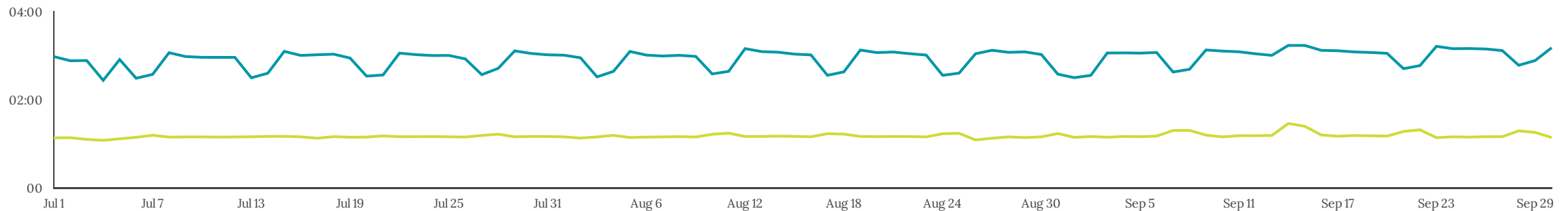
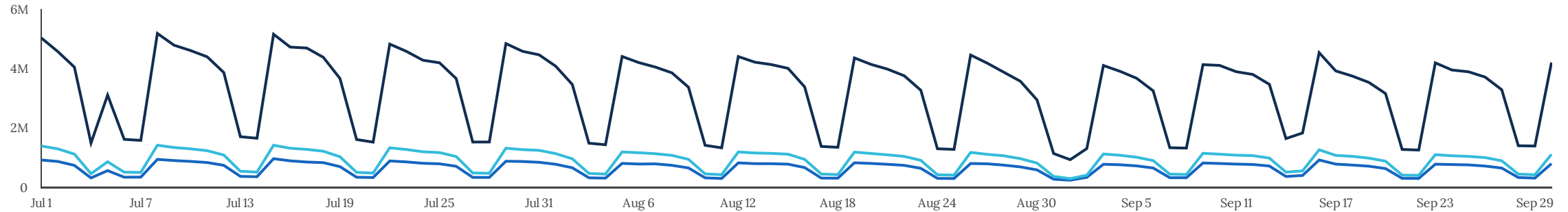


US Department of Treasury | Internal Revenue Service

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



Number of Sessions per User

2.26

↓ -20.8%



Avg. Page Load Time (sec)

2.14

↓ -4.6%



Bounce Rate

27.09%

↑ 16.7%



Pages / Session

3.55

↑ 4.8%

