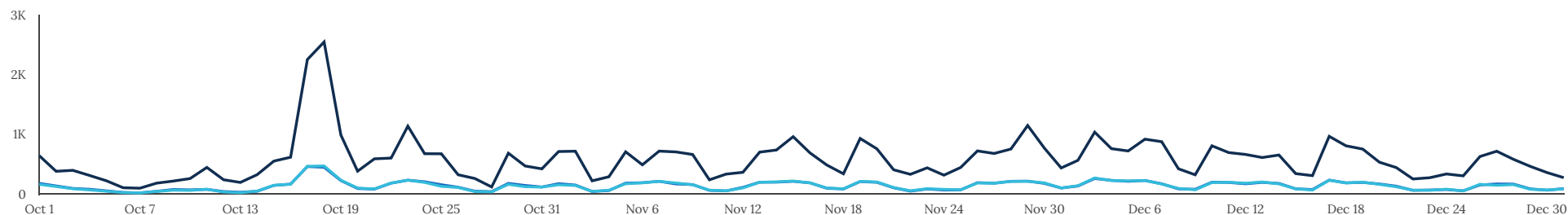


# DOI | Office of the Special Trustee for American Indians

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



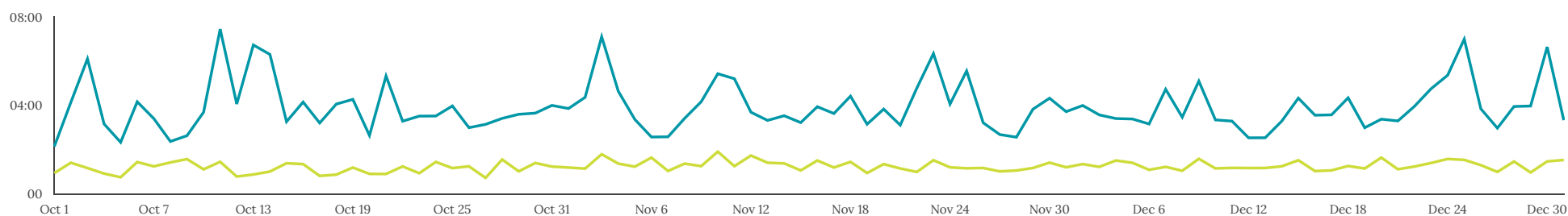
Users  
**10,998**  
↓ -6.3%

Sessions  
**12,733**  
↓ -8.3%

Pageviews  
**53,058**  
↓ -10.2%

Avg. Time on Page  
**00:01:11**  
↓ -3.5%

Avg. Session Duration  
**03:41**  
↓ -4.4%



Number of Sessions per User  
**1.16**  
↓ -2.1%

Avg. Page Load Time (sec)  
**2.39**  
↓ -31.4%

Bounce Rate  
**43.00%**  
↓ -6.6%

Pages / Session  
**4.17**  
↓ -2.1%