

Insights & Highlights

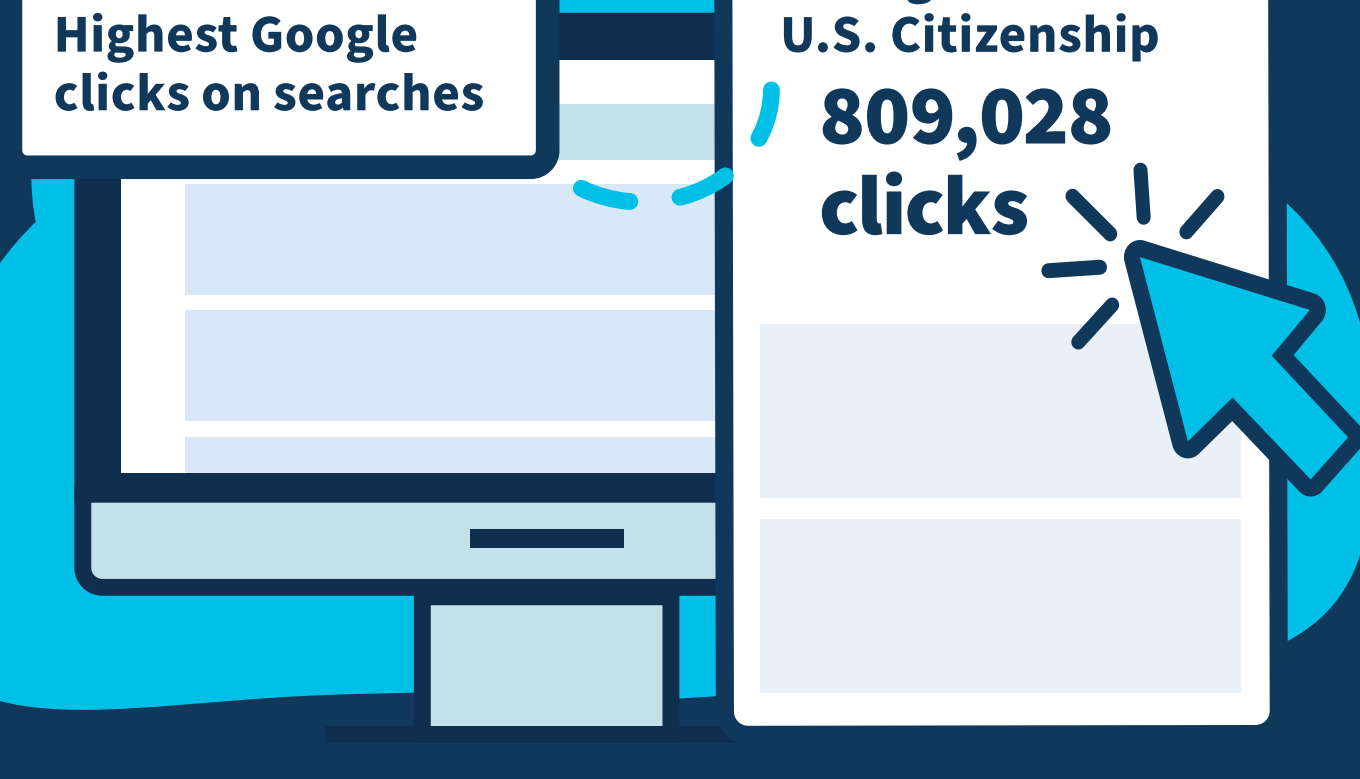
Here's what people wanted to know from the U.S. Government

4,718,432

Interactions with the public

Highlight

USA.gov en Español saw **the highest Google click volume (809,028) in the category of "Immigration and U.S. Citizenship"**. Driving this click volume were searches related to immigration case status and diversity visa lottery results—due to the announcement of Diversity Visa Lottery Program winners.



Top 5 pages

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

- #1**



Resultados de la lotería de visas de diversidad y qué debe hacer si gana
Diversity Visa Lottery results

273,063
unique pageviews
- #2**



Días festivos federales
Federal holidays

258,202
unique pageviews
- #3**



Cómo solicitar o renovar una visa de turista para ir a EE. UU.
Tourist visas to the U.S.

110,962
unique pageviews
- #4**



Cómo revisar el estatus de su caso de inmigración
Check your immigration case status


104,353
unique pageviews
- #5**




Formulario I-94: registro de entrada y salida de EE. UU.
U.S. Arrival and Departure Record

91,661
unique pageviews


Emails with the highest open rate

- #1** ¿Necesitas solicitar copias de un certificado del registro civil o de un documento de identidad?  **59.8%** opened

Do you need to request copies of a civil registry certificate or an identity document?
- #2** ¿Sabías que después de un desastre es posible que no haya agua potable limpia disponible?  **54.4%** opened

Did you know that after a disaster, clean drinking water may not be available?
- #3** ¿Estás listo para comenzar tu vida como ciudadano estadounidense?  **53.5%** opened

Are you ready to start your life as a U.S. citizen?
- #4** Te presentamos 5 sitios web del Gobierno para celebrar el Día de la Tierra  **51.2%** opened

Introducing 5 government websites to celebrate Earth Day
- #5** ¿Quieres reducir tu tiempo de espera en aduanas y obtener un proceso seguro para tus viajes?  **49.9%** opened

Do you want to reduce your waiting time at customs and obtain a safe process for your trips?

Calls and chats to the Contact Center

USAGov's Contact Center agents handled **12,182 calls and chats in Spanish during the months of April, May, and June**. Close to 13,000 other callers used USAGov's interactive voice response options to get help. These were the topics with the most inquiries:

