



en español

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

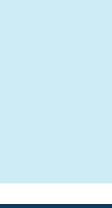
#1 ¿Necesitas solicitar copias de un certificado del registro civil o de un documento de identidad?



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:

Immigration and Naturalization

Social/Human Services

Foreign Travel by Americans

Consumer Complaints or Questions

Housing

To view other USAGov data visit

<https://www.usa.gov/website-analytics/>