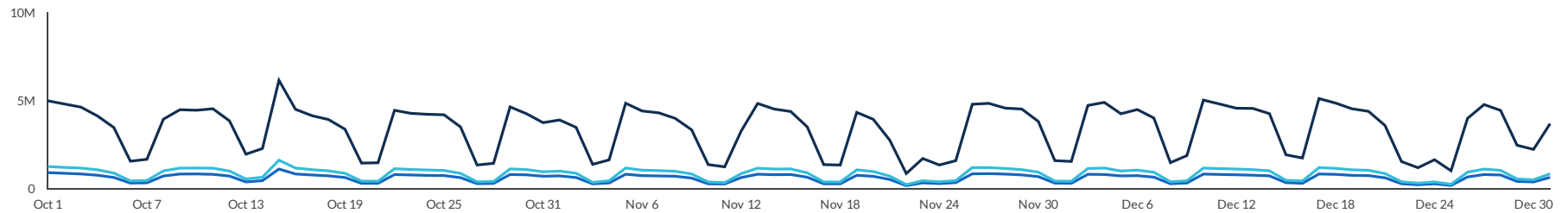


# US Department of Treasury | Internal Revenue Service

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



Users

**38,350,349**

↑ 2.1%

Sessions

**80,779,799**

↓ -4.5%

Pageviews

**317,619,938**

↑ 0.6%

Avg. Time on Page

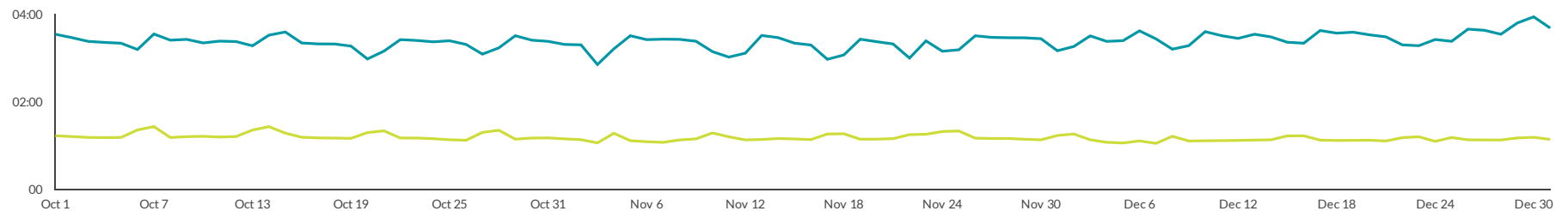
**01:09**

↓ -1.4%

Avg. Session Duration

**03:25**

↑ 5.8%



Number of Sessions per User

**2.11**

↓ -6.5%

Avg. Page Load Time (sec)

**2.06**

↓ -8.9%

Bounce Rate

**27.37%**

↑ 1.9%

Pages / Session

**3.93**

↑ 5.4%