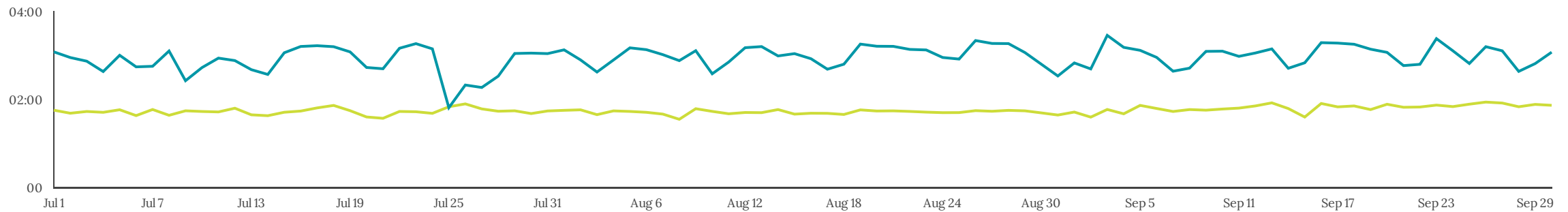
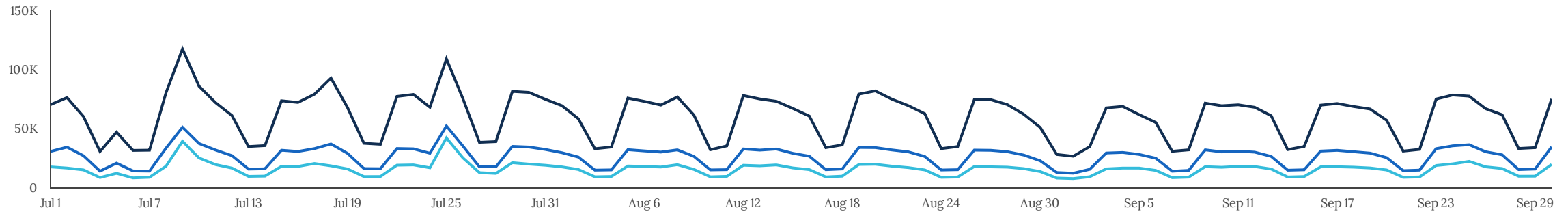


# VA | Veterans Health Administration

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



Number of Sessions per User

**0.82**

↓ -4.5%



Avg. Page Load Time (sec)

**3.7**

↓ -5.6%



Bounce Rate

**50.36%**

↑ 0.3%



Pages / Session

**3.86**

↑ 16.2%

