

**NCI/Office of Communications and Public Liaison**

# **APPENDIX 8**

**CC ANNUAL DATA REPORT (2020)**

**NCI's Cancer Information Service 2020 Contacts Report**  
**CIS Contacts by Queue**

	Number of Contacts	Contact Total	Contact types as a % of Total
<b>Contacts by Source</b>			
LiveHelp	32345		52.8%
Telephone	22943		37.5%
Email	4936		8.1%
Social Media	990		1.6%
		<b>61214</b>	<b>100.0%</b>
<b>VA Smoking Cessation Service</b>			
VA English Quit Smoking	3576		34.14
VA Spanish Quit Smoking	231		2.21
VA Callbacks	<b>6669</b>		63.66
		10476	100.00
<b>NCI Clinical Trials Service</b>			
English Clinical Trial Chat	4271		48.55
English Clinical Trial Phone Call	2737		31.11
Spanish Clinical Trial Chat	870		9.89
Spanish Clinical Trial Phone Call	236		2.68
Clinical Trial Callbacks	<b>684</b>		7.77
		8798	100.00
<b>Total Interactions</b>		<b>68567</b>	