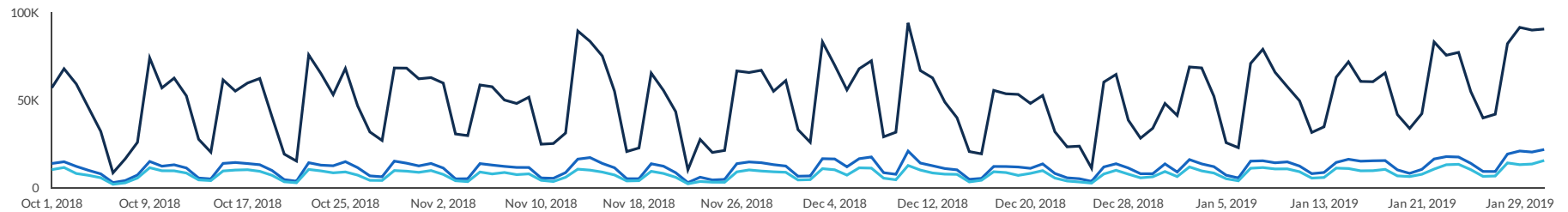


OPM | Retirement Services

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



Users

1,096,607

↑ 19.3%

Sessions

1,022,331

↑ 12.8%

Pageviews

6,344,428

↑ 14.0%

Avg. Time on Page

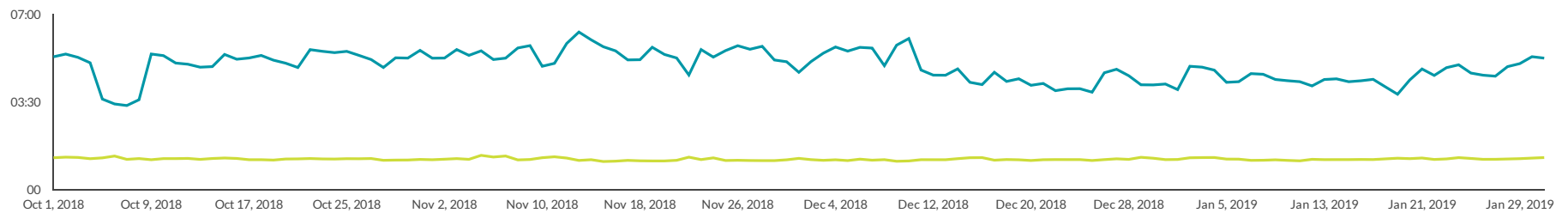
00:01:12

↓ -0.9%

Avg. Session Duration

04:59

↑ 0.2%



Number of Sessions per User

0.92

↓ -6.7%

Avg. Page Load Time (sec)

2.06

↑ 12.4%

Bounce Rate

35.81%

↓ -1.9%

Pages / Session

6.21

↑ 1.1%