



# EUROPE DIRECT Contact Centre

Quarterly report for April-June 2010

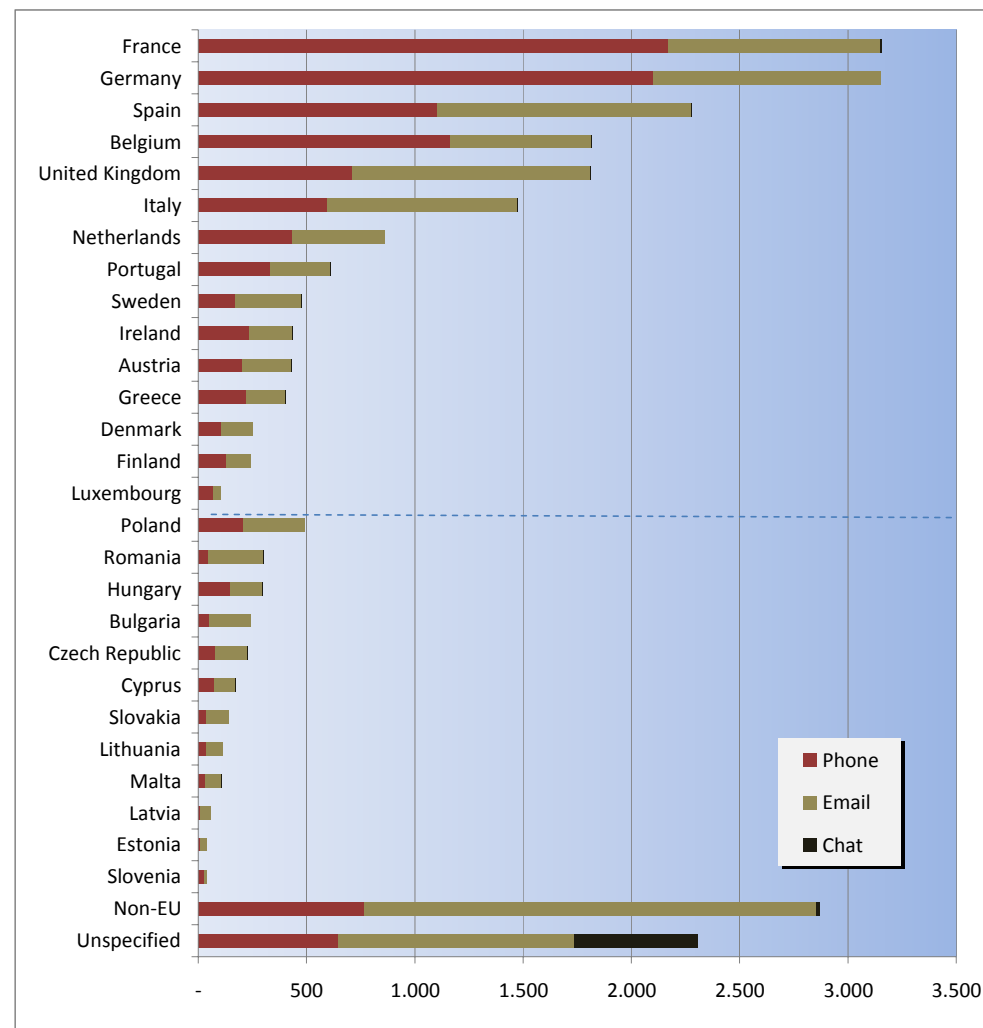
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## Enquiries by country and channel

Country	Chat	Email	Phone	Total	
France		981	2.168	3.158	
Germany		1.048	2.101	3.150	
Spain		1.170	1.106	2.281	
Belgium		649	1.164	1.815	
United Kingdom		1.097	712	1.812	
Italy		877	596	1.478	
Netherlands		428	435	863	
Portugal		275	334	611	
Sweden		303	172	477	
Ireland		201	235	437	
Austria		227	203	431	
Greece		183	221	405	
Denmark		145	106	251	
Finland		115	127	242	
Luxembourg		33	71	104	
<b>TOTAL EU-15</b>	<b>32</b>	<b>7.732</b>	<b>9.751</b>	<b>17.515</b>	<b>70,3%</b>
Poland		282	210	492	
Romania		255	45	302	
Hungary		150	146	297	
Bulgaria		193	51	244	
Czech Republic		149	77	227	
Cyprus		99	73	174	
Slovakia		102	40	142	
Lithuania		74	38	112	
Malta		74	33	108	
Latvia		51	10	61	
Estonia		31	11	42	
Slovenia		12	26	39	
<b>Total EU-12</b>	<b>8</b>	<b>1.472</b>	<b>760</b>	<b>2.240</b>	<b>9,0%</b>
Non-EU		2.085	768	2.870	<b>11,5%</b>
Unspecified		1.090	647	2.307	<b>9,3%</b>
<b>Grand Total</b>	<b>627</b>	<b>12.379</b>	<b>11.926</b>	<b>24.932</b>	
	2,5%	49,7%	47,8%		

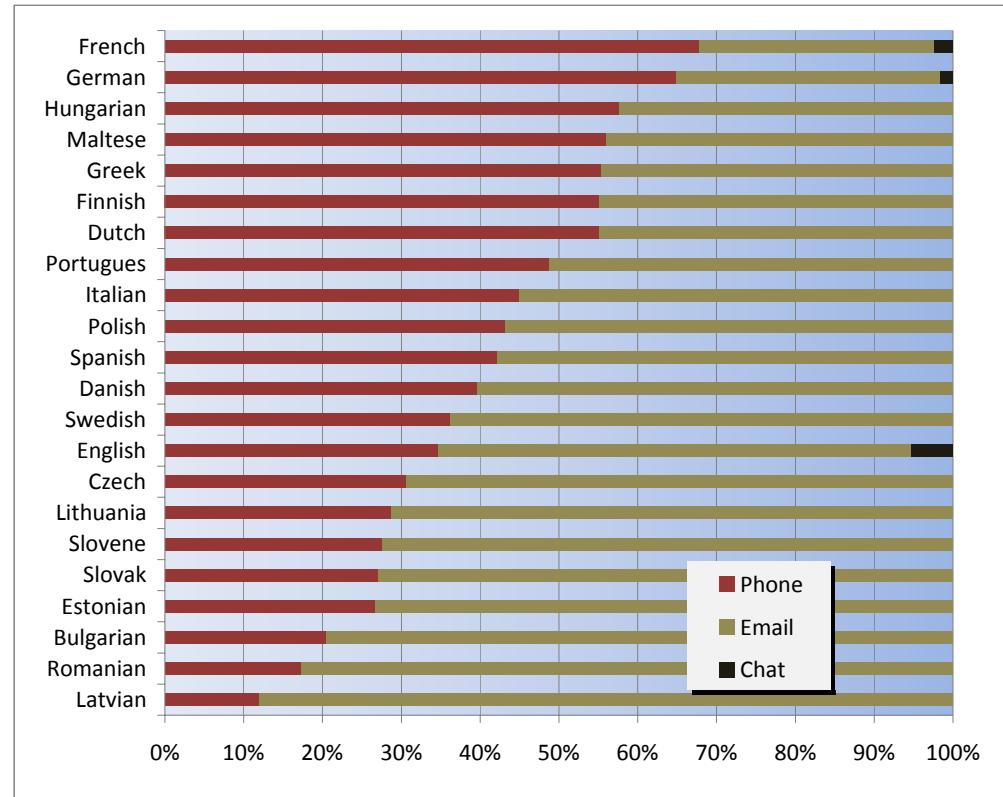
<b>Obsolete</b>	192	1.840	1.702	<b>3.734</b>	<b>13,0%</b>
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Ranking of countries by share of phone calls, e-mail and chat

## Enquiries by language and channel

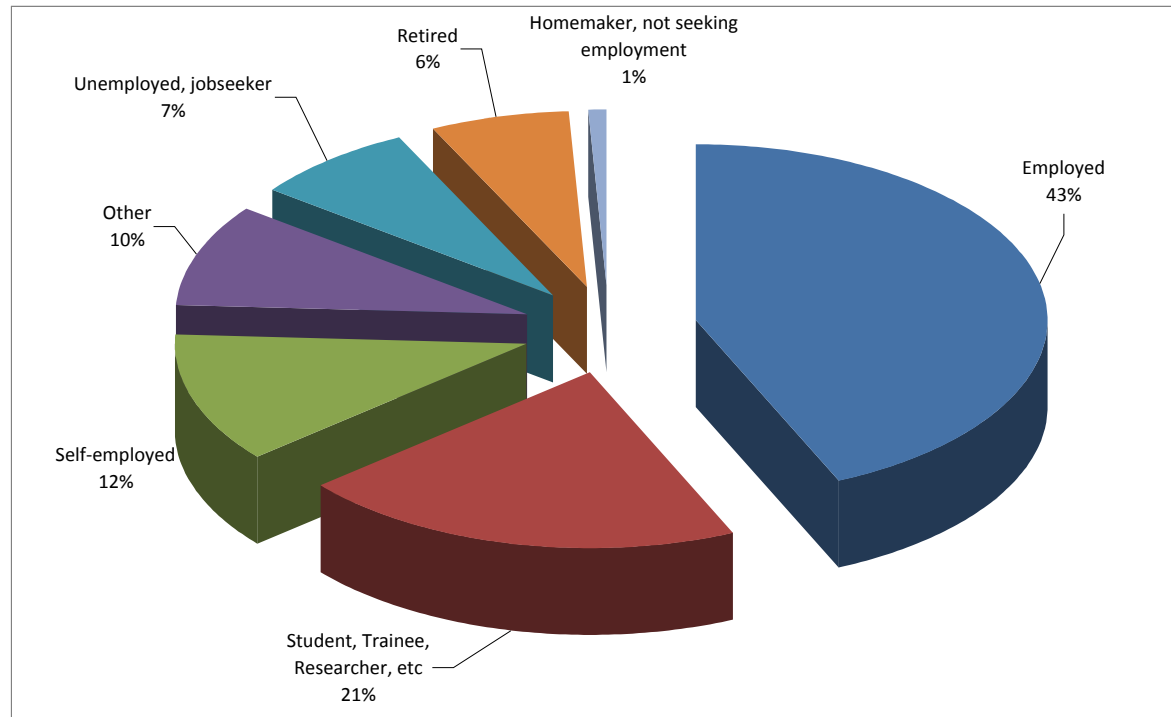
Language	Chat	Email	Phone	Total	
English	464	5.287	3.047	8.798	35,3%
French	107	1.338	3.048	4.493	18,0%
German	56	1.184	2.286	3.526	14,1%
Spanish	-	1.389	1.014	2.403	9,6%
Italian	-	690	564	1.254	5,0%
Dutch	-	502	617	1.119	4,5%
Portuguese	-	320	305	625	2,5%
Polish	-	259	197	456	1,8%
Swedish	-	236	134	370	1,5%
Greek	-	136	169	305	1,2%
Romanian	-	190	40	230	0,9%
Hungarian	-	93	127	220	0,9%
Czech	-	147	65	212	0,9%
Finnish	-	91	112	203	0,8%
Bulgarian	-	155	40	195	0,8%
Danish	-	87	57	144	0,6%
Slovak	-	97	36	133	0,5%
Lithuanian	-	67	27	94	0,4%
Latvian	-	44	6	50	0,2%
Slovene	-	34	13	47	0,2%
Estonian	-	22	8	30	0,1%
Maltese	-	11	14	25	0,1%
<b>Total</b>	<b>627</b>	<b>12.379</b>	<b>11.926</b>	<b>24.932</b>	



Proportion of enquiries, sorted by proportion of phone enquiries

## Enquiries by economic category, if known

Economic category	Enquiries	
Employed	4.076	16,3%
Student, Trainee, Researcher, etc	1.929	7,7%
Self-employed	1.119	4,5%
Other	903	3,6%
Unemployed, jobseeker	696	2,8%
Retired	589	2,4%
Homemaker, not seeking employment	91	0,4%
Unspecified	15.529	62,3%
<b>Total</b>	<b>24.932</b>	



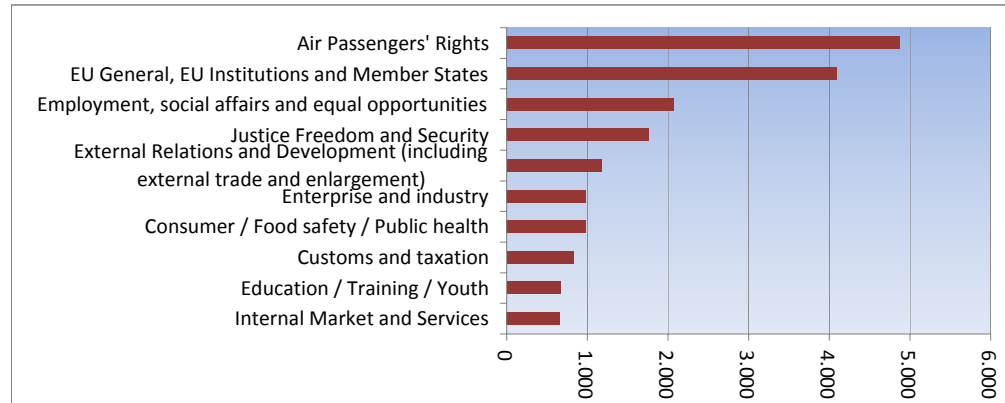
Excluding "Unknown"

## Enquiries by subject

Top10 subjects	Enquiries
Air Passengers' Rights	4.873
EU General, EU Institutions and Member States	4.083
Employment, social affairs and equal opportunities	2.071
Justice Freedom and Security	1.763
External Relations and Development (including external	1.172
Enterprise and industry	978
Consumer / Food safety / Public health	978
Customs and taxation	826
Education / Training / Youth	663
Internal Market and Services	658
<b>Total</b>	<b>18.065</b>

Other subjects	Enquiries
Other specific policies including Competition, Agriculture and rural development, Regional policy, Information Society and media, Culture, Economic and monetary affairs, Research and innovation, Fisheries and maritime affairs, Energy and transport (excluding APR) and Environment	2.818
Research Enquiry Service	1.403
Out of scope	1.207
Service related issues	720
Trade info request service	288
Export Helpdesk	177
Publication Order	154
EIT	100
<b>Total</b>	<b>6.867</b>

<b>Grand Total</b>	<b>24.932</b>
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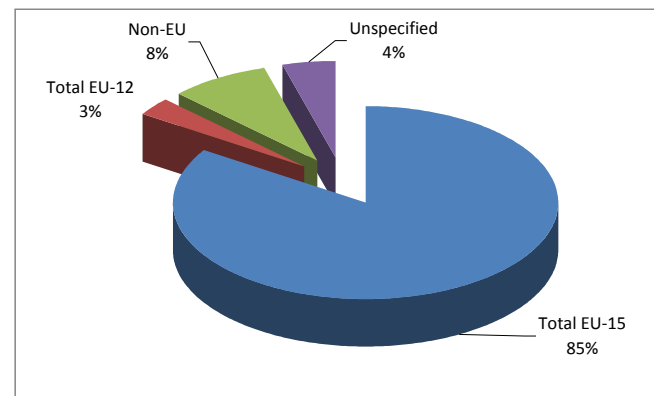


## Hot topics by country

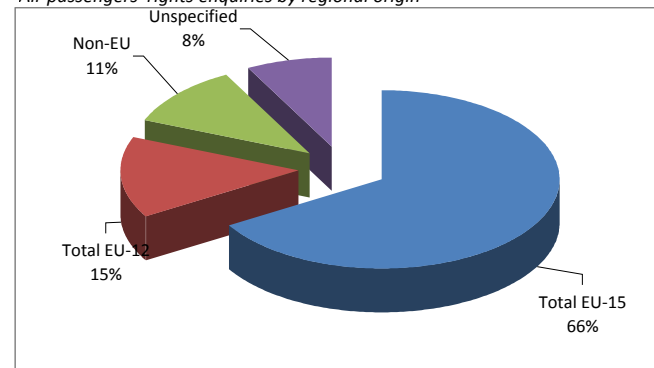
Air passengers rights	
Country	Enquiries
France	1320
United Kingdom	614
Belgium	483
Germany	454
Spain	430
Netherlands	176
Ireland	132
Italy	120
Portugal	101
Finland	74
Sweden	66
Greece	41
Denmark	39
Austria	37
Luxembourg	17
<b>Total EU-15</b>	<b>4.104</b>
Poland	29
Hungary	20
Cyprus	19
Malta	16
Czech Republic	15
Romania	14
Bulgaria	13
Latvia	6
Slovakia	5
Estonia	4
Slovenia	3
Lithuania	2
<b>Total EU-12</b>	<b>146</b>
Non-EU	409
Unspecified	214
<b>Grand Total</b>	<b>4.873</b>

Free movement of persons / workers	
Country	Enquiries
Spain	149
Germany	129
France	123
United Kingdom	99
Italy	89
Netherlands	49
Belgium	42
Austria	29
Portugal	27
Ireland	26
Greece	25
Finland	17
Denmark	17
Sweden	17
Luxembourg	4
<b>Total EU-15</b>	<b>842</b>
Bulgaria	36
Poland	35
Hungary	25
Romania	24
Cyprus	16
Czech Republic	16
Lithuania	9
Malta	9
Latvia	5
Slovakia	5
Slovenia	4
Estonia	2
<b>Total EU-12</b>	<b>186</b>
Non-EU	138
Unspecified	100
<b>Grand Total</b>	<b>1.266</b>

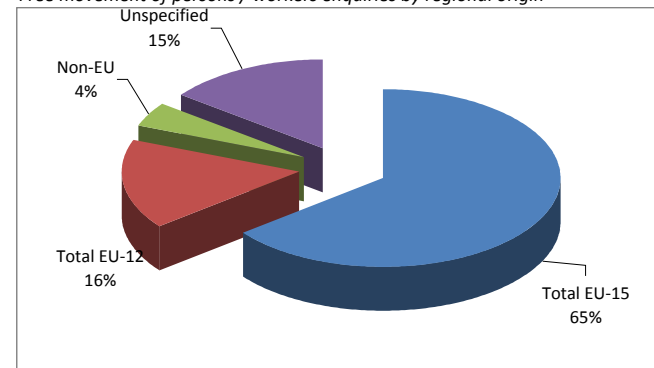
Lisbon Treaty	
Country	Enquiries
Germany	54
Spain	22
France	22
Belgium	13
Italy	12
Sweden	10
Netherlands	10
United Kingdom	10
Austria	9
Portugal	7
Denmark	3
Finland	2
Ireland	1
Greece	-
Luxembourg	-
<b>Total EU-15</b>	<b>175</b>
Slovakia	10
Czech Republic	7
Poland	7
Romania	7
Hungary	4
Estonia	3
Malta	2
Cyprus	2
Lithuania	1
Slovenia	1,0
Bulgaria	-
Latvia	-
<b>Total EU-12</b>	<b>44</b>
Non-EU	12
Unspecified	40
<b>Grand Total</b>	<b>271</b>



Air passengers' rights enquiries by regional origin



Free movement of persons / workers enquiries by regional origin



Lisbon Treaty enquiries by regional origin

## Trends in the volumes of EDCC enquiries - year to year comparison

Month	2007	2008				2009				2010			
	TOTAL	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL
January-March	32.644	11.237	12.233	1.127	24.597	11.997	13.446	1.004	26.447	11.896	14.602	613	27.111
April-June	28.377	12.932	10.636	0	23.568	11.367	13.146	913	25.426	11.926	12.379	627	24.932
July-September	25.807	10.856	11.133	542	22.531	10.911	11.704	693	23.308				
October-December	25.463	10.305	11.368	945	22.618	9.825	13.442	633	23.900				
<b>TOTAL</b>	<b>112.291</b>	<b>45.330</b>	<b>45.370</b>	<b>2.614</b>	<b>93.314</b>	<b>44.100</b>	<b>51.738</b>	<b>3.243</b>	<b>99.081</b>	<b>23.822</b>	<b>26.981</b>	<b>1.240</b>	<b>52.043</b>

