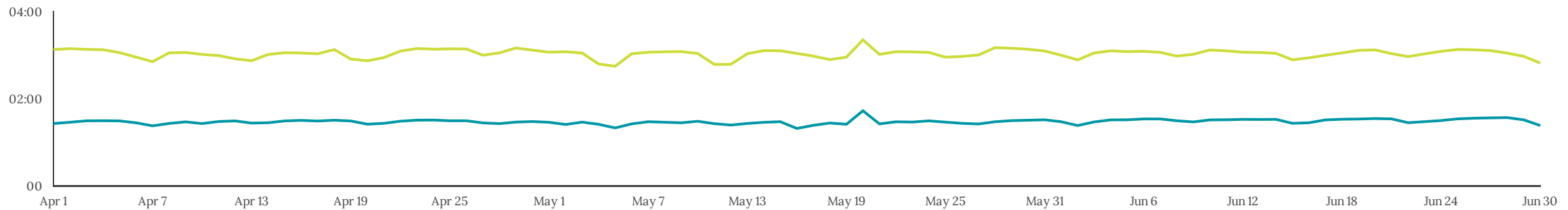
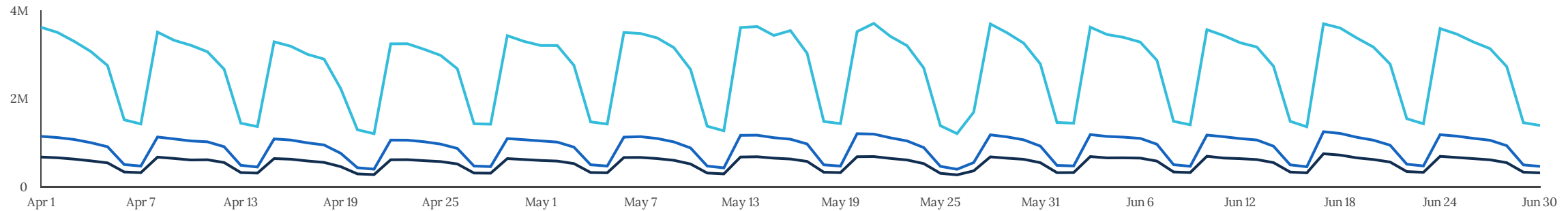


DHS | US Citizenship & Immigration Services

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



Number of Sessions per User

3.66

↑ 1.4%

Avg. Page Load Time (sec)

2.2

↑ 1.4%

Bounce Rate

31.95%

↓ -1.0%

Pages / Session

3.05

↓ -3.0%