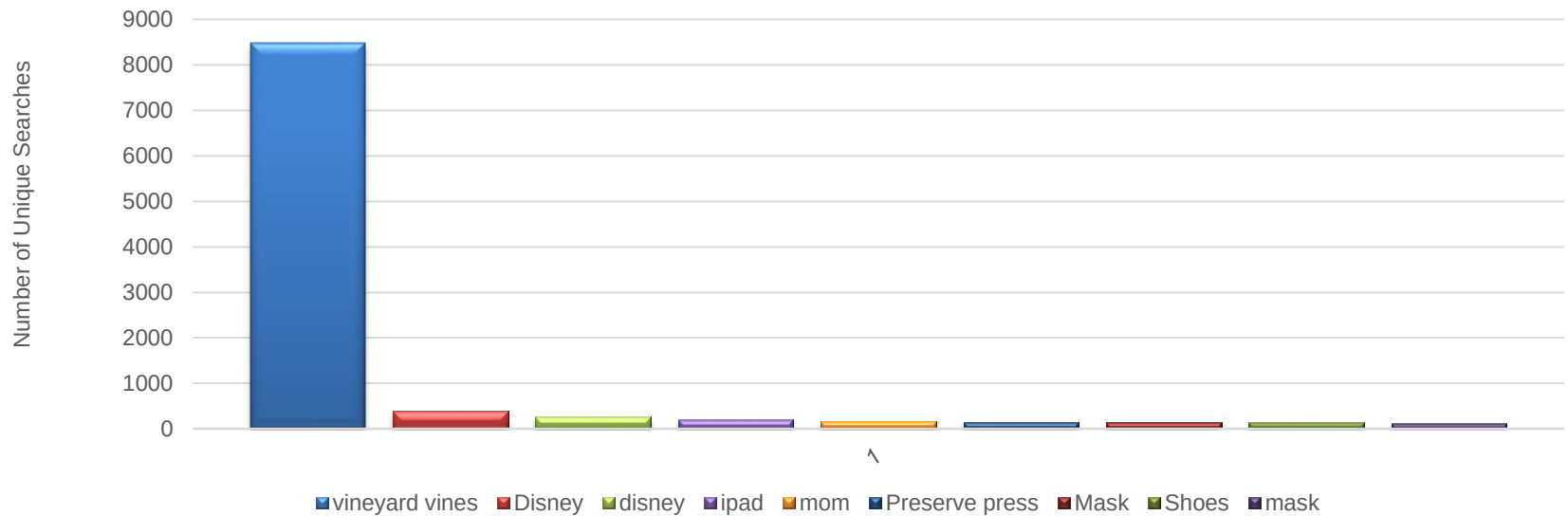
Average Time Spent on Website - HSP Micro Sites





Website Reports August 2020

Bookstore Charts
10 Most Searched Items August 2020





Website Reports August 2020

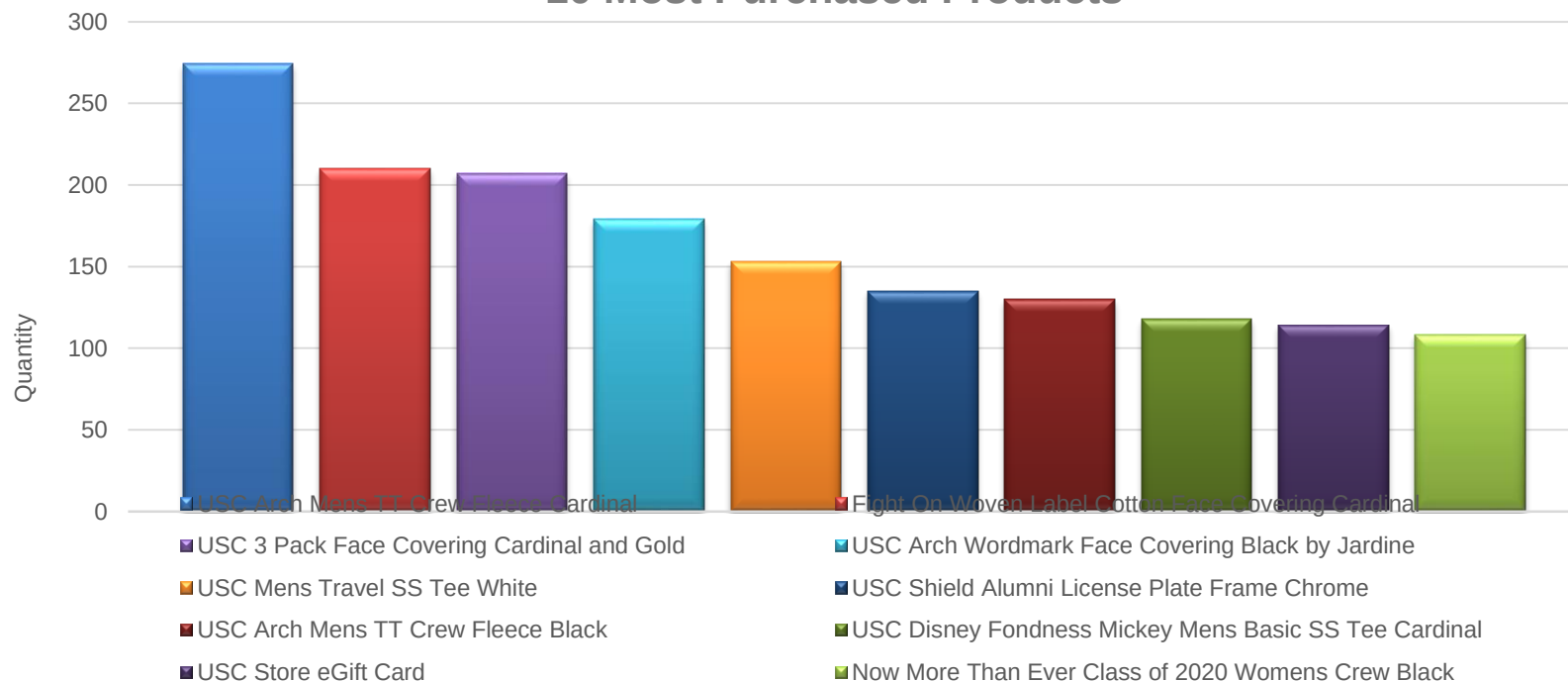
Bookstore Charts 10 Most Viewed Pages





Website Reports August 2020

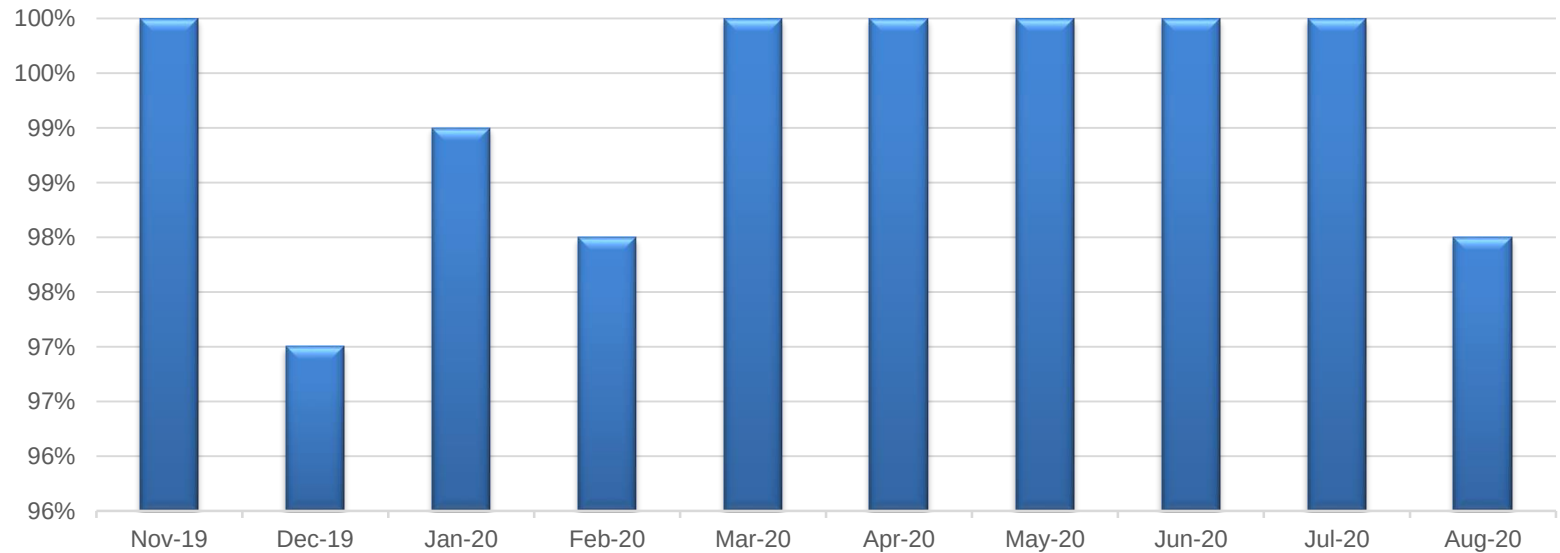
Bookstore Charts 10 Most Purchased Products





Customer Satisfaction Report August 2020

Customer Satisfaction





Thank You !!