

Self-Response Operations Reporting

8/25/20



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Self-Responses by Mode

8/25/20

Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	100,631,782	100,942,791	311,009	100.0
Internet	82,816,412	82,972,993	156,581	50.3
Paper	16,120,021	16,259,824	139,803	45.0
Phone	1,695,349	1,709,974	14,625	4.7
TEA 1	98,806,313	99,101,112	294,799	100.0
Internet	81,540,576	81,692,850	152,274	51.7
Paper	15,621,198	15,749,640	128,442	43.6
Phone	1,644,539	1,658,622	14,083	4.8
TEA 6 Stateside	1,423,525	1,437,106	13,581	100.0
Internet	952,360	955,293	2,933	21.6
Paper	438,818	449,088	10,270	75.6
Phone	32,347	32,725	378	2.8
TEA 6 PR	401,944	404,573	2,629	100.0
Internet	323,476	324,850	1,374	52.3
Paper	60,005	61,096	1,091	41.5
Phone	18,463	18,627	164	6.2

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
Total			
Paper (all)	18,288,833	18,291,188	
Processed	16,120,021	16,259,824	88.9
Unprocessed	2,168,812	2,031,364	11.1
TEA 1			
Paper (all)	17,194,271	17,196,122	
Processed	15,621,198	15,749,640	91.6
Unprocessed	1,573,073	1,446,482	8.4
TEA 6 Stateside			
Paper (all)	801,933	802,048	
Processed	438,818	449,088	56.0
Unprocessed	363,115	352,960	44.0
TEA 6 PR			
Paper (all)	292,629	293,018	
Processed	60,005	61,096	20.9
Unprocessed	232,624	231,922	79.1

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



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	16,353,322	100.00%	88,996
<i>Total Resolved</i>	15,935,127	97.44%	94,777
Resolved in Automated	13,558,012	82.91%	83,133
Resolved in Clerical	2,377,115	14.54%	11,644
<i>Resolved in Manual</i>	1,554,044	9.50%	11,644
<i>Resolved in OBAV</i>	823,071	5.03%	0
<i>Remaining Clerical Work</i>	418,195	2.56%	-5,781
Manual Processing Backlog	153,784	0.94%	-6,726
OBAV Backlog	264,411	1.62%	945

Data updated by CDL on:
8/25/2020 4:25:22 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

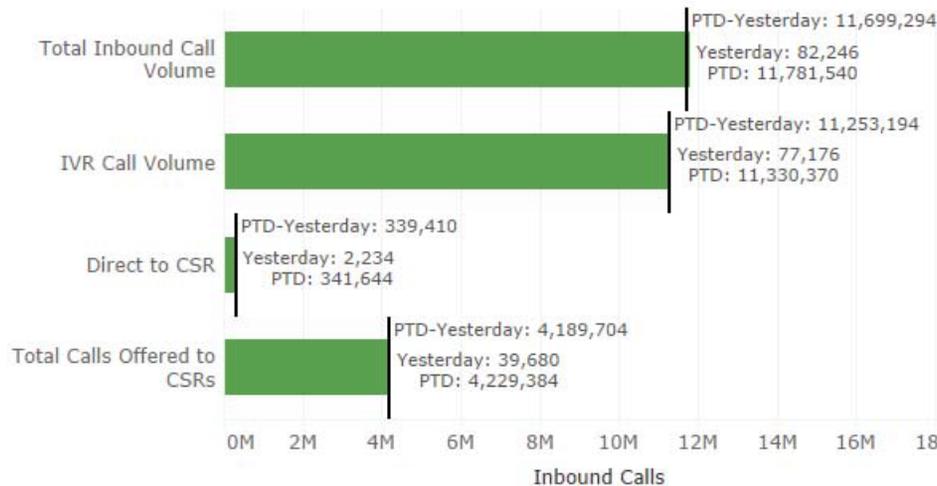
Total Inbound Call Volume % (PTD)



Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	11,210,157	11,781,540
Deflection Rate	47.0%	64.2%
Service Level - 30 Seconds	80.0%	67.9%
AHT	9:04	9:26

Inbound Call Volume



Calls Offered to CSRs by Language

	8/24	PTD
English	35,882	3,749,161
English Puerto Rico	46	3,231
Spanish	2,301	314,249
Spanish Puerto Rico	627	43,955
Chinese Mandarin	128	11,933
Chinese Cantonese	72	10,161
Vietnamese	60	13,375
Korean	108	13,352
Russian	44	7,046
Arabic	22	4,224
Tagalog	8	2,700
Polish	13	2,522
French	6	1,219
Haitian Creole	20	2,710
Portuguese	12	1,915
Japanese	15	2,344
TTY	305	40,378
Group Quarters	11	4,909
Total	39,680	4,229,384