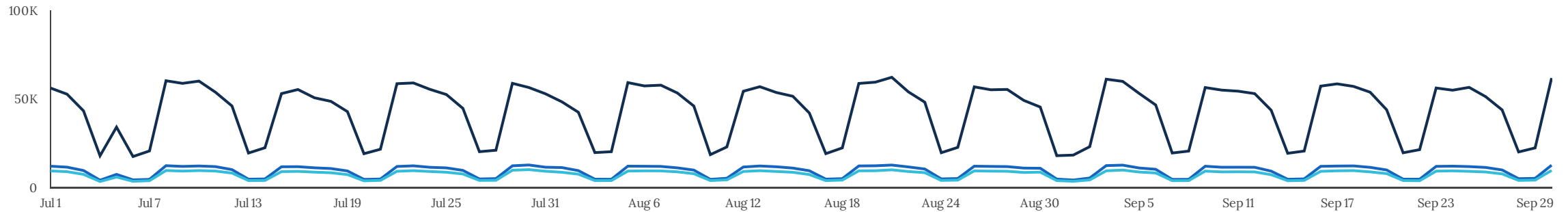


OPM | Retirement Services

CX CAP Goal - Service Analytics Report | FY 19 - Q4 compared to previous quarter



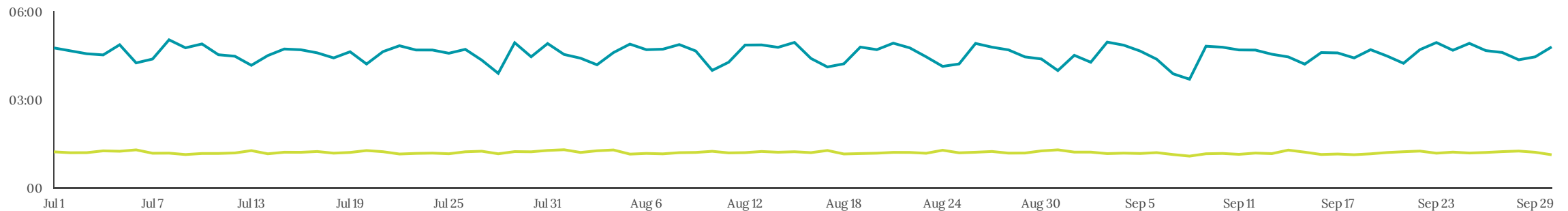
Users
679,425
↓ -7.8%

Sessions
679,269
↓ -6.3%

Pageviews
3,982,011
↓ -6.6%

Avg. Time on Page
00:01:12
↓ -0.8%

Avg. Session Duration
04:38
↓ -0.5%



Number of Sessions per User

1
↑ 1.7%

Avg. Page Load Time (sec)

1.87
↑ 13.2%

Bounce Rate

38.28%
↑ 1.5%

Pages / Session

5.86
↓ -0.3%