**Functionality of Helpdesk**

(WP 3.1 Helpdesk, consultation, and expert support)

**Table 1: Number of e-mails according to the area, received and sent through Helpdesk each month (May 2024 – October 2024).**

| **MONTH** | **AREA** | **RECEIVED E-MAILS** | **OUTGOING E-MAILS** | **COMMENTS** | **WP** |
| --- | --- | --- | --- | --- | --- |
| **May 2024** | Establishment of mailbox | 1 | 1 |  Conformation e-mail | WP3 |
| **Total** | **1** | **1** |  |  |
| **June 2024** | Welcome LIFE CB2 | 1 | 8 | Informing potential applicants about our project | WP3 |
| Consultation | 5 | 4 | Project ideas, preparing for biliteral meetings | WP3 |
| LIFE Information Day | 6 | 3 | Sending teasers | WP3 |
| Website Management | 18 | 14 | Searching for Website admin | WP5 |
| LIFE CB2 Team Management | 3 | 3 | Meetings and Coordination | WP1 |
| Other | 3 | 3 | PR, borrowing of equipment | WP1 |
| **Total** | **36** | **35** |   |  |
| **July 2024** | Consultation | 10 | 12 | Project ideas, preparing for biliteral meetings | WP3 |
| Website Management | 10 | 9 | Coordination with chosen Website admin | WP5 |
| LIFE CB2 Team Management | 3 | 3 | Meetings and Coordination | WP1 |
| Other | 3 | 2 | PR, borrowing equipment | WP1 |
| **Total** | **26** | **26** |   |  |
| **August 2024** | Consultation | 1 | 3 | Project ideas, preparing for biliteral meetings | WP3 |
| LIFE Information Day – catering + video production | 18 | 30 | Getting offers for the catering and video crew | WP3 |
| Website Management | 16 | 10 | Coordination and visuals for website | WP5 |
| LIFE CB2 Team Management | 2 | 2 | Signatures | WP1 |
| Other | 8 | 1 | Project Info board, Public Appeal | WP1 |
| **Total** | **45** | **46** |   |  |
| **September 2024** | Consultation | 27 | 26 | Project ideas, preparing for biliteral meetings | WP3 |
| LIFE Information Day - Applications | 49 | 94 | Management of invites and attendance | WP3 |
| LIFE Information Day - Speakers | 24 | 24 |  Management  | WP3 |
| LIFE Information Day – Catering + Video production | 13 | 9 | Discussing details about Info Day | WP3 |
| Website Management | 9 | 7 | Education from new Website Admin  | WP5 |
| LIFE CB2 Team Management | 6 | 4 |  Coordination for the LIFE Info Day | WP1 |
| Other | 21 | 18 | Project Info board, Public Appeal | WP1 |
| **Total** | **149** | **182** |   |  |
| **October 2024** | Consultation | 9 | 11 | Project ideas, preparing for biliteral meetings | WP3 |
| LIFE Information Day - applicants | 13 | 32 | Sending attendance certificates, feedback about the event | WP3 |
| LIFE Information Day - speakers | 8 | 6 | Acknowledgements for participation | WP3 |
| Website Management | 23 | 14 | Gathering content for Newsletter | WP5 |
| LIFE CB2 Team Management | 18 | 19 | Deliverables, KPI, Audit Management | WP1 |
| Other | 2 | 1 | Invites to different event  | WP1 |
| **Total** | **71** | **82** |  |  |
| **November 2024** | Consultation |  |  |  | WP3 |
|  |  |  |  |  |
|  |  |  |  |  |
| LIFE CB2 Team Management |  |  |  | WP1 |
| Other |  |  |  | WP1 |
| **Total** |  |  |  |  |
| **Total number of e-mails** | **328** | **372** |  |  |
| **Average number of e-mails per month** | **55** | **62** |  |  |