Contact Method – 1781 unique tickets/out of 6013 transactions in October 2026/FY27*

(*These stats are out of the total transactions, not unique tickets; duplicate Reference Analytics are reflected)

			Unique tickets
No Data	3953	65.7%	
chatbot	22	0.4%	15
DLC Recommendation/ILL form	185	3.1%	140
email	951	15.8%	
postal mail	28	0.5%	8
SMS/text	801	13.3%	671
telephone/voicemail	73	1.2%	65