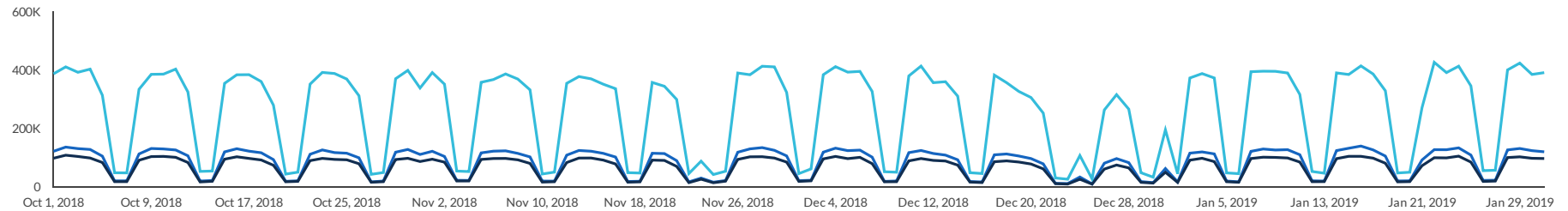


HHS | Centers for Medicare & Medicaid Services | Medicare

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



Users

4,841,780

↑ 2.3%

Sessions

10,528,768

↑ 2.4%

Pageviews

31,688,946

↑ 3.9%

Avg. Time on Page

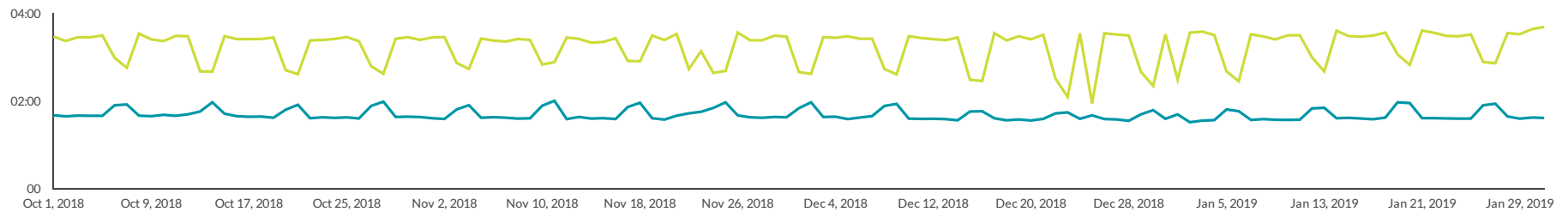
01:37

↓ -1.2%

Avg. Session Duration

03:24

↓ -0.6%



Number of Sessions per User

2.2

↓ -1.8%

Avg. Page Load Time (sec)

2.38

↓ -3.0%

Bounce Rate

36.86%

↓ -2.0%

Pages / Session

3.01

↑ 1.4%