

Monthly Statistics: Oracle Service Cloud / Site = irishost

Date Last Updated: April 20, 2020

This report includes data for the Contact VA Oracle Service Cloud Site: *irishost* .

The *irishost* Site contains 2 Interfaces:

1. **Inquiry Routing & Information System (IRIS)**
2. **My Healthe Vet Technical Support (MHV-TS)**

This report contains the following:

- Site Data, Reported Monthly
- IRIS Interface Data, Reported Monthly
- MHV-TS Interface Data, Reported Monthly
- Total Inquiries Created by Interface, Past Month and Historical
- Total IRIS Inquiries Created by Type, Past Month and Historical
- Total MHV-TS Inquiries Created by Type, Past Month and Historical
- Total Site Inquiries Created, Past Year
- Total Site Inquiries Created, Historical
- Total Frequently Asked Questions Viewed, Past Year
- Total Site FAQs Viewed, Historical

The data in this report provides monthly data for:

1. The total new inquiries received via the **IRIS Portal** (<https://iris.custhelp.va.gov/>), found on the Contact Us menu option the VA website (<https://www.va.gov/>).
2. The total new IRIS inquiries **created by VA Call Center and other internal staff**.
3. The total new inquiries received via the **MHV Help Desk Portal** (<https://www.myhealth.va.gov/mhv-portal-web/web/myhealthevet/contact-us>) found on the Contact page of the My HealtheVet website (<https://www.myhealth.va.gov/>).
4. A **history** of inquiries created in both the IRIS and MHV-TS Interfaces.
5. Total **FAQ views** each month.

The report is run from the 20th of one month through the 19th of the next. The data in this report represents items that have been tracked since the beginning of this program and items added over the subsequent years.

Note: This report does not include Veterans' Education Benefits, which has its own tracking system (Site = *gibill*). For that data, please go to the *gibill* Site's **Monthly Statistics Report**:

<http://vaww.va.gov/IRISINFO/docs/Report-Monthly-Statistics-gibill.pdf>

Nor does this report track contacts coming through individual websites throughout VA.

Site Data, Reported Monthly

Timeframe	IRIS Interface Total	MHV-TS Interface Total	Total Site Inquiries Created	Approx Total Open Inquiries On Any Given Day	Total FAQ Views	Special Note
1/20-2/20/03	1,703	0	1,703	1,150	13,949	
2/20-3/20/03	1,243	0	1,243	1,100	11,735	
3/20-4/20/03	1,096	0	1,096	1,100	7,062	
4/20-5/20/03	1,462	0	1,462	1,250	10,688	
5/20-6/20/03	1,576	0	1,576	1,300	11,957	
6/20-7/20/03	1,424	0	1,424	1,225	11,092	
7/20-8/20/03	1,909	0	1,909	1,200	14,830	
8/20-9/20/03	1,849	0	1,849	750	14,318	
9/20-10/20/03	1,471	0	1,471	525	11,400	
10/20-11/20/03	1,966	0	1,966	550	15,834	
11/20-12/20/03	1,946	0	1,946	500	14,534	
12/20/03-1/20/04	2,106	0	2,106	600	19,695	
1/20-2/20/04	2,494	0	2,494	550	24,924	
2/20-3/20/04	2,181	0	2,181	350	21,417	
3/20-4/20/04	2,467	0	2,467	415	36,049	
4/20-5/20/04	3,740	0	3,740	675	33,386	
5/20-6/20/04	4,982	0	4,982	800	32,931	
6/20-7/20/04	5,162	0	5,162	900	33,633	
7/20-8/20/04	7,124	0	7,124	1,000	42,764	
8/20-9/20/04	6,835	0	6,835	1,050	52,211	
9/20-10/20/04	7,239	0	7,239	1,145	45,978	
10/20-11/20/04	7,760	0	7,760	1,200	66,424	
11/20-12/20/04	6,680	0	6,680	1,100	54,407	
12/20/04-1/20/05	7,345	0	7,345	1,175	56,443	
1/20-2/20/05	8,095	0	8,095	1,200	63,756	
2/20-3/20/05	7,013	0	7,013	1,050	51,894	
3/20-4/20/05	7,276	0	7,276	1,020	44,133	
4/20-5/20/05	7,098	0	7,098	1,090	43,778	
5/20-6/20/05	6,534	0	6,534	1,000	41,984	
6/20-7/20/05	5,491	0	5,491	945	43,242	
7/20-8/20/05	5,851	0	5,851	1,040	48,806	
8/20-9/20/05	6,133	0	6,133	1,150	49,455	
9/20-10/20/05	6,614	0	6,614	1,450	55,514	
10/20-11/20/05	7,051	0	7,051	1,300	67,779	
11/20-12/20/05	7,618	0	7,618	1,000	56,968	
12/20/05-1/20/06	8,680	0	8,680	1,250	72,401	
1/20-2/20/06	9,332	0	9,332	1,450	84,464	
2/20-3/20/06	8,538	0	8,538	1,400	78,388	
3/20-4/20/06	9,599	0	9,599	1,400	98,459	
4/20-5/20/06	9,737	0	9,737	1,150	92,282	
5/20-6/20/06	12,218	0	12,218	1,350	98,321	
6/20-7/20/06	9,624	0	9,624	1,250	91,113	
7/20-8/20/06	9,778	0	9,778	1,460	97,056	
8/20-9/20/06	12,709	0	12,709	2,050	105,899	
9/20-10/20/06	12,553	0	12,553	2,100	98,964	
10/20-11/20/06	11,932	0	11,932	1,750	99,890	
11/20-12/20/06	11,230	0	11,230	1,600	96,513	
12/20/06-1/20/07	11,673	0	11,673	2,200	108,852	
1/20-2/20/07	13,020	0	13,020	2,200	121,789	
2/20-3/20/07	12,991	0	12,991	2,150	115,940	
3/20-4/20/07	13,146	0	13,146	1,800	114,953	
4/20-5/20/07	11,259	0	11,259	1,450	105,440	
5/20-6/20/07	12,014	0	12,014	1,480	117,120	
6/20-7/20/07	11,717	0	11,717	1,500	115,695	
7/20-8/20/07	12,406	0	12,406	1,600	132,964	
8/20-9/20/07	12,671	0	12,671	1,725	143,621	
9/20-10/20/07	11,143	0	11,143	1,600	133,860	
10/20-11/20/07	11,365	0	11,365	1,575	130,095	
11/20-12/20/07	10,635	0	10,635	1,400	121,640	
12/2/07-1/20/08	11,658	0	11,658	1,950	129,644	
1/20-2/20/08	14,344	0	14,344	2,100	153,561	
2/20-3/20/08	12,884	0	12,884	1,550	125,428	
3/20-4/20/08	12,781	0	12,781	1,700	125,701	
4/20-5/20/08	13,462	0	13,462	2,200	129,768	

Timeframe	IRIS Interface Total	MHV-TS Interface Total	Total Site Inquiries Created	Approx Total Open Inquiries On Any Given Day	Total FAQ Views	Special Note
5/20-6/20/08	14,943	0	14,943	1,800	159,099	
6/20-7/20/08	14,777	0	14,777	2,300	156,377	
7/20-8/20/08	16,332	0	16,332	2,000	171,277	
8/20-9/20/08	15,676	0	15,676	1,400	148,612	
9/20-10/20/08	15,664	0	15,664	4,300	187,212	
10/20-11/20/08	17,806	0	17,806	4,950	211,011	
11/20-12/20/08	16,324	0	16,324	4,900	179,300	
12/20/08-1/20/09	19,177	0	19,177	6,000	202,169	
1/20-2/20/09	23,397	0	23,397	6,500	220,438	
2/20-3/20/09	23,123	0	23,123	7,200	192,981	
3/20-4/20/09	22,713	0	22,713	8,250	195,975	
4/20-5/20/09	23,551	0	23,551	9,850	167,467	
5/20-6/20/09	26,406	0	26,406	12,050	198,046	
6/20-7/20/09	27,313	0	27,313	14,000	171,811	
7/20-8/20/09	29,905	0	29,905	16,000	195,358	
8/20-9/20/09	32,396	0	32,396	17,000	174,027	
9/20-10/20/09	24,889	0	24,889	17,000	171,740	
10/20-11/20/09	28,701	0	28,701	18,000	179,310	
11/20-12/20/09	21,600	0	21,600	14,000	127,018	
12/20/09-1/20/10	22,327	0	22,327	15,000	149,079	
1/20-2/20/10	32,148	0	32,148	16,000	183,637	
2/20-3/20/10	27,563	0	27,563	15,800	152,953	
3/20-4/20/10	28,883	0	28,883	17,000	179,763	
4/20-5/20/10	30,748	0	30,748	17,200	180,025	
5/20-6/20/10	31,851	0	31,851	19,000	159,596	
6/20-7/20/10	31,193	0	31,193	25,000	177,910	
7/20-8/20/10	36,737	0	36,737	27,000	414,599*	
8/20-9/20/10	30,365	0	30,365	25,000	200,552	
9/20-10/20/10	31,030	0	31,030	20,000	186,769	
10/20-11/20/10	33,069	0	33,069	15,500	228,265	
11/20-12/20/10	31,774	0	31,774	12,000	175,177	
12/20/10-1/20/11	32,068	0	32,068	15,000	252,774	
1/20-2/20/11	36,761	0	36,761	17,200	192,204	
2/20-3/20/11	31,637	0	31,637	16,600	440,253	
3/20-4/20/11	35,865	0	35,865	15,000	482,514	
4/20-5/20/11	33,642	0	33,642	14,200	358,546	
5/20-6/20/11	40,156	0	40,156	19,000	414,872	
6/20-7/20/11	45,908	0	45,908	21,000	598,599	
7/20-8/20/11	49,016	0	49,016	25,000	663,743	
8/20-9/20/11	46,202	0	46,202	25,000	532,553	
9/20-10/20/11	55,984	0	55,984	26,000	536,266	
10/20-11/20/11	49,416	0	49,416	30,000	507,824	
11/20-12/20/11	51,114	0	51,114	30,000	469,107	
12/20/11-1/20/12	51,955	0	51,955	40,000	531,207	
1/20-2/20/12	56,795	0	56,795	41,000	564,086	
2/20-3/20/12	49,106	0	49,106	42,000	519,246	
3/20-4/20/12	50,534	0	50,534	42,000	518,192	
4/20-5/20/12	46,119	0	46,119	40,000	490,016	
5/20-6/20/12	45,859	0	45,859	41,000	519,614	
6/20-7/20/12	48,393	0	48,393	41,000	490,051	
7/20-8/20/12	47,306	0	47,306	49,000	465,134	
8/20-9/20/12	50,386	0	50,386	50,100	528,561	
9/20-10/20/12	41,680	0	41,680	52,600	525,073	
10/20-11/20/12	40,316	0	40,316	55,000	465,139	
11/20-12/20/12	45,646	0	45,646	65,000	467,976	
12/20-1/20/13	46,996	0	46,996	65,000	507,182	
1/20-2/20/13	50,659	0	50,659	76,000	506,493	
2/20—3/20/13	47,081	0	47,081	76,000	434,655	
3/20-4/20/13	46,724	0	46,724	72,600	407,067	
4/20-5/20/13	41,787	0	41,787	70,000	397,584	
5/20-6/20/13	46,020	0	46,020	70,000	434,678	
6/20-7/20/13	39,074	0	39,074	68,000	383,080	
7/20-8/20/13	37,438	0	37,438	69,000	405,016	
8/20-9/20/13	40,983	0	40,983	65,000	444,883	
9/20-10/20/13	28,991	0	28,991	57,000	393,665	Government Shutdown
10/20-11/20/13	40,969	0	40,969	52,000	469,634	
11/20-12/20/13	38,138	0	38,138	47,200	410,818	
12/20/13-1/20/14	35,727	0	35,727	51,000	440,795	

Timeframe	IRIS Interface Total	MHV-TS Interface Total	Total Site Inquiries Created	Approx Total Open Inquiries On Any Given Day	Total FAQ Views	Special Note
1/20-2/20/14	40,830	0	40,830	52,000	473,324	
2/20-3/20/14	34,407	0	34,407	50,000	410,158	Short month: 3 Snow Days, 1 Holiday
3/20- 4/20/2014	26,139	0	26,139	48,000	428,513	
4/20- 5/20/2014	25,712	0	25,712	48,000	406,810	
5/20 - 6/20/2014	30,162	0	30,162	48,000	442,522	
6/20 - 7/20/2014	26,623	0	26,623	48,600	406,878	
7/20 - 8/20/2014	30,213	0	30,213	36,400	461,646	
8/20 - 9/20/2014	28,508	0	28,508	23,000	444,111	A Call Center Audit followed by a Call Center Inquiry Policy Change has impacted the number of Open Inquiries and Inquiries Created. Also, a website issue prevented online submissions for 2.5 days in early September.
9/20 - 10/20/2014	25,077	0	25,077	22,700	409,973	
10/20 - 11/20/2014	33,186	0	33,186	26,100	506,332	
11/20 - 12/20/2014	23,953	1,697	25,650	24,900	377,185	New Interface went live 12/13/2014: MHV-TS. Report Column and Tab added to show inquiry creation in this interface: MHV-TS Interface.
12/20/2014 - 1/20/2015	21,209	7,120	28,329	23,600	379,642	
1/20 - 2/20/2015	31,643	7,383	39,026	28,200	522,660	
2/20 - 3/20/2015	26,964	4,713	31,677	33,200	444,426	
3/20 - 4/20/2015	27,104	5,215	32,319	35,200	483,235	
4/20 - 5/20/2015	25,172	5,656	30,828	35,800	456,942	
5/20 - 6/20/2015	23,872	4,686	28,558	37,000	428,868	
6/20 - 7/20/2015	21,195	5,767	26,962	35,400	340,064	
7/20 - 8/20/2015	27,878	5,279	33,157	27,600	405,532	
8/20 - 9/20/2015	26,261	2,432	28,693	24,300	392,349	
9/20 - 10/20/2015	25,934	5,360	31,294	22,400	362,690	
10/20 - 11/20/2015	25,628	5,356	30,984	18,400	373,616	
11/20 - 12/20/2015	20,592	5,356	25,948	13,800	298,493	
12/20/2015 - 1/20/2016	21,995	4,687	26,682	14,200	317,806	
1/20 - 2/20/2016	26,182	4,736	30,918	13,600	335,886	
2/20 - 3/20/2016	22,282	5,843	28,125	10,500	257,704	
3/20 - 4/20/2016	22,136	4,757	26,893	7,500	278,584	
4/20 - 5/20/2016	21,650	6,209	27,859	5,300	287,810	
5/20 - 6/20/2016	20,522	4,886	25,408	6,200	276,419	
6/20 - 7/20/2016	20,770	4,828	25,598	7,900	357,553	
7/20 - 8/20/2016	22,712	6,767	29,479	12,500	364,247	
8/20 - 9/20/2016	19,608	7,433	27,041	8,700	432,653	
9/20 - 10/20/2016	18,309	7,910	26,219	3,900	286,792	
10/20 - 11/20/2016	18,021	7,338	25,359	4,000	282,009	
11/20 - 12/20/2016	16,888	7,338	24,226	4,000	247,913	
12/20/2016 - 1/20/2017	18,062	4,987	23,049	4,800	273,855	
1/20 - 2/20/2017	19,845	5,129	24,974	4,400	396,714	
2/20 - 3/20/2017	17,453	5,582	23,035	3,800	258,489	
3/20 - 4/20/2017	19,560	5,210	24,770	3,100	265,722	
4/20 - 5/20/2017	18,561	5,354	23,915	3,700	246,146	
5/20 - 6/20/2017	18,027	5,004	23,031	3,100	247,745	
6/20 - 7/20/2017	18,387	5,768	24,155	7,000	241,880	
7/20 - 8/20/2017	29,886	4,748	34,634	11,700	287,127	
8/20 - 9/20/2017	21,451	5,620	27,071	10,100	262,470	
9/20 - 10/20/2017	17,634	5,297	22,931	10,100	261,595	
10/20 - 11/20/2017	17,277	4,085	21,362	9,000	301,004	
11/20 - 12/20/2017	16,406	4,034	20,440	6,600	239,933	
12/20/2017 - 1/20/2018	16,442	4,215	20,657	6,500	229,565	
1/20 - 2/20/2018	27,344	5,524	32,868	7,100	269,536	
2/20 - 3/20/2018	20,657	4,494	25,151	7,700	247,542	
3/20 - 4/20/2018	18,505	4,493	22,998	7,000	316,628	
4/20 - 5/20/2018	17,015	2,422	19,437	7,300	292,321	
5/20 - 6/20/2018	18,932	2,410	21,342	8,300	313,711	
6/20 - 7/20/2018	19,501	2,164	21,665	8,300	312,130	
7/20 - 8/20/2018	21,348	2,303	23,651	6,300	336,842	
8/20 - 9/20/2018	21,162	2,348	23,510	5,600	356,647	
9/20 - 10/20/2018	20,496	3,061	23,557	6,500	320,491	

Timeframe	IRIS Interface Total	MHV-TS Interface Total	Total Site Inquiries Created	Approx Total Open Inquiries On Any Given Day	Total FAQ Views	Special Note
10/20 - 11/20/2018	22,306	2,960	25,266	7,900	280,201	
11/20 - 12/20/2018	23,354	2,969	26,323	7,900	235,117	
12/20/2018 - 1/20/2019	22,805	2,637	25,442	11,400	195,231	
1/20 - 2/20/2019	28,507	2,945	31,452	9,200	241,646	
2/20 - 3/20/2019	25,463	2,593	28,056	6,800	201,287	
3/20 - 4/20/2019	26,293	3,182	29,475	4,700	206,263	
4/20 - 5/20/2019	23,629	2,298	25,927	4,900	183,695	
5/20 - 6/20/2019	28,656	2,587	31,243	5,600	288,571	
6/20 - 7/20/2019	26,753	3,313	30,066	6,300	231,702	
7/20 - 8/20/2019	26,753	3,313	30,066	8,000	223,396	
8/20 - 9/20/2019	28,466	2,728	31,194	9,500	241,302	
9/20 - 10/20/2019	27,890	2,797	30,687	10,200	212,556	
10/20 - 11/20/2019	26,328	2,529	28,857	10,000	197,765	
11/20 - 12/20/2019	27,227	2,542	29,769	9,800	195,163	
12/20/2019 - 1/20/2020	23,555	2,148	25,703	13,200	185,132	
1/20 - 2/20/2020	21,829	2,192	24,021	13,400	1,107,206	
2/20 - 3/20/2020	30,730	2,507	33,237	9,900	210,933	
3/20 - 4/20/2020	24,216	2,845	27,061	8,200	173,903	
Totals	4,676,513	282,089	4,958,602	15,901	42,430,370	

Legend

IRIS Interface
MHV-TS Interface
irishost Site

IRIS Interface Data, Reported Monthly

Timeframe	Total Inquiries Created	Compliment	DEERS	Outreach, or Other Special Initiatives (CCI, WVCC)	Question	Service Complaint	Status of Claim or Appeal	Suggestion	VBA INTERNAL *
1/20-2/20/03	1,703	211			1,278	198		16	
2/20-3/20/03	1,243	15			1,050	154		24	
3/20-4/20/03	1,096	20			881	181		14	
4/20-5/20/03	1,462	24			1,247	178		13	
5/20-6/20/03	1,576	17			1,327	210		22	
6/20-7/20/03	1,424	24			1,211	173		16	
7/20-8/20/03	1,909	33			1,656	181		39	
8/20-9/20/03	1,849	41			1,561	227		20	
9/20-10/20/03	1,471	15			1,282	156		18	
10/20-11/20/03	1,966	24			1,720	194		28	
11/20-12/20/03	1,946	21			1,727	179		19	
12/20/03-1/20/04	2,106	32			1,841	207		26	
1/20-2/20/04	2,494	40			2,174	255		25	
2/20-3/20/04	2,181	27			1,918	216		20	
3/20-4/20/04	2,467	37			2,105	249		70	6
4/20-5/20/04	3,740	60			3,254	362		53	11
5/20-6/20/04	4,982	120			4,359	416		84	3
6/20-7/20/04	5,162	53			4,637	347		48	77
7/20-8/20/04	7,124	97			5,785	577		114	551
8/20-9/20/04	6,835	88			5,473	532		76	666
9/20-10/20/04	7,239	63			5,519	487	50	81	1,039
10/20-11/20/04	7,760	113			5,095	554	957	88	953
11/20-12/20/04	6,680	68			4,480	436	911	83	702
12/20/04-1/20/05	7,345	60			4,823	517	1,125	87	733
1/20-2/20/05	8,095	75			5,086	569	1,347	92	926
2/20-3/20/05	7,013	71			4,439	501	1,103	83	816
3/20-4/20/05	7,276	84			4,297	498	1,129	85	1,183
4/20-5/20/05	7,098	93			3,894	495	1,200	85	1,331
5/20-6/20/05	6,534	86			3,645	388	1,096	73	1,246
6/20-7/20/05	5,491	54			2,851	355	894	60	1,277
7/20-8/20/05	5,851	76			3,006	378	941	70	1,380
8/20-9/20/05	6,133	78			3,298	448	1,098	67	1,144
9/20-10/20/05	6,614	89			3,688	457	1,126	51	1,203
10/20-11/20/05	7,051	88			3,950	511	1,230	62	1,210
11/20-12/20/05	7,618	96			4,321	511	1,429	64	1,197
12/20/05-1/20/06	8,680	82			5,317	536	1,499	80	1,166
1/20-2/20/06	9,332	102			5,694	600	1,570	102	1,264
2/20-3/20/06	8,538	103			5,019	580	1,471	100	1,265
3/20-4/20/06	9,599	122			5,674	592	1,479	91	1,641
4/20-5/20/06	9,737	95			5,240	585	1,645	104	2,068
5/20-6/20/06	12,218	142			6,711	970	2,077	429	1,889
6/20-7/20/06	9,624	136			5,218	598	1,758	160	1,754
7/20-8/20/06	9,778	93			5,304	613	1,958	95	1,715
8/20-9/20/06	12,709	180			7,141	798	2,637	153	1,800
9/20-10/20/06	12,553	144			6,874	803	2,673	110	1,949
10/20-11/20/06	11,932	127			6,668	774	2,521	186	1,656
11/20-12/20/06	11,230	97			6,165	636	2,631	131	1,570
12/20/06-1/20/07	11,673	140			6,825	708	2,622	117	1,261
1/20-2/20/07	13,020	142			7,568	877	2,806	155	1,472
2/20-3/20/07	12,991	171			7,020	898	2,929	171	1,802
3/20-4/20/07	13,146	142			6,825	860	3,265	191	1,863
4/20-5/20/07	11,259	152			6,137	863	2,651	103	1,353
5/20-6/20/07	12,014	167			6,712	862	2,848	137	1,288
6/20-7/20/07	11,717	155			6,342	853	3,005	107	1,255
7/20-8/20/07	12,406	142			6,855	864	3,256	180	1,109
8/20-9/20/07	12,671	171			6,954	995	3,244	218	1,089
9/20-10/20/07	11,143	128			6,200	867	2,766	121	1,061
10/20-11/20/07	11,365	366			6,094	975	2,738	278	914
11/20-12/20/07	10,635	125			5,605	740	2,625	253	1,287
12/2/07-1/20/08	11,658	149			6,346	718	2,804	142	1,499
1/20-2/20/08	14,344	206			7,496	931	3,150	229	2,332
2/20-3/20/08	12,884	190			6,619	765	2,769	181	2,360
3/20-4/20/08	12,781	213			6,775	746	2,788	162	2,097
4/20-5/20/08	13,462	159		472	6,678	847	2,887	133	2,286
5/20-6/20/08	14,943	160		1,308	6,679	914	3,343	167	2,372
6/20-7/20/08	14,777	147		1,321	6,640	797	3,059	129	2,684

Timeframe	Total Inquiries Created	Compliment	DEERS	Outreach, or Other Special Initiatives (CCI, WVCC)	Question	Service Complaint	Status of Claim or Appeal	Suggestion	VBA INTERNAL*
7/20-8/20/08	16,332	152		1,787	7,393	770	3,545	141	2,544
8/20-9/20/08	15,676	98		2,711	6,677	726	3,205	233	2,026
9/20-10/20/08	15,664	202		897	8,299	846	3,194	171	2,055
10/20-11/20/08	17,806	226		1,322	9,217	945	3,419	213	2,464
11/20-12/20/08	16,324	236		436	8,121	840	3,258	211	3,222
12/20/08-1/20/09	19,177	207		364	10,343	833	3,524	174	3,732
1/20-2/20/09	23,397	338		252	11,811	1,161	3,864	249	5,722
2/20-3/20/09	23,123	346		173	10,067	1,168	4,453	256	6,660
3/20-4/20/09	22,713	277		193	9,373	1,012	3,537	261	8,060
4/20-5/20/09	23,551	169		137	8,897	980	3,793	277	9,298
5/20-6/20/09	26,406	216		193	10,485	1,200	4,246	335	9,731
6/20-7/20/09	27,313	191		266	10,262	846	4,239	209	11,300
7/20-8/20/09	29,905	188		245	10,632	1,066	4,602	259	12,913
8/20-9/20/09	32,396	170		119	9,474	3,061	8,296	201	11,075
9/20-10/20/09	24,889	164	16	66	8,860	910	4,010	200	10,663
10/20-11/20/09	28,701	234	86	49	9,676	1,144	4,166	364	12,982
11/20-12/20/09	21,600	175	49	48	7,539	955	3,556	249	9,029
12/20/09-1/20/10	22,327	200	61	27	8,914	1,035	4,064	210	7,816
1/20-2/20/10	32,148	215	65	26	10,657	5,683	4,441	266	10,795
2/20-3/20/10	27,563	173	60	6	9,256	1,062	4,421	238	12,347
3/20-4/20/10	28,883	175	46	2	8,929	1,203	4,875	248	13,405
4/20-5/20/10	30,748	181	45	5	8,525	954	5,113	227	15,698
5/20-6/20/10	31,851	162	39	5	8,387	1,428	5,725	238	15,867
6/20-7/20/10	31,193	196	32	7	7,732	1,176	6,146	230	15,674
7/20-8/20/10	36,737	204	159	11	8,883	1,446	5,995	344	19,695
8/20-9/20/10	30,365	223	0	11	7,819	911	4,512	272	16,617
9/20-10/20/10	31,030	148	0	8	7,802	859	4,653	242	17,318
10/20-11/20/10	33,069	156	0	7	8,136	938	5,084	264	18,484
11/20-12/20/10	31,774	137	0	14	6,513	1,081	5,044	221	18,764
12/20/10-1/20/11	32,068	128	0	7	7,502	909	4,851	202	18,469
1/20-2/20/11	36,761	130	0	4	7,518	1,044	4,460	219	23,386
2/20-3/20/11	31,637	116	0	0	7,189	953	4,148	177	19,054
3/20-4/20/11	35,865	104	0	0	7,735	950	4,464	172	22,440
4/20-5/20/11	33,642	99	0	0	6,744	939	3,995	180	21,685
5/20-6/20/11	40,156	108	0	0	7,414	929	4,678	140	26,887
6/20-7/20/11	45,908	114	0	53	9,023	1,200	5,161	204	30,153
7/20-8/20/11	49,016	153	161	14	10,041	1,484	5,775	295	31,093
8/20-9/20/11	46,202	163	140	26	9,389	1,392	6,109	289	28,694
9/20-10/20/11	55,984	190	112	16	9,296	1,533	6,012	314	38,511
10/20-11/20/11	49,416	168	132	16	9,121	1,582	5,521	368	32,508
11/20-12/20/11	51,114	155	125	17	7,096	1,454	4,652	310	37,305
12/20/11-1/20/12	51,955	184	106	16	8,136	1,457	4,616	355	37,085
1/20-2/20/12	56,795	225	101	13	9,614	1,656	5,137	355	39,694
2/20-3/20/12	49,106	186	96	11	8,755	1,295	4,603	340	33,820
3/20-4/20/12	50,534	172	65	16	8,716	1,335	5,689	300	34,241
4/20-5/20/12	46,119	150	26	26	7,952	1,285	5,241	301	31,138
5/20-6/20/12	45,859	171	14	25	8,520	1,330	5,495	334	29,970
6/20-7/20/12	48,393	160	4	17	8,503	1,461	5,261	328	32,659
7/20-8/20/12	47,306	177	20	11	9,198	1,507	5,577	323	30,493
8/20-9/20/12	50,386	187	9	35	9,846	1,644	5,681	375	32,609
9/20-10/20/12	41,680	194	8	23	10,148	1,819	5,601	375	23,512
10/20-11/20/12	40,316	205	10	24	10,527	2,106	6,440	394	20,610
11/20-12/20/12	45,646	219	29	1	11,475	2,225	7,540	372	23,785
12/20-1/20/13	46,996	181	11	0	11,844	1,956	6,737	308	25,959
1/20-2/20/13	50,659	210	19	9	10,793	1,939	5,655	384	31,650
2/20—3/20/13	47,081	200	18	0	9,041	1,639	4,866	291	31,026
3/20-4/20/13	46,724	169	18	0	8,215	1,520	4,539	298	31,965
4/20-5/20/13	41,787	157	19	2	6,900	1,297	3,856	240	29,316
5/20-6/20/13	46,020	168	19	3	7,944	1,509	4,358	314	31,705
6/20-7/20/13	39,074	177	20	5	8,006	1,466	4,045	308	25,047
7/20-8/20/13	37,438	160	32	0	8,373	1,482	3,938	320	23,133
8/20-9/20/13	40,983	177	39	0	9,518	1,689	4,322	334	24,904
9/20-10/20/13	28,991	150	16	0	8,238	1,453	3,447	319	15,368
10/20-11/20/13	40,969	236	28	0	9,626	1,685	4,705	346	24,343
11/20-12/20/13	38,138	165	17	4	8,262	1,588	3,896	306	23,900
12/20/13-1/20/14	35,727	172	16	1	8,756	1,598	3,717	338	21,129
1/20-2/20/14	40,830	170	15	0	9,991	1,878	4,286	382	24,108
2/20-3/20/14	34,407	239	6	1	8,806	1,595	3,787	769	19,204
3/20- 4/20/2014	26,139	160	5	0	7,980	1,590	3,610	341	12,453
4/20- 5/20/2014	25,712	233	10	1	7,697	1,760	3,669	384	11,958

Timeframe	Total Inquiries Created	Compliment	DEERS	Outreach, or Other Special Initiatives (CCI, WVCC)	Question	Service Complaint	Status of Claim or Appeal	Suggestion	VBA INTERNAL*
5/20 - 6/20/2014	30,162	307	5	5	9,065	2,296	4,530	426	13,528
6/20 - 7/20/2014	26,623	211	8	0	8,755	2,019	4,351	310	10,969
7/20 - 8/20/2014	30,213	238	8	1	9,963	2,358	5,185	411	12,049
8/20 - 9/20/2014	28,508	245	14	1	9,373	2,233	4,635	343	11,664
9/20 - 10/20/2014	25,077	185	10	3	8,572	2,035	4,350	398	9,524
10/20 - 11/20/2014	33,186	456	8	3	11,810	2,671	5,490	1,804	10,944
11/20 - 12/20/2014	23,953	200	6	0	8,201	2,131	4,201	350	8,864
12/20/2014 - 1/20/2015	21,209	174	8	1	8,012	1,903	3,882	348	6,881
1/20 - 2/20/2015	31,643	290	17	2	12,074	2,790	7,563	520	8,387
2/20 - 3/20/2015	26,964	237	12	1	10,213	2,473	6,320	427	7,281
3/20 - 4/20/2015	27,104	235	21	0	10,720	2,336	5,799	406	7,587
4/20 - 5/20/2015	25,172	226	11	1	9,825	2,202	4,989	343	7,575
5/20 - 6/20/2015	23,872	212	6	5	9,262	2,159	4,822	382	7,024
6/20 - 7/20/2015	21,195	180	8	8	8,444	1,978	4,168	323	6,086
7/20 - 8/20/2015	27,878	204	7	12	12,353	2,298	5,164	261	7,579
8/20 - 9/20/2015	26,261	206	14	18	11,575	2,093	4,878	239	7,238
9/20 - 10/20/2015	25,934	179	10	3	11,549	2,136	4,389	281	7,387
10/20 - 11/20/2015	25,628	193	10	0	11,339	1,992	4,288	239	7,567
11/20 - 12/20/2015	20,592	144	2	0	8,926	1,557	3,167	186	6,610
12/20/2015 - 1/20/2016	21,995	158	4	0	10,184	1,712	3,697	205	6,035
1/20 - 2/20/2016	26,182	198	9	0	12,294	1,967	4,402	260	7,052
2/20 - 3/20/2016	22,282	154	7	1	9,656	1,794	3,771	215	6,684
3/20 - 4/20/2016	22,136	157	7	0	9,526	1,471	3,390	184	7,401
4/20 - 5/20/2016	21,650	177	10	2	8,884	1,398	3,309	199	7,671
5/20 - 6/20/2016	20,522	143	12	0	8,949	1,515	3,318	199	6,386
6/20 - 7/20/2016	20,770	148	8	3	8,936	1,477	3,364	202	6,632
7/20 - 8/20/2016	22,712	151	4	1	10,203	1,539	3,777	212	6,825
8/20 - 9/20/2016	19,608	139	4	5	8,792	1,358	2,955	180	6,175
9/20 - 10/20/2016	18,309	151	3	1	8,050	1,206	2,834	176	5,888
10/20 - 11/20/2016	18,021	132	4	3	7,998	1,230	2,743	152	5,759
11/20 - 12/20/2016	16,888	125	5	1	6,957	1,313	2,700	138	5,649
12/20/2016 - 1/20/2017	18,062	117	2	0	7,846	1,255	2,594	166	6,082
1/20 - 2/20/2017	19,845	110	3	0	8,725	1,380	2,954	168	6,505
2/20 - 3/20/2017	17,453	137	6	4	7,607	1,209	2,496	156	5,838
3/20 - 4/20/2017	19,560	123	4	2	8,281	1,414	2,845	139	6,752
4/20 - 5/20/2017	18,561	144	15	1	7,989	1,140	2,751	171	6,350
5/20 - 6/20/2017	18,027	119	14	3	8,208	1,103	2,461	170	5,949
6/20 - 7/20/2017	18,387	105	24	2	8,400	1,184	2,380	168	6,124
7/20 - 8/20/2017	29,886	174	21	8	17,995	1,467	3,020	224	6,977
8/20 - 9/20/2017	21,451	122	15	2	10,457	1,263	2,801	186	6,605
9/20 - 10/20/2017	17,634	124	11	0	7,566	1,187	2,456	175	6,115
10/20 - 11/20/2017	17,277	113	14	3	7,544	1,198	2,435	174	5,796
11/20 - 12/20/2017	16,406	89	8	12	6,943	1,132	2,210	138	5,874
12/20/2017 - 1/20/2018	16,442	126	9	5	7,326	1,163	2,321	151	5,341
1/20 - 2/20/2018	27,344	113	6	1	17,171	1,276	2,557	178	6,042
2/20 - 3/20/2018	20,657	91	11	1	11,321	1,163	2,486	150	5,434
3/20 - 4/20/2018	18,505	148	19	0	8,222	1,314	2,622	212	5,968
4/20 - 5/20/2018	17,015	143	15	3	7,734	1,227	2,613	179	5,101
5/20 - 6/20/2018	18,932	147	14	3	8,692	1,325	2,567	184	6,000
6/20 - 7/20/2018	19,501	123	16	0	8,540	1,315	2,681	189	6,637
7/20 - 8/20/2018	21,348	133	17	1	9,425	1,415	2,743	234	7,380
8/20 - 9/20/2018	21,162	134	11	1	8,851	1,403	2,592	195	7,975
9/20 - 10/20/2018	20,496	132	18	3	8,592	1,326	2,702	186	7,537
10/20 - 11/20/2018	22,306	141	14	2	10,416	1,489	2,620	279	7,345
11/20 - 12/20/2018	23,354	167	9	1	11,571	1,525	2,689	274	7,118
12/20/2018 - 1/20/2019	22,805	160	21	1	11,599	1,389	2,596	298	6,741
1/20 - 2/20/2019	28,507	193	17	2	14,838	1,731	3,831	323	7,572
2/20 - 3/20/2019	25,463	238	13	0	12,382	1,459	3,312	277	7,782
3/20 - 4/20/2019	26,293	232	18	0	12,888	1,410	2,885	277	8,583
4/20 - 5/20/2019	23,629	178	13	1	11,850	1,398	1,962	223	8,004
5/20 - 6/20/2019	28,656	237	8	2	14,823	1,754	2,325	355	9,152
6/20 - 7/20/2019	26,753	217	11	2	14,234	1,625	2,407	307	7,950
7/20 - 8/20/2019	28,466	226	13	2	15,221	1,715	2,499	298	8,492

Timeframe	Total Inquiries Created	Compliment	DEERS	Outreach, or Other Special Initiatives (CCI, WVCC)	Question	Service Complaint	Status of Claim or Appeal	Suggestion	VBA INTERNAL*
8/20 - 9/20/2019	27,890	208	9	1	14,878	1,637	2,489	295	8,373
9/20 - 10/20/2019	26,328	211	6	0	13,836	1,538	2,346	272	8,119
10/20 - 11/20/2019	27,227	214	3	4	14,563	1,613	2,364	297	8,169
11/20 - 12/20/2019	23,555	190	5	2	13,184	1,461	1,928	286	6,499
12/20/2019 - 1/20/2020	21,829	168	5	1	12,707	1,276	1,684	263	5,725
1/20 - 2/20/2020	30,730	220	5	1	18,890	1,664	2,108	368	7,474
2/20 - 3/20/2020	22,562	172	14	0	13,354	1,408	1,763	246	5,605
3/20 - 4/20/2020	24,216	184	2	2	14,982	1,377	2,089	403	5,177
Totals	4,672,322	32,060	2,845	13,045	1,674,511	248,802	657,845	46,351	1,996,863

* These are inquiries created internally by VBA agents within IRIS OSvC.

MHV-TS Interface Data, Reported Monthly

Timeframe	Total Inquiries Created	Compliment	Feedback / Suggestion	Question	Report an Issue	Request for Assistance
1/20-2/20/03	0					
2/20-3/20/03	0					
3/20-4/20/03	0					
4/20-5/20/03	0					
5/20-6/20/03	0					
6/20-7/20/03	0					
7/20-8/20/03	0					
8/20-9/20/03	0					
9/20-10/20/03	0					
10/20-11/20/03	0					
11/20-12/20/03	0					
12/20/03-1/20/04	0					
1/20-2/20/04	0					
2/20-/3/20/04	0					
3/20-4/20/04	0					
4/20-5/20/04	0					
5/20-6/20/04	0					
6/20-7/20/04	0					
7/20-8/20/04	0					
8/20-9/20/04	0					
9/20-10/20/04	0					
10/20-11/20/04	0					
11/20-12/20/04	0					
12/20/04-1/20/05	0					
1/20-2/20/05	0					
2/20-3/20/05	0					
3/20-4/20/05	0					
4/20-5/20/05	0					
5/20-6/20/05	0					
6/20-7/20/05	0					
7/20-8/20/05	0					
8/20-9/20/05	0					
9/20-10/20/05	0					
10/20-11/20/05	0					
11/20-12/20/05	0					
12/20/05-1/20/06	0					
1/20-2/20/06	0					
2/20-3/20/06	0					
3/20-4/20/06	0					
4/20-5/20/06	0					
5/20-6/20/06	0					
6/20-7/20/06	0					
7/20-8/20/06	0					
8/20-9/20/06	0					
9/20-10/20/06	0					
10/20-11/20/06	0					
11/20-12/20/06	0					

Timeframe	Total Inquiries Created	Compliment	Feedback / Suggestion	Question	Report an Issue	Request for Assistance
12/20/06-1/20/07	0					
1/20-2/20/07	0					
2/20-3/20/07	0					
3/20-4/20/07	0					
4/20-5/20/07	0					
5/20-6/20/07	0					
6/20-7/20/97	0					
7/20-8/20/07	0					
8/20-9/20/07	0					
9/20-10/20/07	0					
10/20-11/20/07	0					
11/20-12/20/07	0					
12/2/07-1/20/08	0					
1/20-2/20/08	0					
2/20-3/20/08	0					
3/20-4/20/08	0					
4/20-5/20/08	0					
5/20-6/20/08	0					
6/20-7/20/08	0					
7/20-8/20/08	0					
8/20-9/20/08	0					
9/20-10/20/08	0					
10/20-11/20/08	0					
11/20-12/20/08	0					
12/20/08-1/20/09	0					
1/20-2/20/09	0					
2/20-3/20/09	0					
3/20-4/20/09	0					
4/20-5/20/09	0					
5/20-6/20/09	0					
6/20-7/20/09	0					
7/20-8/20/09	0					
8/20-9/20/09	0					
9/20-10/20/09	0					
10/20-11/20/09	0					
11/20-12/20/09	0					
12/20/09-1/20/10	0					
1/20-2/20/10	0					
2/20-3/20/10	0					
3/20-4/20/10	0					
4/20-5/20/10	0					
5/20-6/20/10	0					
6/20-7/20/10	0					
7/20-8/20/10	0					
8/20-9/20/10	0					
9/20-10/20/10	0					
10/20-11/20/10	0					
11/20-12/20/10	0					
12/20/10-1/20/11	0					
1/20-2/20/11	0					
2/20-3/20/11	0					

Timeframe	Total Inquiries Created	Compliment	Feedback / Suggestion	Question	Report an Issue	Request for Assistance
3/20-4/20/11	0					
4/20-5/20/11	0					
5/20-6/20/11	0					
6/20-7/20/11	0					
7/20-8/20/11	0					
8/20-9/20/11	0					
9/20-10/20/11	0					
10/20-11/20/11	0					
11/20-12/20/11	0					
12/20/11-1/20/12	0					
1/20-2/20/12	0					
2/20-3/20/12	0					
3/20-4/20/12	0					
4/20-5/20/12	0					
5/20-6/20/12	0					
6/20-7/20/12	0					
7/20-8/20/12	0					
8/20-9/20/12	0					
9/20-10/20/12	0					
10/20-11/20/12	0					
11/20-12/20/12	0					
12/20-1/20/13	0					
1/20-2/20/13	0					
2/20—3/20/13	0					
3/20-4/20/13	0					
4/20-5/20/13	0					
5/20-6/20/13	0					
6/20-7/20/13	0					
7/20-8/20/13	0					
8/20-9/20/13	0					
9/20-10/20/13	0					
10/20-11/20/13	0					
11/20-12/20/13	0					
12/20/13-1/20/14	0					
1/20-2/20/14	0					
2/20-3/20/14	0					
3/20- 4/20/2014	0					
4/20- 5/20/2014	0					
5/20 - 6/20/2014	0					
6/20 - 7/20/2014	0					
7/20 - 8/20/2014	0					
8/20 - 9/20/2014	0					
9/20 - 10/20/2014	0					
10/20 - 11/20/2014	0					
11/20 - 12/20/2014	0					
12/20/2014 - 1/20/2015	0					
1/20 - 2/20/2015	0					
2/20 - 3/20/2015	0					
3/20 - 4/20/2015	0					
4/20 - 5/20/2015	0					

Timeframe	Total Inquiries Created	Compliment	Feedback / Suggestion	Question	Report an Issue	Request for Assistance
5/20 - 6/20/2015	0					
6/20 - 7/20/2015	0					
7/20 - 8/20/2015	0					
8/20 - 9/20/2015	0					
9/20 - 10/20/2015	0					
10/20 - 11/20/2015	0					
11/20 - 12/20/2015	0					
12/20/2015 - 1/20/2016	0					
1/20 - 2/20/2016	0					
2/20 - 3/20/2016	0					
3/20 - 4/20/2016	0					
4/20 - 5/20/2016	0					
5/20 - 5/20/2016	0					
6/20 - 7/20/2016	0					
7/20 - 8/20/2016	0					
8/20 - 9/20/2016	0					
9/20 - 10/20/2016	0					
10/20 - 11/20/2016	0					
11/20 - 12/20/2016	0					
12/20/2016 - 1/20/2017	0					
1/20 - 2/20/2017	0					
2/20 - 3/20/2017	0					
3/20 - 4/20/2017	0					
4/20 - 5/20/2017	0					
5/20 - 6/20/2017	0					
6/20 - 7/20/2017	0					
7/20 - 8/20/2017	2,736	23	53	532	587	1,541
8/20 - 9/20/2017	5,620	67	214	1,074	1,398	2,867
9/20 - 10/20/2017	5,297	87	287	1,064	1,469	2,390
10/20 - 11/20/2017	4,085	43	184	840	1,019	1,999
11/20 - 12/20/2017	4,034	49	147	793	1,021	2,024
12/20/2017 - 1/20/2018	4,215	46	225	837	1,032	2,075
1/20 - 2/20/2018	5,524	59	374	969	1,514	2,608
2/20 - 3/20/2018	4,494	42	267	812	1,042	2,331
3/20 - 4/20/2018	4,493	70	156	621	1,292	2,354
4/20 - 5/20/2018	2,422	22	95	437	525	1,343
5/20 - 6/20/2018	2,410	35	82	398	572	1,323
6/20 - 7/20/2018	2,164	16	80	382	454	1,232
7/20 - 8/20/2018	2,303	30	69	420	531	1,253
8/20 - 9/20/2018	2,348	28	73	393	548	1,306
9/20 - 10/20/2018	3,061	28	91	554	688	1,700
10/20 - 11/20/2018	2,960	28	88	555	624	1,665
11/20 - 12/20/2018	2,969	28	85	570	650	1,636
12/20/2018 - 1/20/2019	2,637	24	62	500	539	1,512
1/20 - 2/20/2019	2,945	24	90	529	626	1,676
2/20 - 3/20/2019	2,593	26	80	487	583	1,417
3/20 - 4/20/2019	3,182	23	94	558	797	1,710

Timeframe	Total Inquiries Created	Compliment	Feedback / Suggestion	Question	Report an Issue	Request for Assistance
4/20 - 5/20/2019	2,298	19	79	464	493	1,243
5/20 - 6/20/2019	2,587	22	91	502	551	1,421
6/20 - 7/20/2019	3,313	21	73	484	877	1,858
7/20 - 8/20/2019	2,728	27	87	504	710	1,400
8/20 - 9/20/2019	2,797	30	77	503	699	1,488
9/20 - 10/20/2019	2,529	23	76	444	574	1,412
10/20 - 11/20/2019	2,542	25	63	440	532	1,482
11/20 - 12/20/2019	2,148	13	55	389	477	1,214
12/20/2019 - 1/20/2020	2,192	16	64	368	478	1,266
1/20 - 2/20/2020	2,507	19	69	462	513	1,444
2/20 - 3/20/2020	2,450	10	81	423	532	1,404
3/20 - 4/20/2020	2,845	18	66	541	557	1,663
Totals	103,428	1,041	3,777	18,849	24,504	55,257

MHV-TS Interface Data, Reported Monthly

Timeframe	Total Inquiries Created	Forgotten User ID/Password	Health Summary (VA CCD)	MHV Portal Tech Support	Other (DOB Not Required)	Progress Notes (VA Open Notes)	Registration / Upgrade My Account	Report Web Site Issues (DOB Not Req)	Secure Messaging	Suggestion (DOB Not Required)	VA Appointments	VA Blue Button	VA Prescription (Rx) Refill
1/20-2/20/03	0												
2/20-3/20/03	0												
3/20-4/20/03	0												
4/20-5/20/03	0												
5/20-6/20/03	0												
6/20-7/20/03	0												
7/20-8/20/03	0												
8/20-9/20/03	0												
9/20-10/20/03	0												
10/20-11/20/03	0												
11/20-12/20/03	0												
12/20/03-1/20/04	0												
1/20-2/20/04	0												
2/20-/3/20/04	0												
3/20-4/20/04	0												
4/20-5/20/04	0												
5/20-6/20/04	0												
6/20-7/20/04	0												
7/20-8/20/04	0												
8/20-9/20/04	0												
9/20-10/20/04	0												
10/20-11/20/04	0												
11/20-12/20/04	0												
12/20/04-1/20/05	0												
1/20-2/20/05	0												
2/20-3/20/05	0												
3/20-4/20/05	0												
4/20-5/20/05	0												
5/20-6/20/05	0												
6/20-7/20/05	0												
7/20-8/20/05	0												
8/20-9/20/05	0												
9/20-10/20/05	0												
10/20-11/20/05	0												
11/20-12/20/05	0												
12/20/05-1/20/06	0												
1/20-2/20/06	0												
2/20-3/20/06	0												
3/20-4/20/06	0												
4/20-5/20/06	0												
5/20-6/20/06	0												
6/20-7/20/06	0												
7/20-8/20/06	0												
8/20-9/20/06	0												
9/20-10/20/06	0												
10/20-11/20/06	0												
11/20-12/20/06	0												
12/20/06-1/20/07	0												
1/20-2/20/07	0												
2/20-3/20/07	0												
3/20-4/20/07	0												

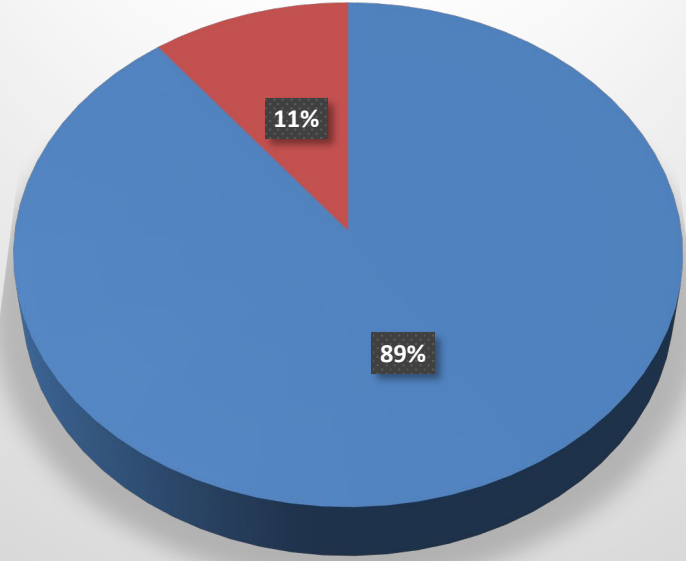
Timeframe	Total Inquiries Created	Forgotten User ID/Password	Health Summary (VA CCD)	MHV Portal Tech Support	Other (DOB Not Required)	Progress Notes (VA Open Notes)	Registration / Upgrade My Account	Report Web Site Issues (DOB Not Req)	Secure Messaging	Suggestion (DOB Not Required)	VA Appointments	VA Blue Button	VA Prescription (Rx) Refill
4/20-5/20/07	0												
5/20-6/20/07	0												
6/20-7/20/97	0												
7/20-8/20/07	0												
8/20-9/20/07	0												
9/20-10/20/07	0												
10/20-11/20/07	0												
11/20-12/20/07	0												
12/2/07-1/20/08	0												
1/20-2/20/08	0												
2/20-3/20/08	0												
3/20-4/20/08	0												
4/20-5/20/08	0												
5/20-6/20/08	0												
6/20-7/20/08	0												
7/20-8/20/08	0												
8/20-9/20/08	0												
9/20-10/20/08	0												
10/20-11/20/08	0												
11/20-12/20/08	0												
12/20/08-1/20/09	0												
1/20-2/20/09	0												
2/20-3/20/09	0												
3/20-4/20/09	0												
4/20-5/20/09	0												
5/20-6/20/09	0												
6/20-7/20/09	0												
7/20-8/20/09	0												
8/20-9/20/09	0												
9/20-10/20/09	0												
10/20-11/20/09	0												
11/20-12/20/09	0												
12/20/09-1/20/10	0												
1/20-2/20/10	0												
2/20-3/20/10	0												
3/20-4/20/10	0												
4/20-5/20/10	0												
5/20-6/20/10	0												
6/20-7/20/10	0												
7/20-8/20/10	0												
8/20-9/20/10	0												
9/20-10/20/10	0												
10/20-11/20/10	0												
11/20-12/20/10	0												
12/20/10-1/20/11	0												
1/20-2/20/11	0												
2/20-3/20/11	0												
3/20-4/20/11	0												
4/20-5/20/11	0												
5/20-6/20/11	0												
6/20-7/20/11	0												
7/20-8/20/11	0												
8/20-9/20/11	0												
9/20-10/20/11	0												
10/20-11/20/11	0												

Timeframe	Total Inquiries Created	Forgotten User ID/Password	Health Summary (VA CCD)	MHV Portal Tech Support	Other (DOB Not Required)	Progress Notes (VA Open Notes)	Registration / Upgrade My Account	Report Web Site Issues (DOB Not Req)	Secure Messaging	Suggestion (DOB Not Required)	VA Appointments	VA Blue Button	VA Prescription (Rx) Refill
11/20-12/20/11	0												
12/20/11-1/20/12	0												
1/20-2/20/12	0												
2/20-3/20/12	0												
3/20-4/20/12	0												
4/20-5/20/12	0												
5/20-6/20/12	0												
6/20-7/20/12	0												
7/20-8/20/12	0												
8/20-9/20/12	0												
9/20-10/20/12	0												
10/20-11/20/12	0												
11/20-12/20/12	0												
12/20-1/20/13	0												
1/20-2/20/13	0												
2/20—3/20/13	0												
3/20-4/20/13	0												
4/20-5/20/13	0												
5/20-6/20/13	0												
6/20-7/20/13	0												
7/20-8/20/13	0												
8/20-9/20/13	0												
9/20-10/20/13	0												
10/20-11/20/13	0												
11/20-12/20/13	0												
12/20/13-1/20/14	0												
1/20-2/20/14	0												
2/20-3/20/14	0												
3/20- 4/20/2014	0												
4/20- 5/20/2014	0												
5/20 - 6/20/2014	0												
6/20 - 7/20/2014	0												
7/20 - 8/20/2014	0												
8/20 - 9/20/2014	0												
9/20 - 10/20/2014	0												
10/20 - 11/20/2014	0												
11/20 - 12/20/2014	1,697	373	13	0	143	8	99	26	844	9	59	29	94
12/20/2014 - 1/20/2015	7,120	1,884	51	0	732	31	387	187	2,845	52	244	111	596
1/20 - 2/20/2015	7,383	2,212	69	0	761	48	419	200	2,653	62	269	113	577
2/20 - 3/20/2015	4,713	1,564	97	0	430	47	356	166	1,227	44	249	85	448
3/20 - 4/20/2015	5,215	1,455	95	0	407	63	352	183	1,857	28	232	83	460
4/20 - 5/20/2015	5,656	1,498	71	0	439	41	351	424	2,065	47	175	82	463
5/20 - 6/20/2015	4,686	1,441	46	0	375	42	294	146	1,646	32	180	64	420
6/20 - 7/20/2015	5,767	1,408	67	0	351	45	290	181	2,771	27	158	65	404
7/20 - 8/20/2015	5,279	1,605	82	0	389	36	324	157	1,918	32	192	67	477
8/20 - 9/20/2015	5,114	1,434	63	0	424	38	300	179	1,998	29	179	62	408
9/20 - 10/20/2015	5,360	1,560	53	0	661	18	338	214	1,842	42	185	67	380
10/20 - 11/20/2015	5,356	1,646	63	0	614	24	357	221	1,736	31	202	45	417
11/20 - 12/20/2015	4,687	1,420	48	0	552	19	304	223	1,378	34	213	50	446
12/20/2015 - 1/20/2016	4,736	1,532	58	0	624	16	315	182	1,352	32	156	41	428
1/20 - 2/20/2016	5,843	1,858	71	0	749	34	326	362	1,736	31	181	72	423
2/20 - 3/20/2016	4,757	1,516	58	0	611	28	265	187	1,529	25	145	58	335
3/20 - 4/20/2016	6,209	1,563	57	0	675	22	296	206	2,778	40	149	60	363

Timeframe	Total Inquiries Created	Forgotten User ID/Password	Health Summary (VA CCD)	MHV Portal Tech Support	Other (DOB Not Required)	Progress Notes (VA Open Notes)	Registration / Upgrade My Account	Report Web Site Issues (DOB Not Req)	Secure Messaging	Suggestion (DOB Not Required)	VA Appointments	VA Blue Button	VA Prescription (Rx) Refill
4/20 - 5/20/2016	4,886	1,481	56	0	590	28	258	175	1,657	36	164	57	384
5/20 - 5/20/2016	4,828	1,528	56	0	541	22	244	197	1,613	27	165	59	376
6/20 - 7/20/2016	6,767	2,718	82	0	774	27	430	321	1,697	45	182	67	424
7/20 - 8/20/2016	7,433	2,133	58	0	1,644	42	349	414	1,850	228	207	92	416
8/20 - 9/20/2016	7,910	2,033	96	1	1,638	40	412	668	1,939	217	224	93	549
9/20 - 10/20/2016	7,338	1,553	92	0	925	52	482	726	2,057	176	280	280	715
10/20 - 11/20/2016	5,771	525	88	0	883	34	468	547	1,874	67	389	125	771
11/20 - 12/20/2016	4,987	427	123	0	764	44	448	269	1,722	44	370	120	656
12/20/2016 - 1/20/2017	5,129	441	131	0	765	68	468	286	1,800	46	404	83	637
1/20 - 2/20/2017	5,582	469	159	0	914	82	563	268	1,843	44	424	122	694
2/20 - 3/20/2017	5,210	426	135	0	862	60	535	243	1,776	58	400	117	598
3/20 - 4/20/2017	5,354	400	158	0	857	47	522	275	1,972	39	398	91	595
4/20 - 5/20/2017	5,004	420	130	1	800	41	516	225	1,766	56	373	74	602
5/20 - 6/20/2017	5,768	954	120	0	950	36	631	319	1,707	43	390	69	549
6/20 - 7/20/2017	4,748	374	94	0	774	41	473	217	1,691	42	428	74	540
7/20 - 8/20/2017	2,432	207	35	0	382	14	348	93	833	24	186	45	265
Totals	178,725	42,058	2,675	2	23,000	1,238	12,520	8,687	59,972	1,789	8,152	2,722	15,910

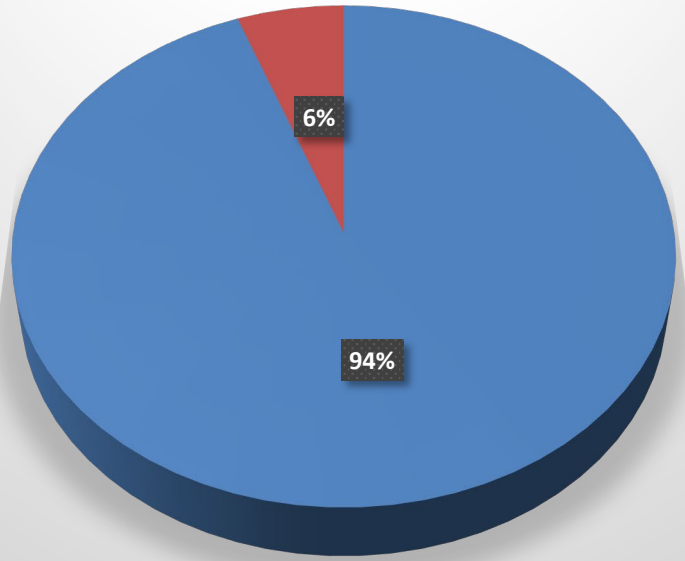
Total Inquiries Created by Interface, Past Month and Historical

Inquiries Created by Interface, Past Month



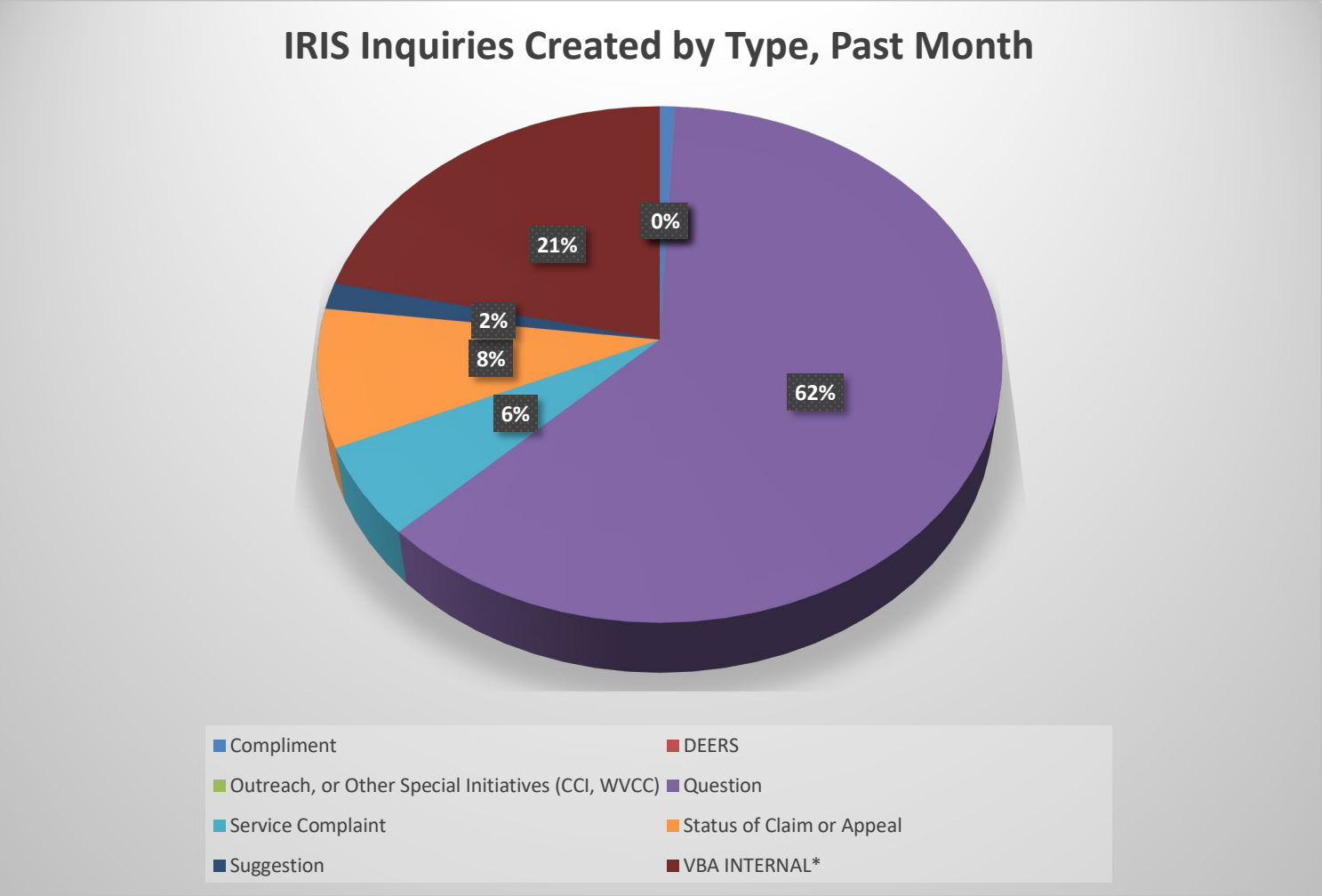
■ IRIS Interface Total ■ MHV-TS Interface Total

History: Inquiries Created by Interface

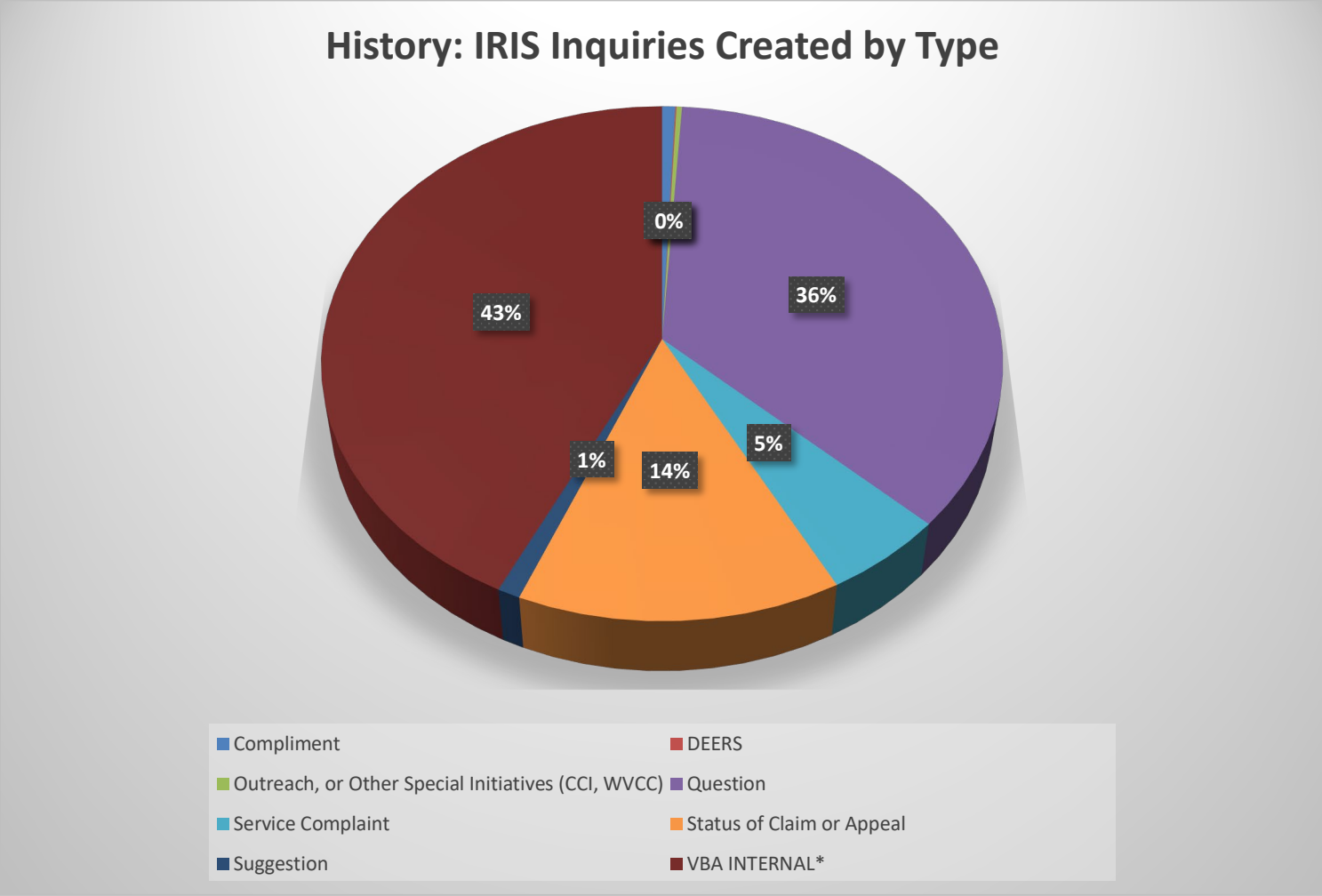


■ IRIS Interface Total ■ MHV-TS Interface Total

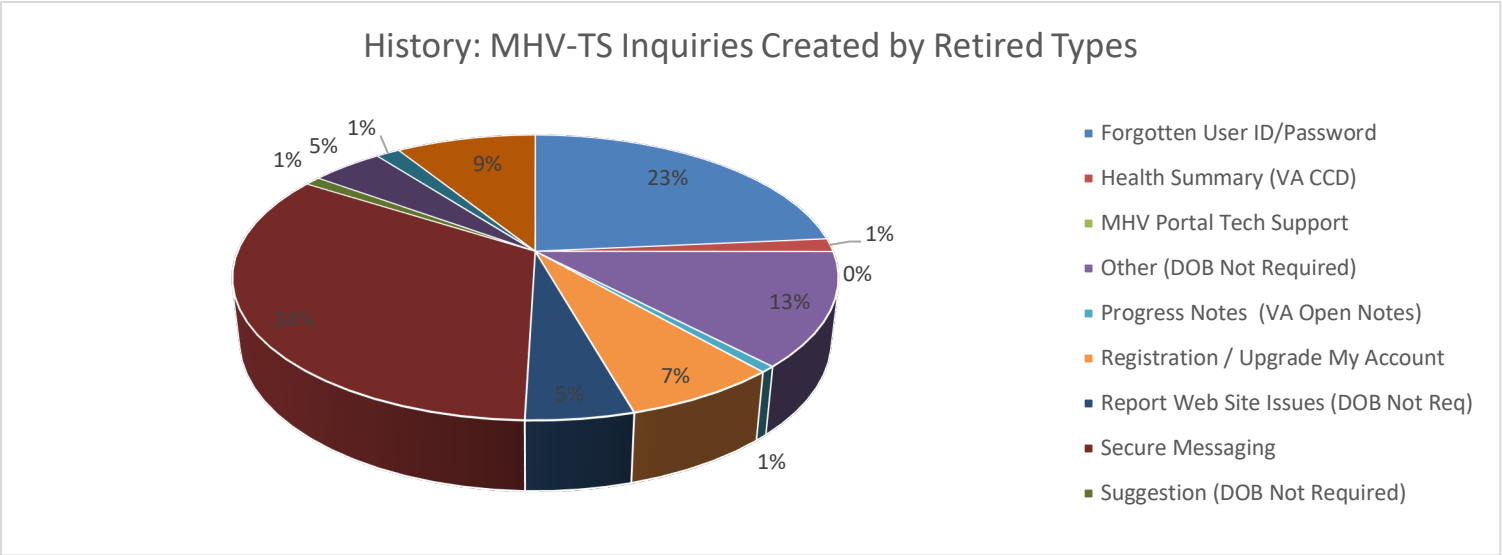
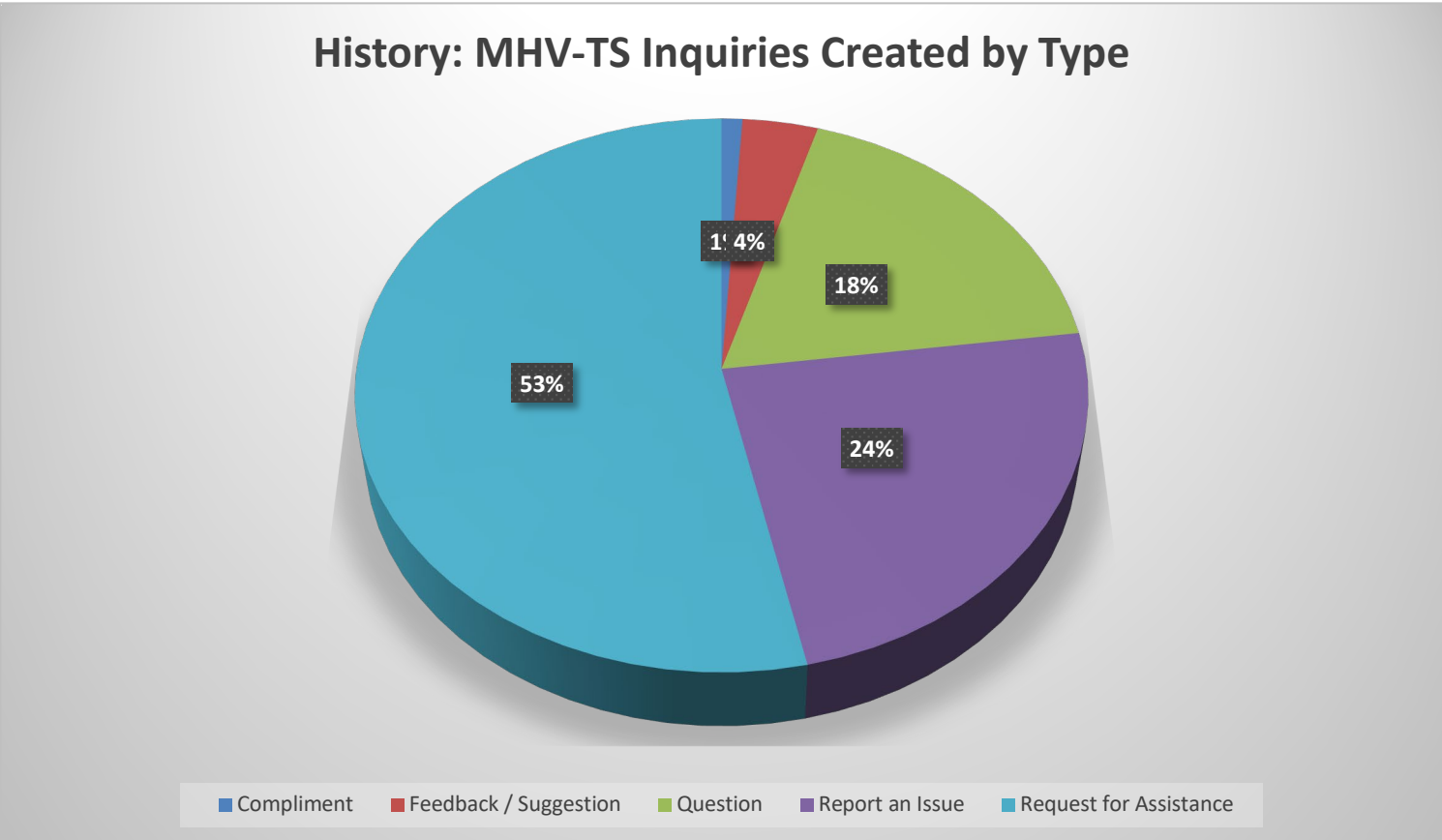
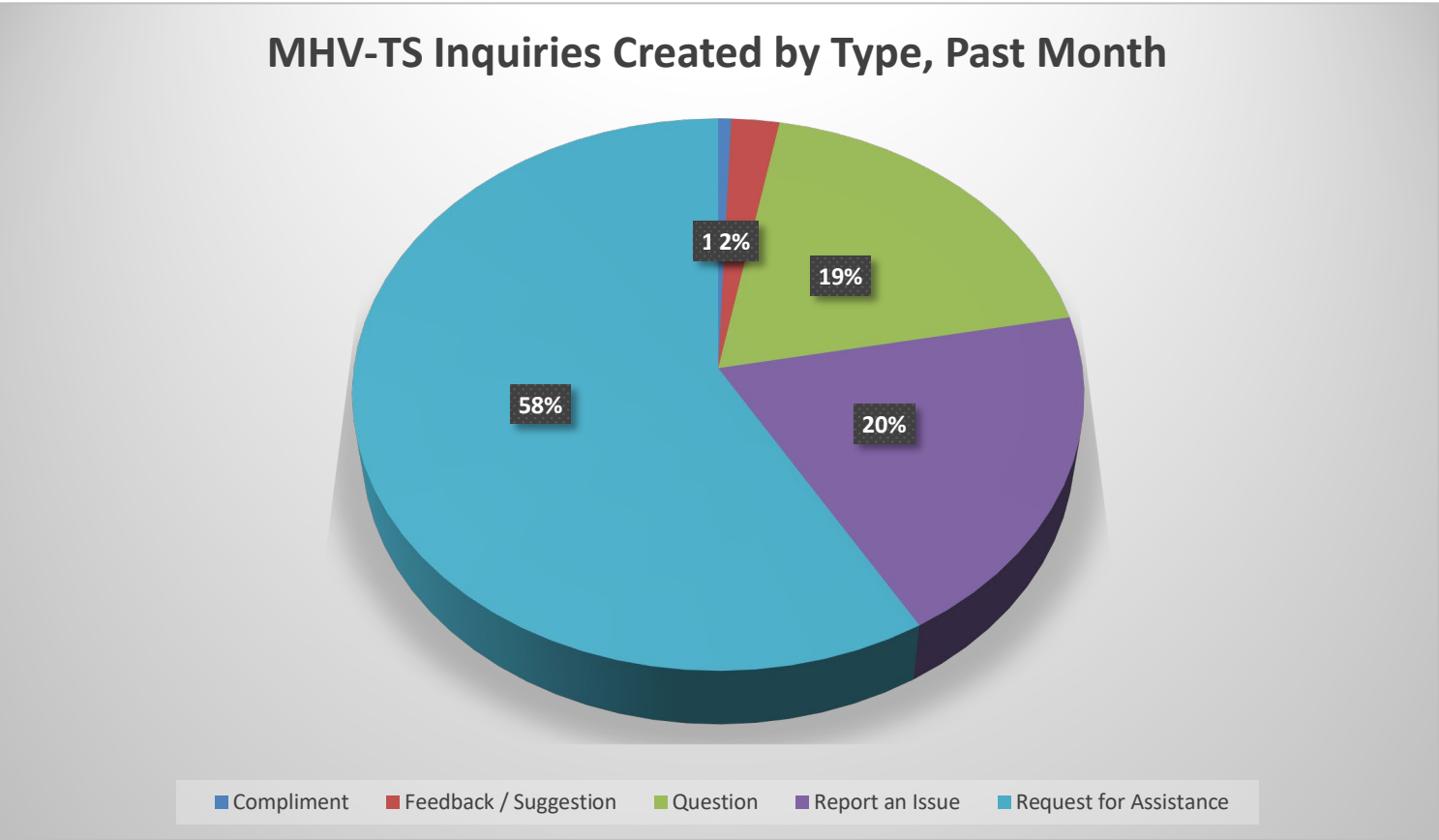
Total IRIS Inquiries Created by Type, Past Month and Historical



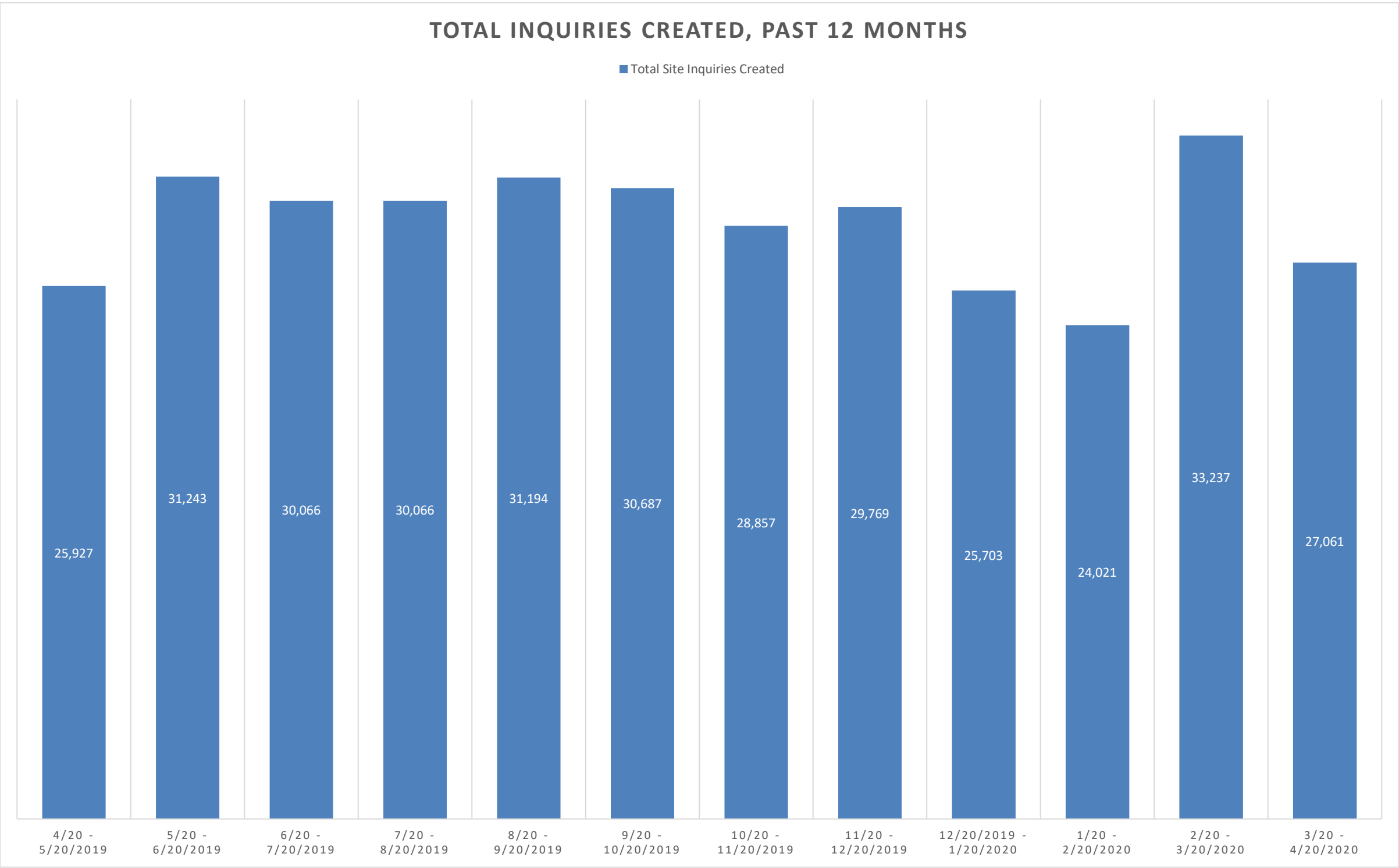
* These are inquiries created internally by VBA agents within IRIS OSvC.



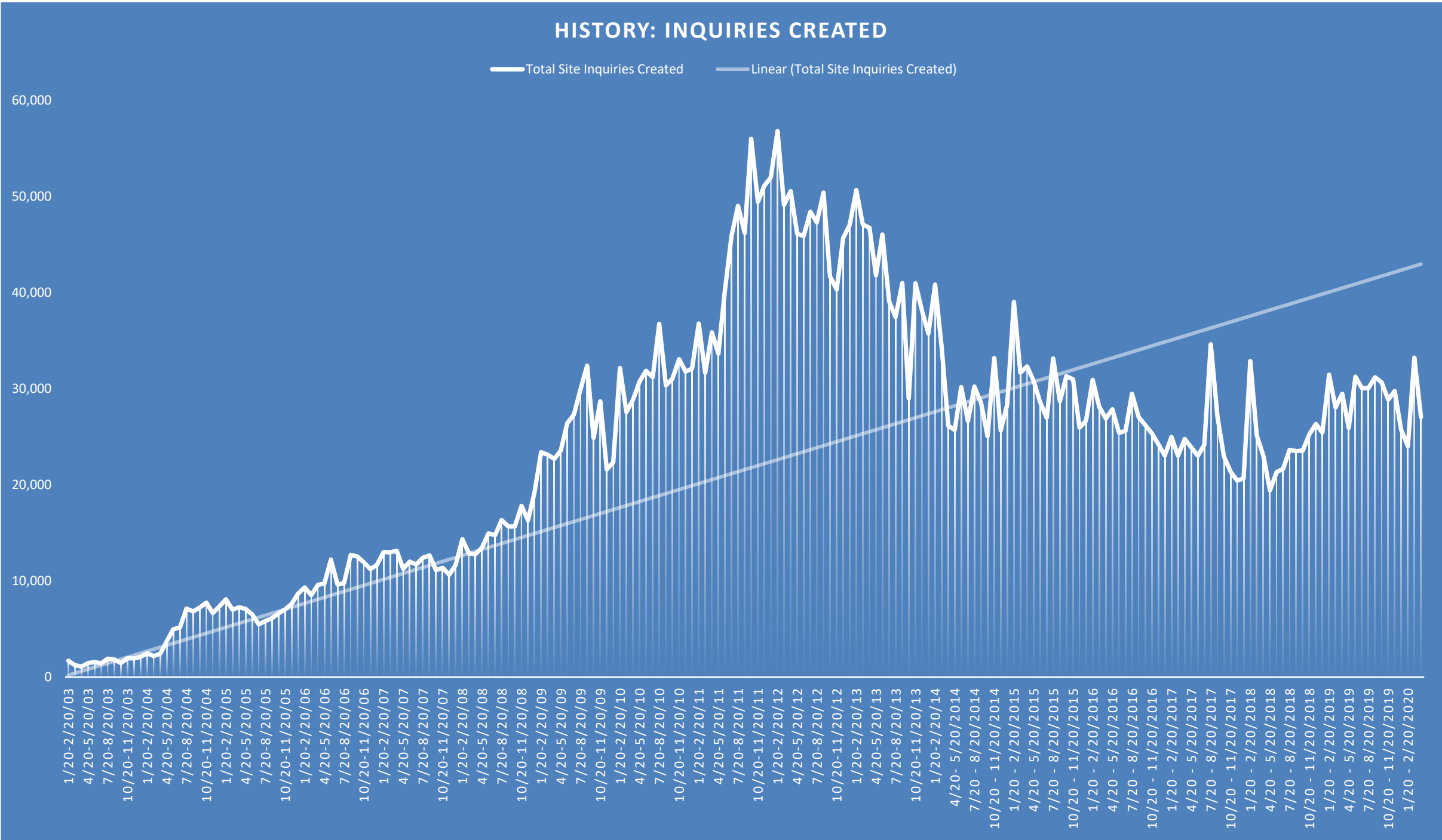
Total MHV-TS Inquiries Created by Type, Past Month and Historical



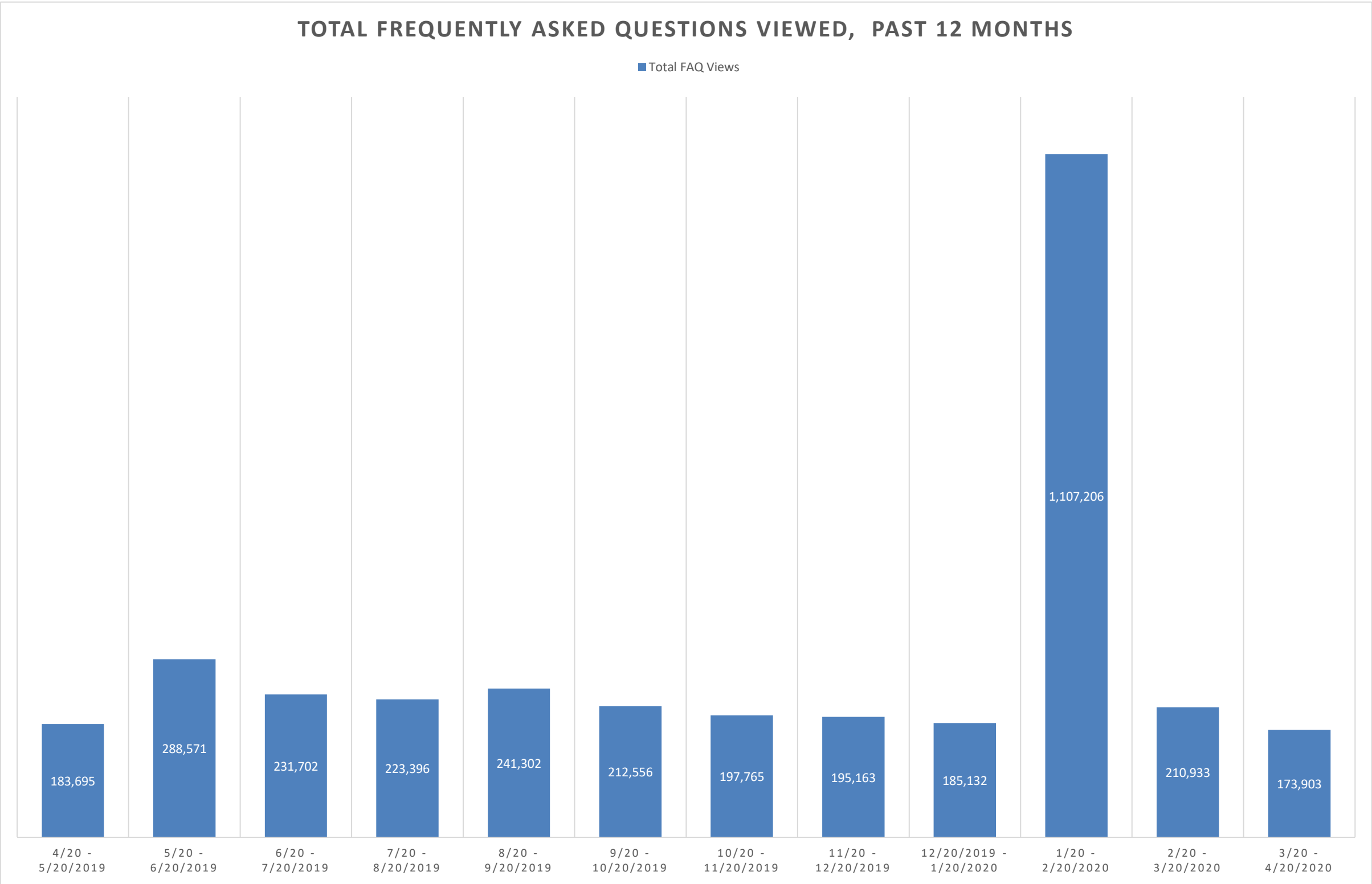
Total Site Inquiries Created, Past Year



Total Site Inquiries Created, Historical



Total Frequently Asked Questions Viewed, Past Year



Total Site FAQs Viewed, Historical

