

Year	Total Chat Sessions	Total Questions To ActiveAgent	Total Answer responses by ActiveAgent	Comments
2013	580,095	1,457,414	1,351,455	* As mobile usage has increased, the number of questions per sessions has decreased as users are asking a lower number of personality and ettiquette questions during their sessions.
2012	466,250	1,425,109	1,334,075	
2011	444,304	1,662,803	1,541,109	
2010	821,128	3,078,074	2,882,248	
2009	518,183	2,854,574	2,679,333	
2008	157,914	813,434	768,130	* No Data available in Reports prior to 8/1/2008