

NCI/Office of Communications and Public Liaison

APPENDIX 8

CC ANNUAL DATA REPORT (2023)

NCI's Cancer Information Service 2023 Contacts Report
CIS Contacts by Queue

	Number of Contacts	Contact Total	Contact types as a % of Total
Contacts by Source			
LiveHelp	19395		49.2%
Telephone	15107		38.3%
Email	4215		10.7%
Social Media	731		1.9%
		39448	100.0%
VA Smoking Cessation Service			
VA English Quit Smoking	5861		78.1%
VA Spanish Quit Smoking	25		0.3%
VA Callbacks	1618		21.5%
		7504	100.00
NCI Clinical Trials Service			
English Clinical Trial Chat	3279		46.1%
English Clinical Trial Phone Call	2391		33.6%
Spanish Clinical Trial Chat	323		4.5%
Spanish Clinical Trial Phone Call	272		3.8%
Clinical Trial Callbacks	847		11.9%
		7112	100.00
Total Interactions		41955	