



Survey question: "What was the main service that you were interested in today?"

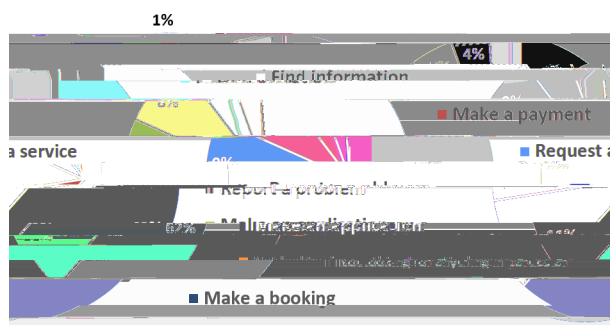
20 most popular pages

Which pages are most looked at on the site. This list is made up mostly of 'landing pages', the main pages for topics of information, so we can assume that customers then progress to the specific pages they want. school holiday, jobs, bin collection

dunoon gourock passenger ferry timetable	6930
dunoon webcam	6218
rubbish and recycling	5916
islay ferry timetable	5378
weekly list valid planning applications	5354
welcome	5300
births	5240
education and learning	5187
a-z	5098
myaccount register	4638

What did online customers contact us about?

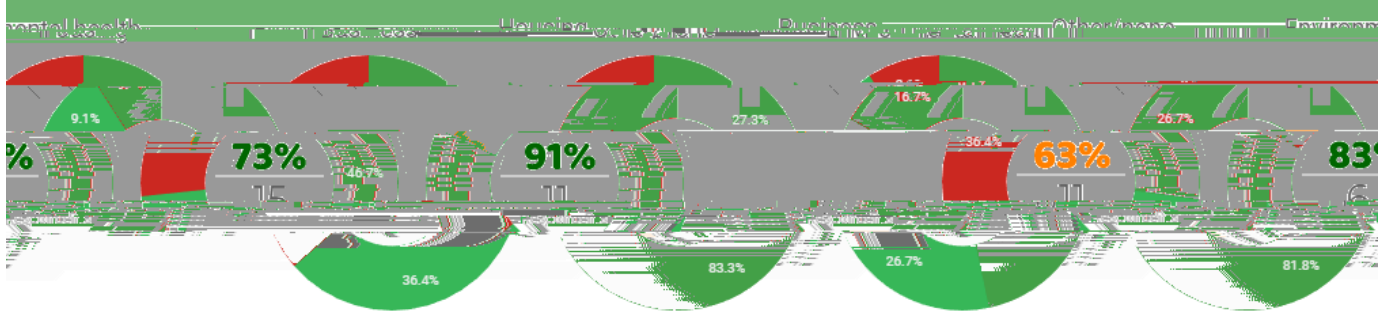
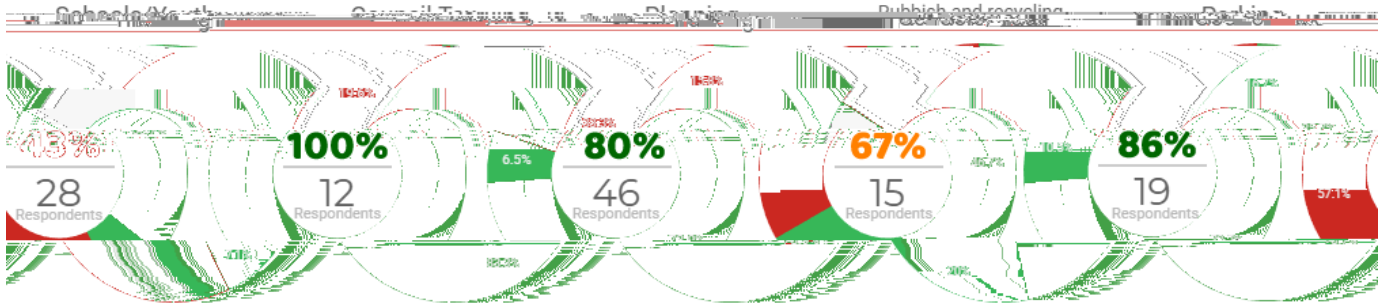
Council tax	92
Rubbish and recycling	44
Roads and Highways	30
Planning	12
Social care	10
Parking	9
Council Business	9
Schools/youth	8
Transport and Buses	7
None	7





Survey question: "How satisfied were you with your visit today?"

Overall satisfaction

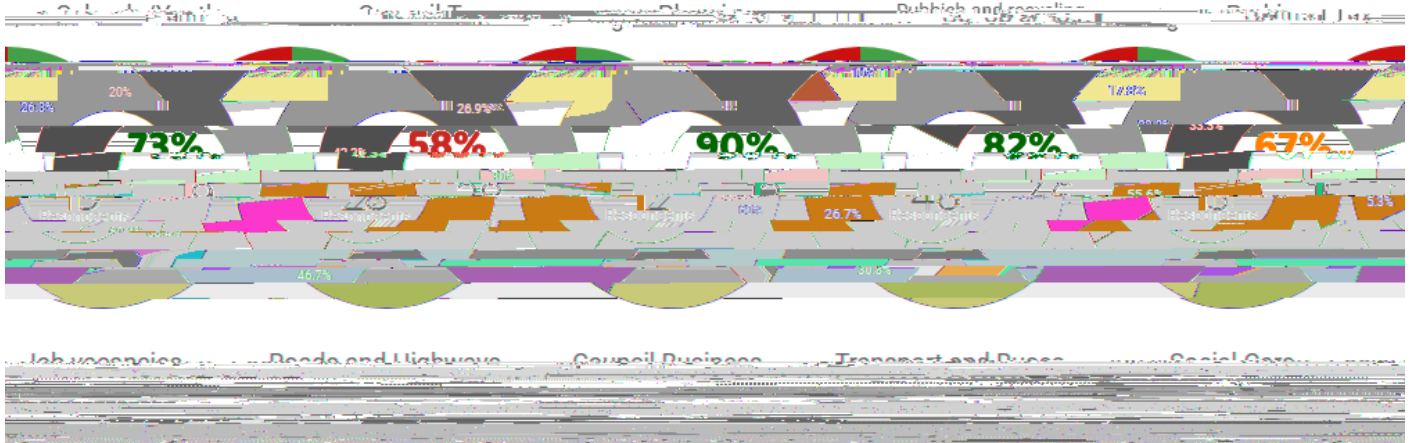


Survey question: "Were you able to do what you set out to do?"

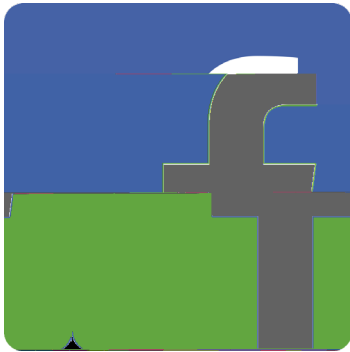
Overall visit Success



75%



Facebook page likes

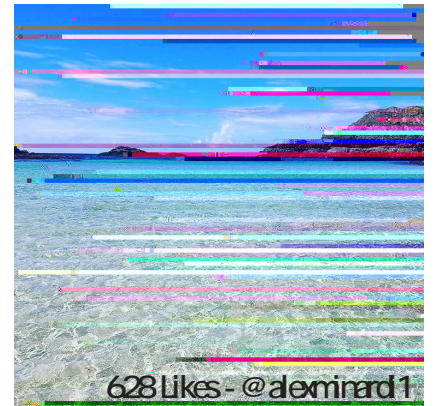
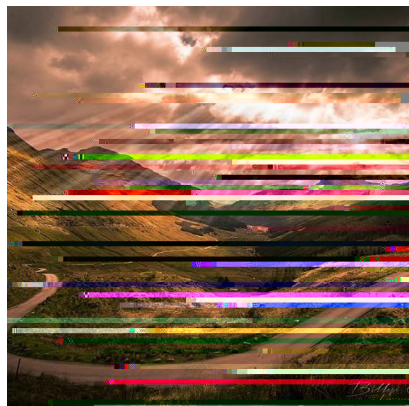
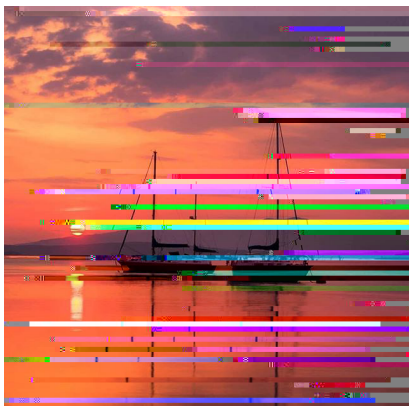


Argyll and Bute Council	230	5560
Early Years	11	1519
Weathering the storm	12	6122
Argyll and Bute Civil Ceremonies	41	875
Trading Standards	-43	238
Gaelic Forum	2	283
HLCC Events	81	358

Twitter followers



Instagram followers





Stats from Google Analytics and Oracle CRM

Customer satisfaction

