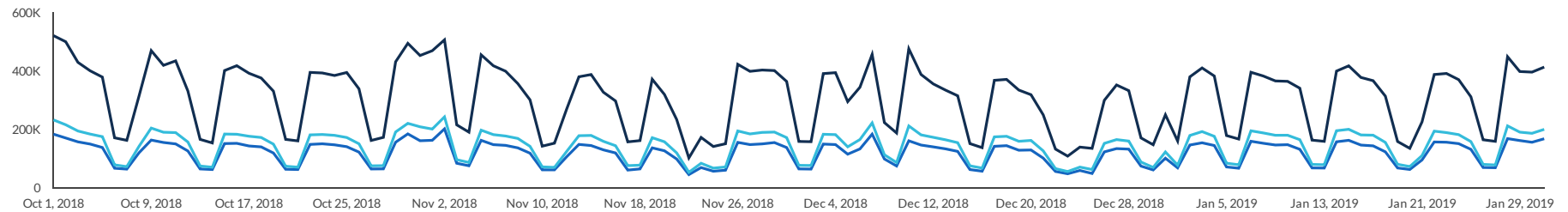


DVA | Veterans Benefits Administration

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



Users

7,498,336

↓ -12.3%

Sessions

18,175,193

↓ -12.4%

Pageviews

38,246,381

↓ -16.5%

Avg. Time on Page

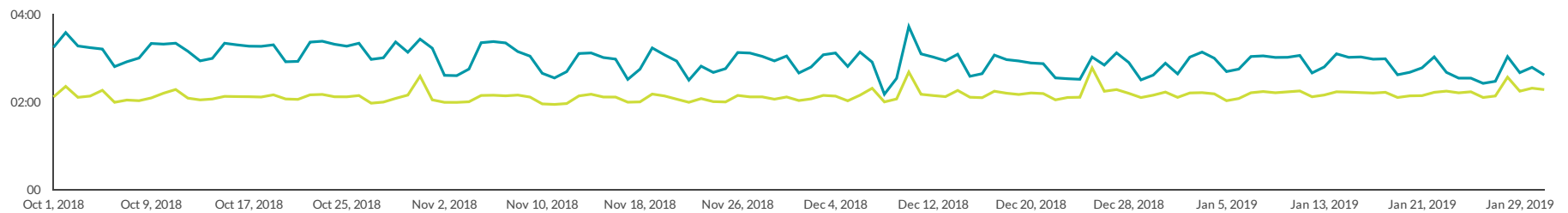
02:10

↓ -3.2%

Avg. Session Duration

03:01

↓ -7.3%



Number of Sessions per User

2.41

↓ -1.3%

Avg. Page Load Time (sec)

4.69

↑ 13.2%

Bounce Rate

24.47%

↑ 6.1%

Pages / Session

2.1

↓ -4.6%