**\*Quick stats from December 11(9.30 am) to December 12(9.30 am) \***

**\*Chat\***

1. Unique users logged-in via bot: 20,179
2. Questions by non-logged user: 15,666
3. Total Registration via bot: 62
4. Total questions asked: 61,983
   * Android: 48,183
   * iOS: 3,210
   * Web: 8,002
5. Peak chat time: 11:30 hrs. to 20:00 hrs.
6. Top question asked by chat:

* What are the services available on EPFO? (4,033)
* I want my EPFO passbook. (2,705)
* What is the status of my EPFO claim? (1,027)
* What are the services provided by DigiLocker? (951)
* What are the services provided by Indian Railway? (905)

1. Question by language
   * Hindi: 1,057 i.e., 1.71% of all questions.
   * English: 60,926 i.e., 98.29% of all questions

**\*Quick stats from December 11(9.30 am) to December 12(9.30 am) \***

**\*Voice: \***

1. Unique users logged-in via bot: 601
2. Questions by non-logged user: 989
3. Peak chat time: 11:00 hrs. to 22:00 hrs.
4. Total Questions asked on Voice: 2,588
   * Voice on App: 652
   * Voice on Web: 1,936
5. Question by language

* Hindi: 320 i.e., 12.36% of all questions
* English: 2,268 i.e., 87.64% of all questions

1. Top Questions (Voice)
   * What are the services available on EPFO? (159)
   * I want my EPFO passbook. (103)
   * What are the services provided by Indian Railway? (31)
   * What is the status of my EPFO claim? (31)
   * I want to check my EPFO balance. (25)