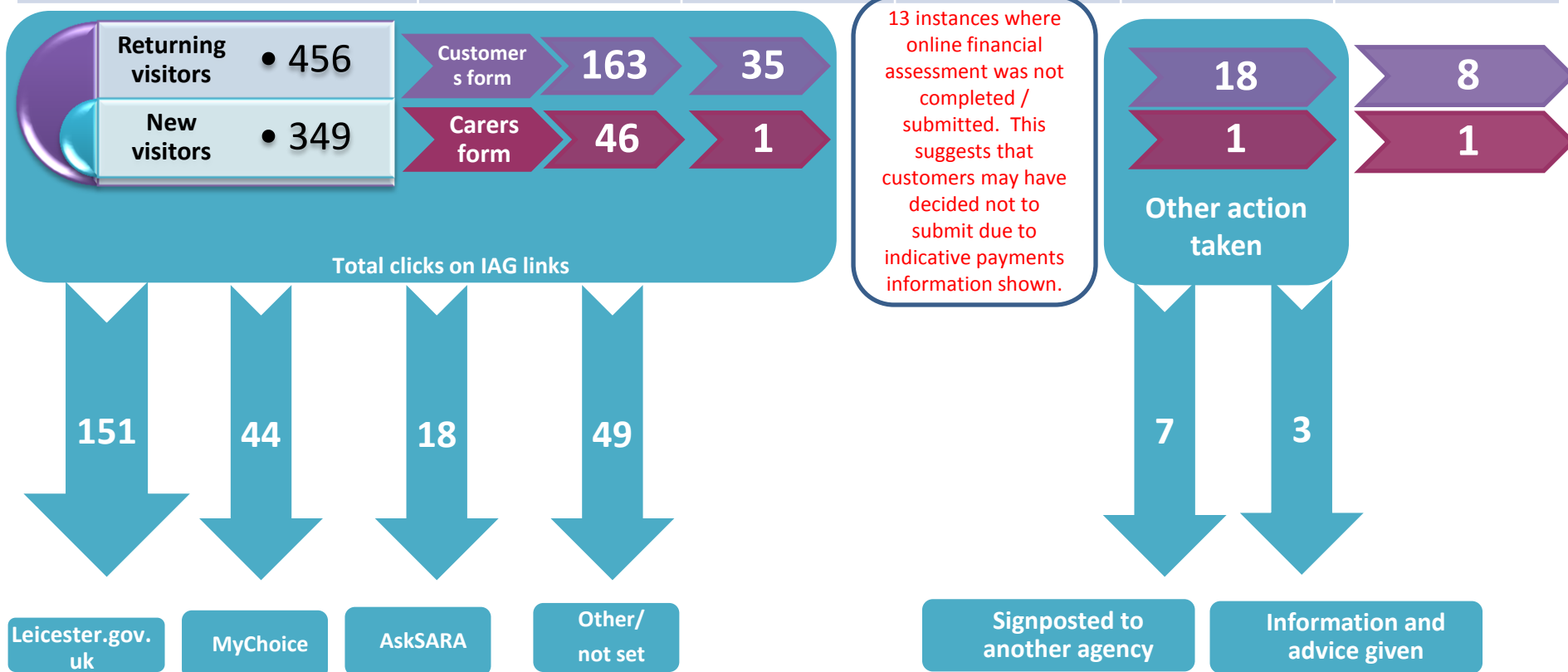


# APPENDIX 1 – ASC Scrutiny Commission 12.12.16

## Overview of ASC Portal usage September 2016

(01-30/09/16)

Total visits to the Portal (number includes <u>admin logins</u> , <u>testing and demos</u> )	Customers that progress to needs analysis page (number includes admin logins , testing and demos)	Customers that progress to Online Financial Assessment (OFA)	Customers that carry on after OFA	Total requests submitted to Contact and Response	Progress to a new case/link to existing case
805	209	35	22	19	9



# Overview April – September 2016

(01.04.2016 -30.09.2016)

Total visits to the Portal (number includes <u>admin logins</u> , <u>testing and demos</u> )	Customers that progress to needs analysis page (number includes admin logins , testing and demos)	Customers that progress to Online Financial Assessment (OFA)	Customers that carry on after OFA	Total requests submitted to Contact and Response	Progress to a new case/link to existing case
2770	629	175	134	87	41

