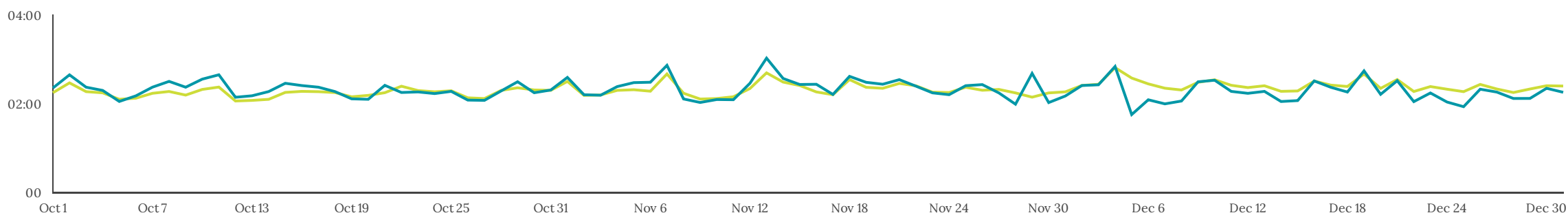
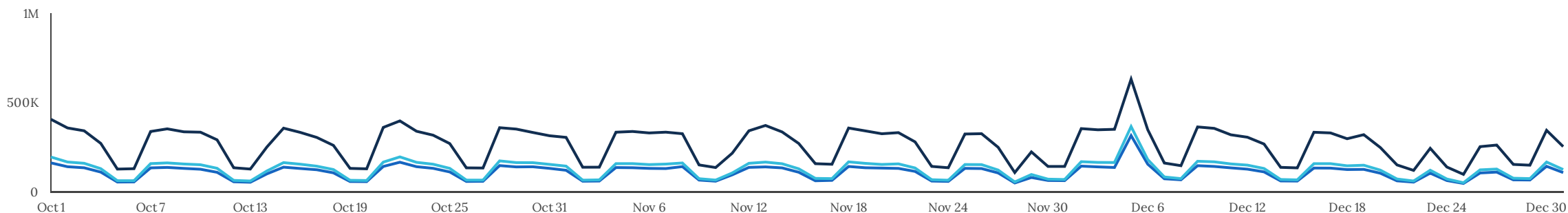


VA | Veterans Benefits Administration

CX CAP Goal - Service Analytics Report | FY 20 - Q1 compared to previous quarter



Number of Sessions per User

2.04

↓ -4.1%



Avg. Page Load Time (sec)

4.51

↓ -4.7%



Bounce Rate

30.10%

↑ 6.8%



Pages / Session

2.08

↓ -2.6%

