



Insights & Highlights

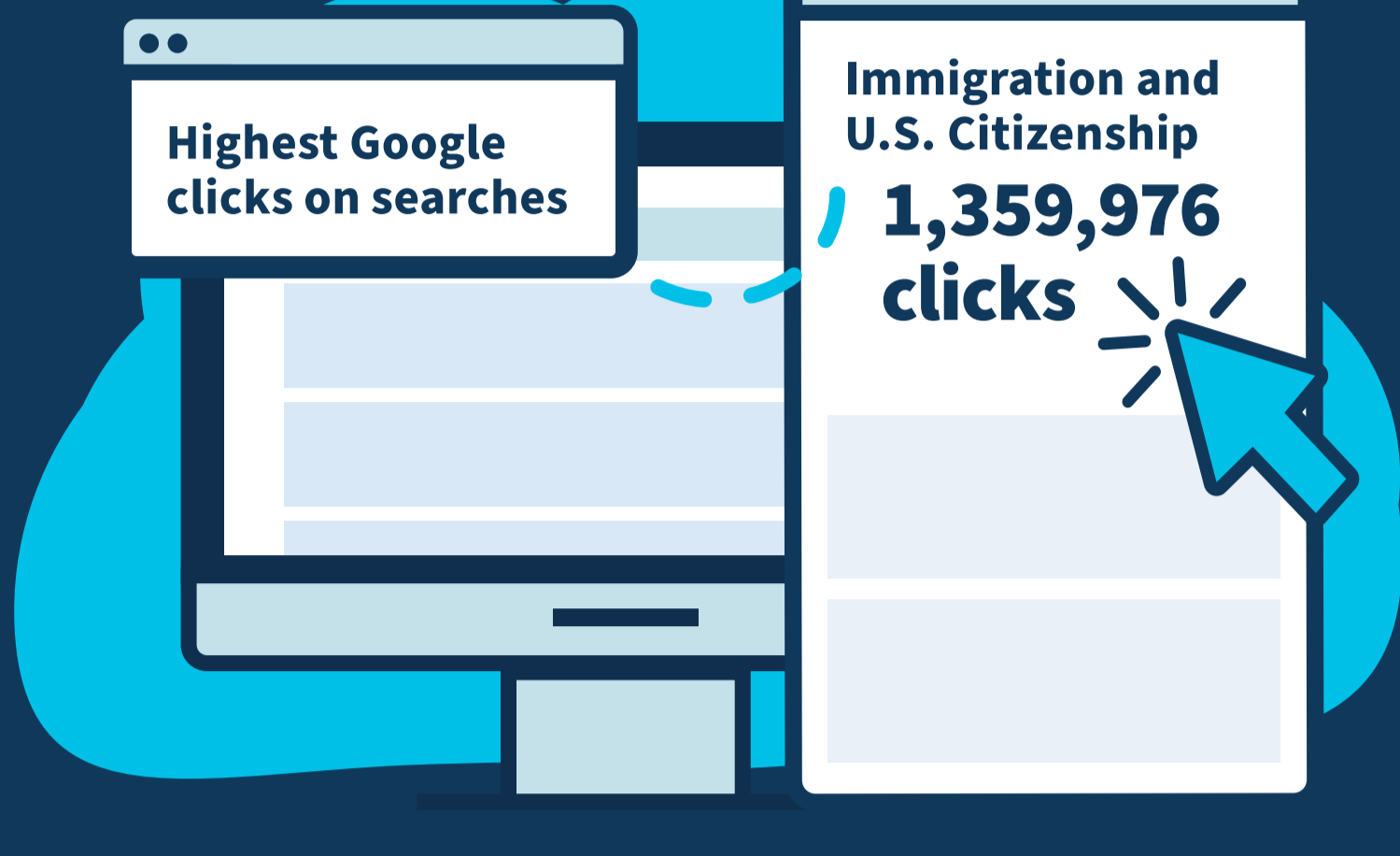
Here's what people wanted to know from the U.S. Government

21,851,578

Interactions with the public

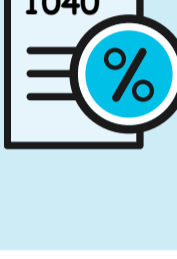

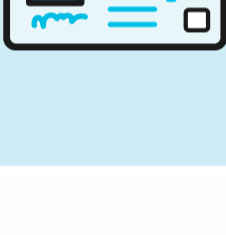


Highlight

Due to the announcement of the winners for the diversity visa lottery program, USA.gov saw **the highest Google clicks (1,359,976) on searches relating to "Immigration and U.S. Citizenship"**. The category "About the U.S. and Its Government" had the largest number of Google impressions (169,387,186) due to agency name searches.



Top 5 pages

These were the most frequently visited **USA.gov** pages, excluding the homepage, between April and June 2023.

- #1**  **Check your federal or state tax refund status**
842,947 unique pageviews
- #2**  **Renew an adult passport**
747,406 unique pageviews
- #3**  **Diversity Visa Lottery results and what to do if you were selected**
695,333 unique pageviews
- #4**  **How to find unclaimed money from the government**
594,376 unique pageviews
- #5**  **Apply for a new adult passport**
314,617 unique pageviews

Emails with the highest open rate



- #1**  Does your family know what to do in an emergency? **66.7%** opened
- #2**  Beware of Geek Squad Imposter Scams **65.4%** opened
- #3**  Watch out for these top consumer scams of 2023 **64.2%** opened
- #4**  Recognize and report identity theft **61.9%** opened
- #5**  Prepare for emergencies: Drinking water safety **61.2%** opened

Calls and chats to the Contact Center

USAGov's Contact Center agents handled **55,815 calls and chats in English during the months of April, May, and June**. More than 49,000 other callers used USAGov's interactive voice response options to get help. These were the topics with the most inquiries:

