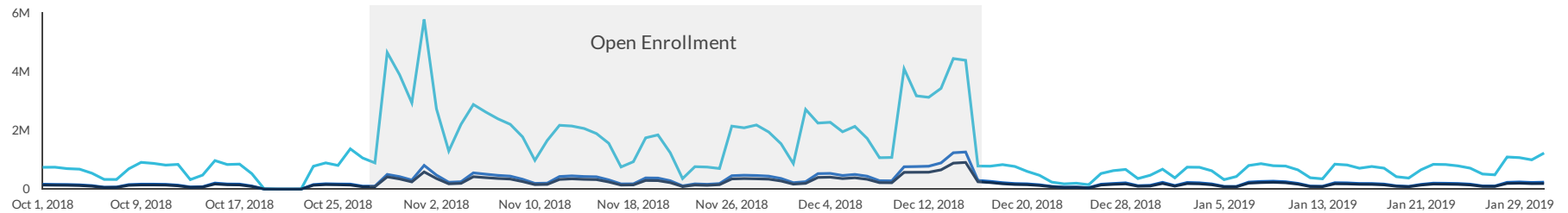


# HHS | Healthcare.gov

CX CAP Goal - Service Analytics Report - FY 19 | Q1 compared to previous quarter



Users

17,437,933

↑ 109.3%

Sessions

33,008,336

↑ 152.5%

Pageviews

154,789,822

↑ 150.7%

Avg. Time on Page

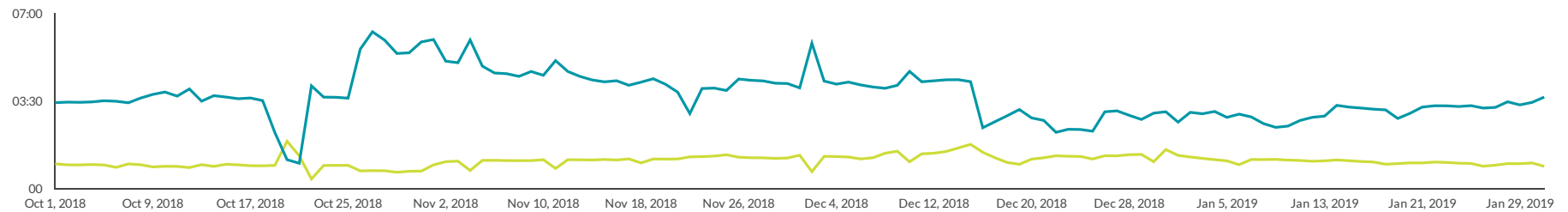
01:06

↑ 13.0%

Avg. Session Duration

04:04

↑ 11.9%



Number of Sessions per User

1.9

↑ 20.5%

Avg. Page Load Time (sec)

3.37

↑ 5.7%

Bounce Rate

52.37%

↑ 7.6%

Pages / Session

4.69

↓ -0.7%