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 fraud tricks 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 (IVR) for help. These were the top 5 topics in the IVR.

- Social/Human Services
- Consumer Complaints or Questions
- Immigration and Naturalization
- Money
- Foreign Travel by Americans