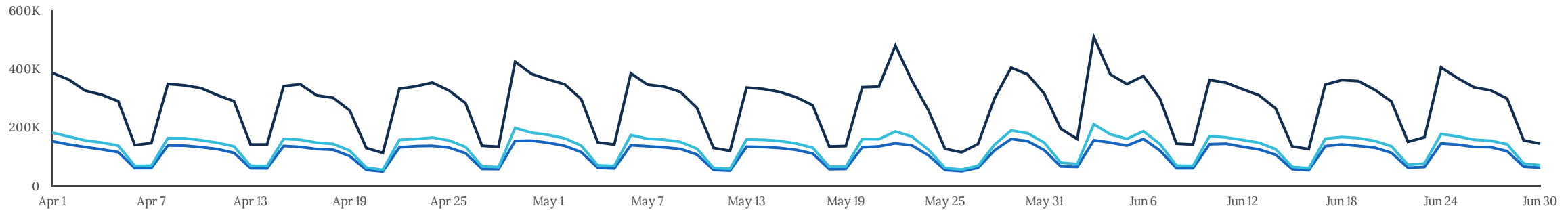


VA | Veterans Benefits Administration

CX CAP Goal - Service Analytics Report | FY 19 - Q3 compared to previous quarter



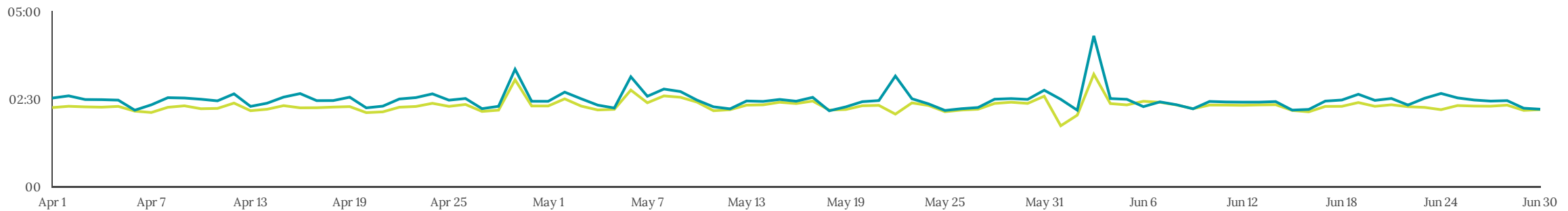
Users
5,522,638
↓ -4.2%

Sessions
11,919,302
↓ -8.3%

Pageviews
25,508,047
↓ -5.7%

Avg. Time on Page
02:21
↑ 3.1%

Avg. Session Duration
02:32
↓ -8.3%



Number of Sessions per User
2.16
↓ -4.3%

Avg. Page Load Time (sec)
5.16
↓ -2.6%

Bounce Rate
28.07%
↑ 7.6%

Pages / Session
2.14
↑ 2.8%