

# Self-Response Operations Reporting

8/21/20



U.S. Department of Commerce  
Economics and Statistics Administration  
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# Self-Responses by Mode

8/21/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>99,634,076</b>	<b>99,995,530</b>	<b>361,454</b>	<b>100.0</b>
Internet	82,323,839	82,471,957	148,118	41.0
Paper	15,662,965	15,859,578	196,613	54.4
Phone	1,647,272	1,663,995	16,723	4.6
<b>TEA 1</b>	<b>97,872,637</b>	<b>98,212,167</b>	<b>339,530</b>	<b>100.0</b>
Internet	81,067,715	81,209,161	141,446	41.7
Paper	15,206,850	15,388,818	181,968	53.6
Phone	1,598,072	1,614,188	16,116	4.7
<b>TEA 6 Stateside</b>	<b>1,375,108</b>	<b>1,390,700</b>	<b>15,592</b>	<b>100.0</b>
Internet	943,105	945,885	2,780	17.8
Paper	400,889	413,253	12,364	79.3
Phone	31,114	31,562	448	2.9
<b>TEA 6 PR</b>	<b>386,331</b>	<b>392,663</b>	<b>6,332</b>	<b>100.0</b>
Internet	313,019	316,911	3,892	61.5
Paper	55,226	57,507	2,281	36.0
Phone	18,086	18,245	159	2.5

Source: UTS 9700 (TEA 1 and TEA 6)



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# TEA 1 and TEA 6 Paper Processing

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## *Paper Responses, Processed Sufficient and Unprocessed*

TEA	Yesterday	Today	Processing Distribution
<b>Total</b>			
Paper (all)	18,266,233	18,274,625	
Processed	15,662,965	15,859,578	86.8
Unprocessed	2,603,268	2,415,047	13.2
<b>TEA 1</b>			
Paper (all)	17,176,443	17,182,975	
Processed	15,206,850	15,388,818	89.6
Unprocessed	1,969,593	1,794,157	10.4
<b>TEA 6 Stateside</b>			
Paper (all)	799,358	800,278	
Processed	400,889	413,253	51.6
Unprocessed	398,469	387,025	48.4
<b>TEA 6 PR</b>			
Paper (all)	290,432	291,372	
Processed	55,226	57,507	19.7
Unprocessed	235,206	233,865	80.3

Sources: IPTS Inbound Questionnaire Tracking Report; UTS 9700; UTS 9753



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# Paper Processing (Notional)

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Operation Type	Total, Both PDCCs	PDCC East	PDCC West
<b>CHECKED IN</b>			
<b>Total S-R and UL</b>			
Self Response (TEA 1)			
Update Leave (TEA 6)			
<b>Total RA, UE, GQ</b>			
<b>SCANNED</b>			
<b>Total S-R and UL</b>			
Self Response (TEA 1)			
Update Leave (TEA 6)			
<b>Total RA, UE, GQ</b>			
<b>DATA DELIVERED</b>			
<b>Total S-R and UL</b>			
Self Response (TEA 1)			
Update Leave (TEA 6)			
<b>Total RA, UE, GQ</b>			



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# Non-ID Processing Workload

	Number	Percent	Change
<b>Total Non-ID Cases</b>	16,096,267	100.00%	81,912
<b><i>Total Resolved</i></b>	15,161,297	94.19%	122,841
Resolved in Automated	13,334,673	82.84%	70,698
Resolved in Clerical	1,826,624	11.35%	52,143
<i>Resolved in Manual</i>	1,512,276	9.40%	22,173
<i>Resolved in OBAV</i>	314,348	1.95%	29,970
<b><i>Remaining Clerical Work</i></b>	934,970	5.81%	-40,929
Manual Processing Backlog	174,305	1.08%	-18,549
OBAV Backlog	760,665	4.73%	-22,380

Data updated by CDL on:  
8/21/2020 4:00:08 AM ET

Sources: UTS 9730 – Non-ID Workload Report, Non-ID Tally Report,  
Non-ID Daily Cumulative Report, OBAV Daily Cumulative Report



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# Inbound: Call Summary - PTD



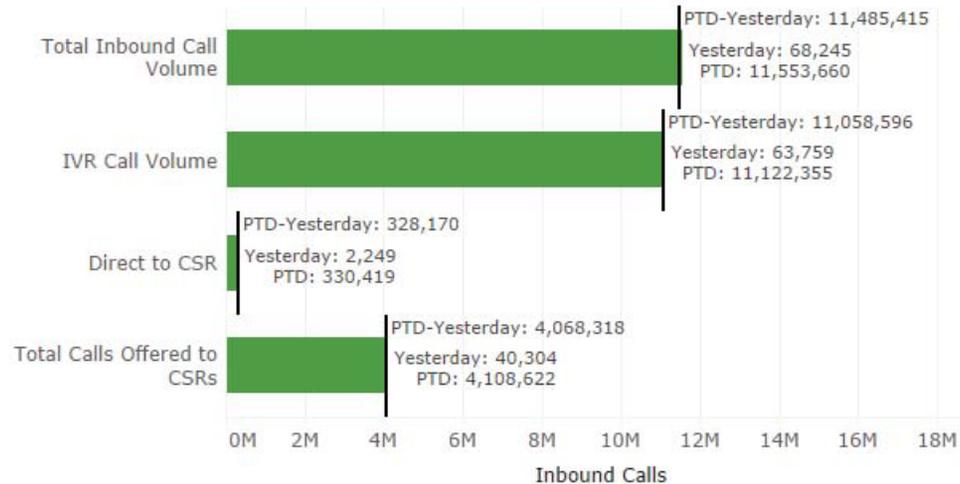
## Total Inbound Call Volume % (PTD)



## Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	10,981,474	11,553,660
Deflection Rate	47.0%	64.5%
Service Level - 30 Seconds	80.0%	67.6%
AHT	9:04	9:26

## Inbound Call Volume



## Calls Offered to CSRs by Language

	8/20	PTD
English	36,971	3,638,141
English Puerto Rico	45	3,140
Spanish	2,066	307,849
Spanish Puerto Rico	611	42,502
Chinese Mandarin	102	11,705
Chinese Cantonese	62	10,039
Vietnamese	32	13,289
Korean	51	13,206
Russian	30	6,978
Arabic	20	4,192
Tagalog	2	2,688
Polish	15	2,505
French	12	1,212
Haitian Creole	15	2,671
Portuguese	15	1,896
Japanese	9	2,318
TTY	232	39,409
Group Quarters	14	4,882
<b>Total</b>	<b>40,304</b>	<b>4,108,622</b>