# VA | Veterans Health Administration
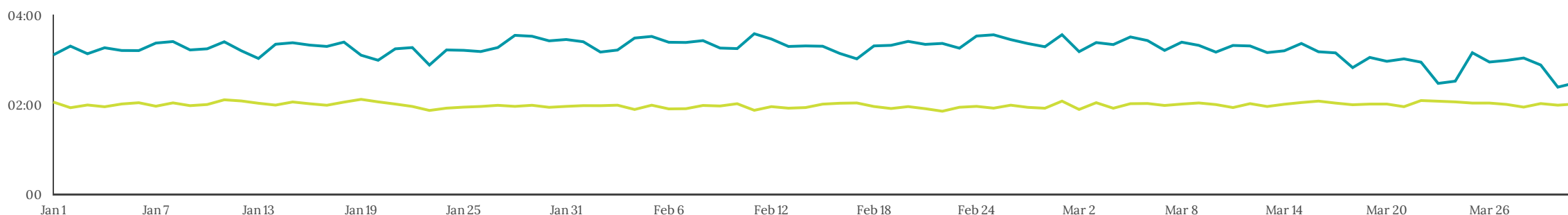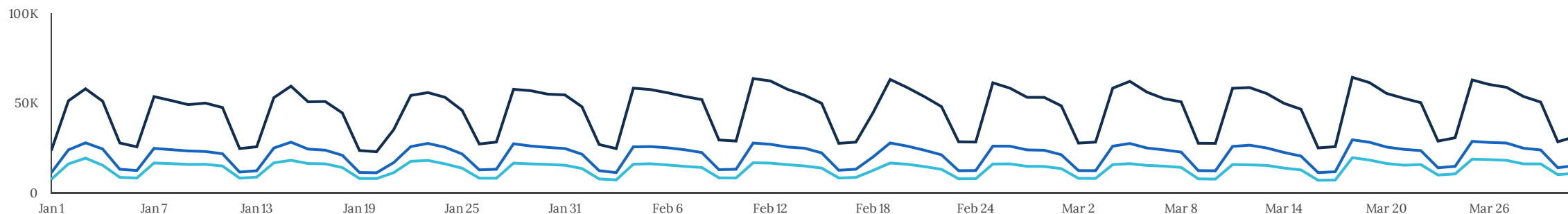
CX CAP Goal - Service Analytics Report | FY 19 - Q2 compared to previous quarter



| | | | | |
|---|---|---|---|---|
| **Users** | **Sessions** | **Pageviews** | **Avg. Time on Page** | **Avg. Session Duration** |
| 1,490,481 | 1,211,973 | 4,155,008 | 01:59 | 03:15 |
| ▲ 27.4% | ▲ 23.0% | ▲ 38.0% | ▼ −4.5% | ▲ 2.5% |



**Number of Sessions per User**
0.81
▼ −3.5%

**Avg. Page Load Time (sec)**
3.88
▼ −18.4%

**Bounce Rate**
43.68%
▲ 0.0%

**Pages / Session**
3.43
▲ 12.2%