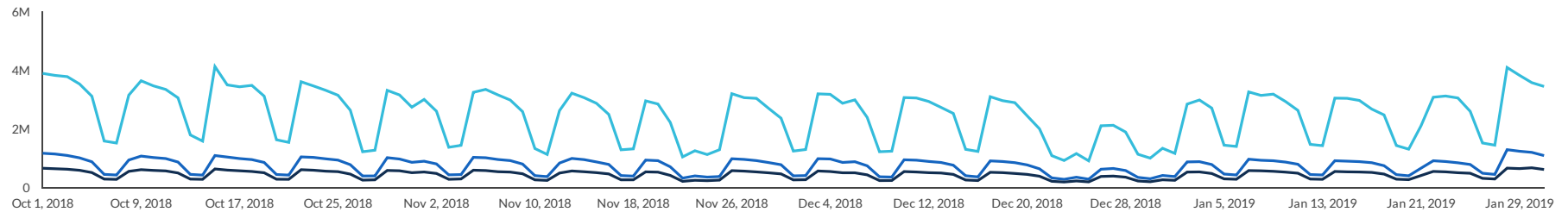


# DHS | US Citizenship & Immigration Services

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



Users

25,305,351

↓ -7.8%

Sessions

93,668,827

↓ -13.8%

Pageviews

301,553,848

↓ -24.5%

Avg. Time on Page

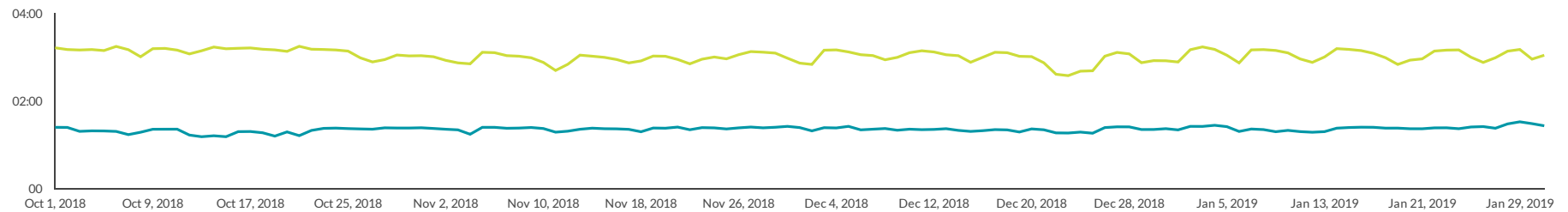
01:21

↑ 10.8%

Avg. Session Duration

03:04

↓ -6.8%



Number of Sessions per User

3.72

↓ -5.8%

Avg. Page Load Time (sec)

2.44

↑ 0.8%

Bounce Rate

31.52%

↑ 5.2%

Pages / Session

3.22

↓ -12.3%