

# Self-Response Operations Reporting

8/24/20



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

8/24/20

## Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>100,514,563</b>	<b>100,631,782</b>	<b>117,219</b>	<b>100.0</b>
Internet	82,705,101	82,816,412	111,311	95.0
Paper	16,120,021	16,120,021	0	0.0
Phone	1,689,441	1,695,349	5,908	5.0
<b>TEA 1</b>	<b>98,692,551</b>	<b>98,806,313</b>	<b>113,762</b>	<b>100.0</b>
Internet	81,432,519	81,540,576	108,057	95.0
Paper	15,621,198	15,621,198	0	0.0
Phone	1,638,834	1,644,539	5,705	5.0
<b>TEA 6 Stateside</b>	<b>1,421,417</b>	<b>1,423,525</b>	<b>2,108</b>	<b>100.0</b>
Internet	950,413	952,360	1,947	92.4
Paper	438,818	438,818	0	0.0
Phone	32,186	32,347	161	7.6
<b>TEA 6 PR</b>	<b>400,595</b>	<b>401,944</b>	<b>1,349</b>	<b>100.0</b>
Internet	322,169	323,476	1,307	96.9
Paper	60,005	60,005	0	0.0
Phone	18,421	18,463	42	3.1

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)	18,287,630	18,288,833	
Processed	16,120,021	16,120,021	88.1
Unprocessed	2,167,609	2,168,812	11.9
<b>TEA 1</b>			
Paper (all)	17,193,326	17,194,271	
Processed	15,621,198	15,621,198	90.9
Unprocessed	1,572,128	1,573,073	9.1
<b>TEA 6 Stateside</b>			
Paper (all)	801,800	801,933	
Processed	438,818	438,818	54.7
Unprocessed	362,982	363,115	45.3
<b>TEA 6 PR</b>			
Paper (all)	292,504	292,629	
Processed	60,005	60,005	20.5
Unprocessed	232,499	232,624	79.5

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



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# Non-ID Processing Workload

	Number	Percent	Change
<b>Total Non-ID Cases</b>	16,264,326	100.00%	168,059
<b><i>Total Resolved</i></b>	15,840,350	97.39%	679,053
Resolved in Automated	13,474,879	82.85%	140,206
Resolved in Clerical	2,365,471	14.54%	538,847
<i>Resolved in Manual</i>	1,542,400	9.48%	30,124
<i>Resolved in OBAV</i>	823,071	2.61%	508,723
<b><i>Remaining Clerical Work</i></b>	423,976	5.06%	<b>-510,994</b>
Manual Processing Backlog	169,510	0.99%	<b>-13,795</b>
OBAV Backlog	263,466	1.62%	<b>-497,199</b>

Data updated by CDL on:  
8/24/2020 4:08:09 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	11,131,550	11,699,294
Deflection Rate	47.0%	64.3%
Service Level - 30 Seconds	80.0%	67.8%
AHT	9:04	9:26

## Calls Offered to CSRs by Language

	8/23	PTD
English	18,094	3,713,279
English Puerto Rico	15	3,185
Spanish	1,062	311,948
Spanish Puerto Rico	253	43,328
Chinese Mandarin	0	11,805
Chinese Cantonese	0	10,089
Vietnamese	0	13,315
Korean	0	13,244
Russian	0	7,002
Arabic	0	4,202
Tagalog	0	2,692
Polish	0	2,509
French	0	1,213
Haitian Creole	0	2,690
Portuguese	0	1,903
Japanese	0	2,329
TTY	207	40,073
Group Quarters	4	4,898
<b>Total</b>	<b>19,635</b>	<b>4,189,704</b>

## Inbound Call Volume

