

NCI/Office of Communications and Public Liaison

APPENDIX 8

CIS ANNUAL DATA REPORT (2014)

NCI's Cancer Information Service 2014 Contacts Report

CIS Contacts by Queue			
Contacts by Source	Number of Contacts	Contact Total	Contact Type as % of Total
		96,624	
CIS Contact Center			
Telephone (CIS)	65,832		68%
Live Help (Web Chat, CIS)	12,238		13%
Email (CIS)	16,822		17%
Facebook	1,671		2%
Twitter	61		0%
	96,624		100%
VA Smoking Cessation Service			
		2,936	
VA English Phone Calls	1,547		53%
VA Spanish Phone Calls	27		1%
VA Call Back Service	1,362		46%
	2,936		100%
NCI Public Inquiries (PIQ)			
		4,473	
Email (NCI CIS (PIQ))	4,148		93%
Telephone (PIQ)	325		7%
	4,473		100%
Publication Ordering Service (POS)			
		10,084	
Phones (POS)	9,715		96%
Email (POS)	369		4%
	10,084		100%
Internet			
		1,029,701	
CISWeb	145,506		14%
NCI Pubs Locator (NCIPL)	884,195		86%
	1,029,701		100%
		1,143,818	