

NCI/Office of Communications and Public Liaison

APPENDIX 8

CC ANNUAL DATA REPORT (2017)

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 | |