



HVA Data Dictionary

| HVA | Definition |
|------------------------------------|---|
| Total Page Visits | All visits for that Page |
| Referral from organic search | Page visit where ILAB Traffic Channel = Organic Search |
| Help Me Choose completion | Visit that includes a view of the HMC recommendation page |
| 2 separate page views during visit | Visit that includes a view of the page plus a view of at least one other page on /windows site |
| MS Store conversion after visit | Visit that includes a view of the specific page and then also includes a conversion at MS Store |
| Click on in-page content tab | Visit with a view of a page containing a tabbed panel and a click on any tab |
| Click to expand FAQ | Visit with a view of a page with an FAQ panel and a click on a target URL that includes javascript:void(0) |
| Help Me Choose start | Visit with a view of the first page of /windows/help-me-choose and a click on any checkbox |
| Referral to 3P | Visit with a view of the page and a click on a link to a 3P website |
| Download | Visit with a view of the page and a click on a link to download an app or file |
| Click to chat | Visit with a view of the page and a click on a live chat widget |
| Click to Help Me Choose page | Visit with a view of the page and a click on a target URL that includes /windows/help-me-choose |
| Click to M365 | Visit with a view of the page and a click on a target URL that includes 365 |
| Click to Edge | Visit with a view of the page and a click on a target URL that includes edge |
| Click to Windows OS PDP | Visit with a view of the page and a click on a target URL that includes either /d/windows-11-home or /d/windows-11-pro or www.microsoftstore.com.cn/windows/windows-11- |
| Click to shop for PCs | Visit with a view of the page and a click on a target URL that includes either /view-all-devices or any form-factor page or #retailers anchor or /store/b/shop-all-pcs |
| Click to OneDrive | Visit with a view of the page and a click on a target URL that includes onedrive |
| Click to Xbox | Visit with a view of the page and a click on a target URL that includes xbox |
| Click to subscribe to newsletter | Visit with a view of the page and a click on a target URL that starts with account.microsoft.com/profile/subscribe |
| Click on ms-*: protocol link | Visit with a view of the page and a click on a target URL that starts with ms- (instead of http or www) |
| Click to support | Visit with a view of the page and a click on a target URL that starts with support.microsoft.com |
| Click to MS Store | Visit with a view of the page and a click on a target URL that starts with www.microsoft.com/*-*/store |
| Video start | Visit with a view of the page and a click to play/start a video |
| Video completion | Visit with a view of the page and a click to start/play video and video view of 100% |
| Vertical scroll depth 70% + | Visit with a view of the page where customer scrolls vertically at least 70% depth |



HVA Score Analysis

| Total Possible Points | Total Page Visits | Maximum HVA'S | Actual HVA's | HVA Rate | HQE ScoreTM |
|-----------------------|-------------------|---------------|--------------|----------|-------------|
| 10.80 | 2,183,514 | 23,581,951.20 | 1,985,122.60 | 0.08 | 84.18 |

Page

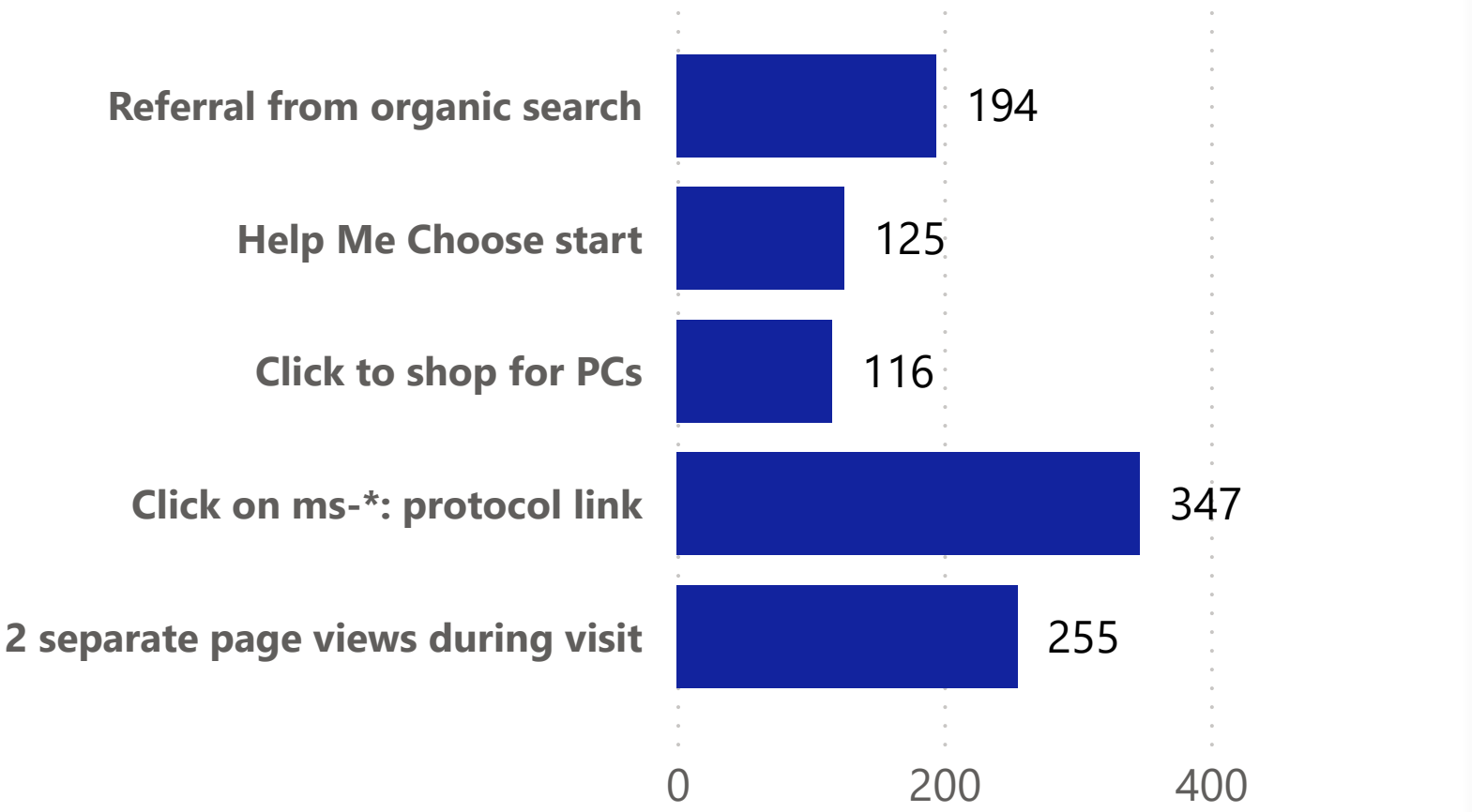
All

Date Range Selection

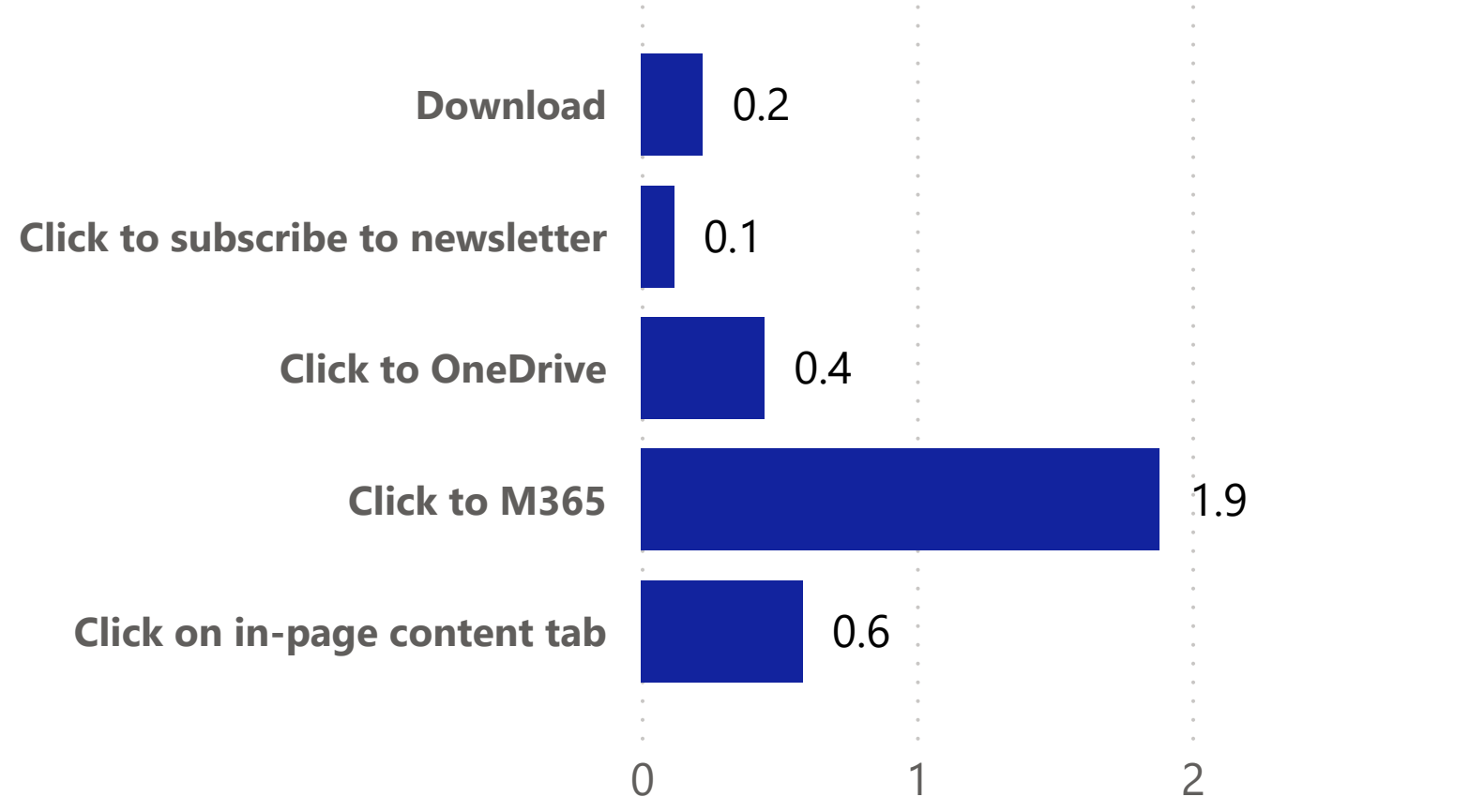
6/10/2023

6/22/2023

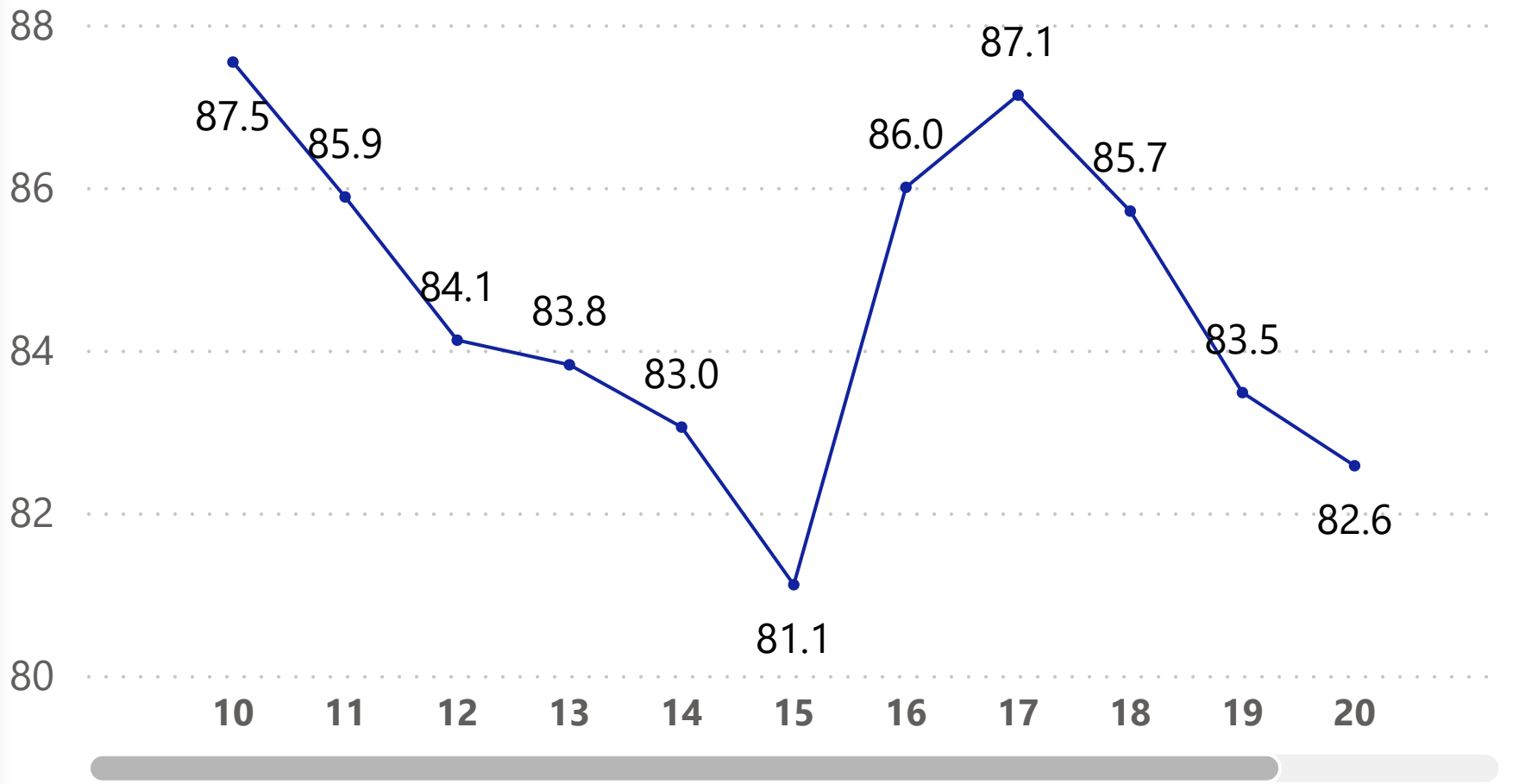
Top 5 HVA'S By HQE Score



Last 5 HVA'S By HQE Score

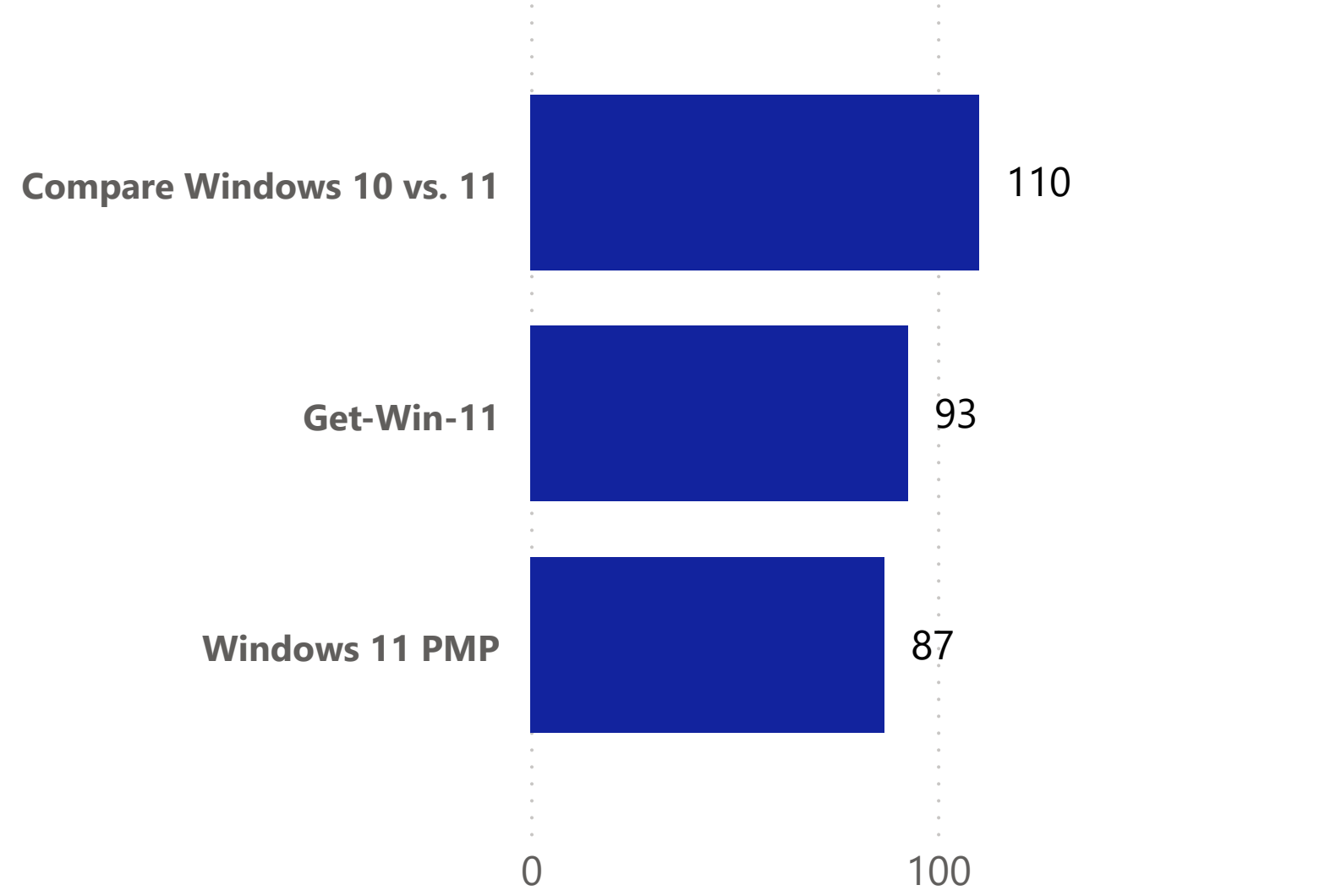


HQE Score by Month/Day



| HVA | HQE ScoreTM |
|----------------------------------|-------------|
| Referral to 3P | 39.81 |
| Referral from organic search | 194.43 |
| MS Store conversion after visit | 2.35 |
| Help Me Choose start | 125.20 |
| Download | 0.22 |
| Click to Windows OS PDP | 78.13 |
| Click to support | 32.37 |
| Click to subscribe to newsletter | 0.12 |
| Click to shop for PCs | 116.37 |
| Click to OneDrive | 0.45 |
| Click to MS Store | 65.09 |
| Click to M365 | 1.88 |
| Click to Help Me Choose page | 22.20 |

HQE ScoreTM by Page



| HVA | HQE | HVA | Max HVA'S | Actual |
|------------------------------------|--------|-----|------------|--------|
| 2 separate page views during visit | 255.27 | 0.3 | 436,703 | 11 |
| Click on in-page content tab | 0.59 | 0.0 | 436,703 | |
| Click on ms-*: protocol link | 347.29 | 0.3 | 2,183,514 | 75 |
| Click to expand FAQ | 82.64 | 0.1 | 436,703 | 3 |
| Click to Help Me Choose page | 22.20 | 0.0 | 1,310,108 | 2 |
| Click to M365 | 1.88 | 0.0 | 873,406 | |
| Click to MS Store | 65.09 | 0.1 | 1,746,811 | 11 |
| Click to OneDrive | 0.45 | 0.0 | 873,406 | |
| Click to shop for PCs | 116.37 | 0.1 | 1,746,811 | 20 |
| Click to subscribe to newsletter | 0.12 | 0.0 | 1,310,108 | |
| Click to support | 32.37 | 0.0 | 873,406 | 2 |
| Total | 84.18 | 0.1 | 23,581,951 | 1,98 |