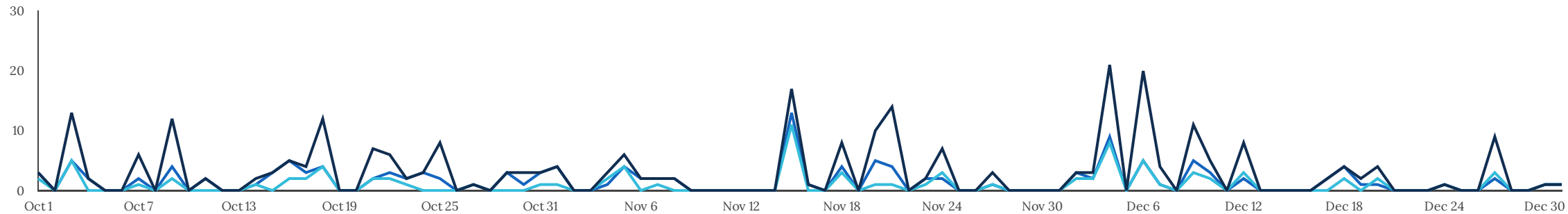


Small Business Administration | Field Operations

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

NOTICE: Data in this report is incomplete, low confidence, or lacks statistically significant sample size.



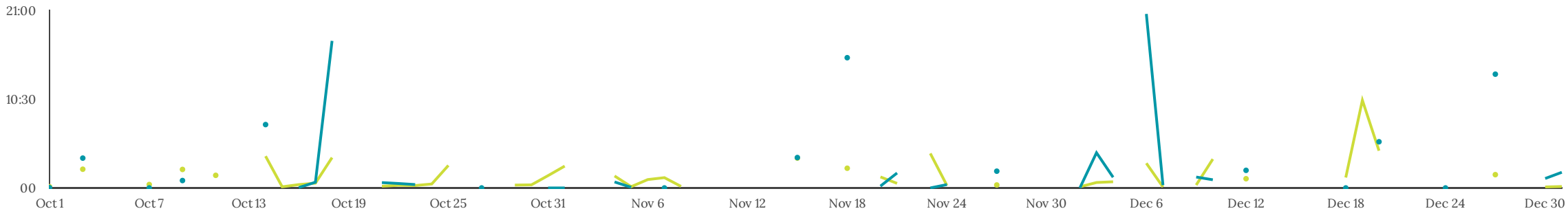
Users
116
↓ -4.9%

Sessions
91
↑ 37.9%

Pageviews
280
↑ 18.6%

Avg. Time on Page
00:01:37
↑ 19.2%

Avg. Session Duration
04:11
↑ 140.4%



Number of Sessions per User
0.78
↑ 45.0%

A line chart showing the number of sessions per user over time. The Y-axis ranges from 0 to 2. The chart shows a fluctuating trend with several peaks, the highest reaching nearly 2 sessions per user.

Avg. Page Load Time (sec)
No data
No data

Bounce Rate
49.45%
↓ -14.1%

A line chart showing the bounce rate over time. The Y-axis ranges from 0 to 100. The chart shows a highly volatile trend with frequent spikes and drops, generally staying between 40% and 80%.

Pages / Session
3.08
↓ -14.0%

A line chart showing the number of pages per session over time. The Y-axis ranges from 0 to 4. The chart shows a relatively stable trend with minor fluctuations, generally staying between 2 and 3 pages per session.