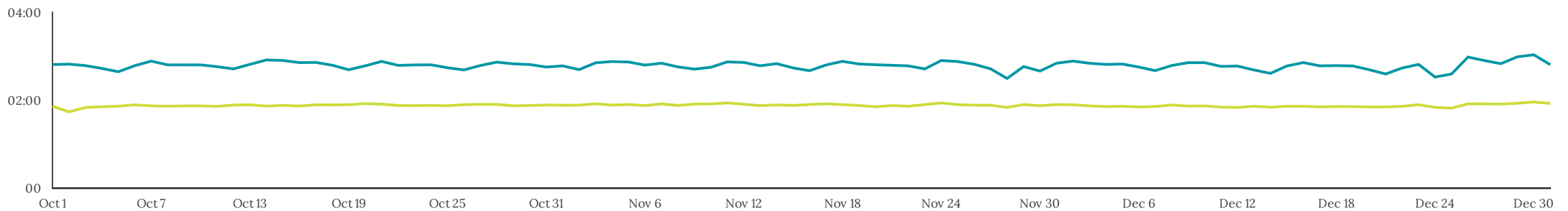
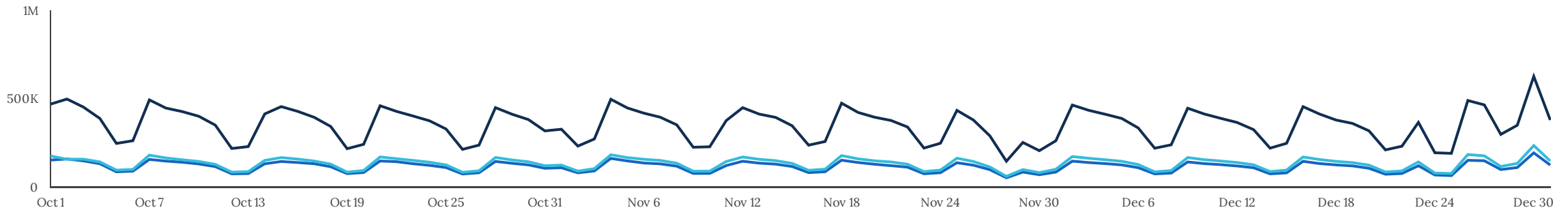


US Department of State | Bureau of Consular Affairs | Passports

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



Number of Sessions per User

1.5

↓ -2.6%

Avg. Page Load Time (sec)

5.43

↓ -2.9%

Bounce Rate

34.15%

↑ 0.1%

Pages / Session

2.65

↑ 0.0%