

# Self-Response Operations Reporting

8/27/20



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

8/27/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>101,303,549</b>	<b>101,619,377</b>	<b>315,828</b>	<b>100.0</b>
Internet	83,132,915	83,273,417	140,502	44.5
Paper	16,442,391	16,600,755	158,364	50.1
Phone	1,728,243	1,745,205	16,962	5.4
<b>TEA 1</b>	<b>99,431,891</b>	<b>99,725,311</b>	<b>293,420</b>	<b>100.0</b>
Internet	81,841,989	81,978,543	136,554	46.5
Paper	15,913,708	16,054,203	140,495	47.9
Phone	1,676,194	1,692,565	16,371	5.6
<b>TEA 6 Stateside</b>	<b>1,457,437</b>	<b>1,476,792</b>	<b>19,355</b>	<b>100.0</b>
Internet	958,338	961,068	2,730	14.1
Paper	465,873	482,037	16,164	83.5
Phone	33,226	33,687	461	2.4
<b>TEA 6 PR</b>	<b>414,221</b>	<b>417,274</b>	<b>3,053</b>	<b>100.0</b>
Internet	332,588	333,806	1,218	39.9
Paper	62,810	64,515	1,705	55.8
Phone	18,823	18,953	130	4.3

Source: UTS 9700 (TEA 1 and TEA 6)



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# Paper Processing

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Operation Type	Total, Both PDCCs	PDCC East	PDCC West
<b>CHECKED IN</b>	19,507,702	8,469,697	11,038,005
<b>Total S-R and UL</b>	18,972,206	7,934,201	11,038,005
Self Response (TEA 1)	17,838,840	7,934,201	9,904,639
Update Leave (TEA 6)	1,133,366	0	1,133,366
<b>Total RA, UE, GQ</b>	535,496	535,496	0
<b>SCANNED</b>	18,904,640	8,587,991	10,316,649
<b>Total S-R and UL</b>	18,376,771	8,060,122	10,316,649
Self Response (TEA 1)	17,372,381	8,047,118	9,325,263
Update Leave (TEA 6)	1,004,390	13,004	991,386
<b>Total RA, UE, GQ</b>	527,869	527,869	0
<b>DATA DELIVERED</b>	17,328,218	7,968,241	9,359,977
<b>Total S-R and UL</b>	16,968,590	7,608,613	9,359,977
Self Response (TEA 1)	16,292,413	7,608,613	8,683,800
Update Leave (TEA 6)	676,177	0	676,177
<b>Total RA, UE, GQ</b>	359,628	359,628	0

Source: UTS 9753 and iCADE Special Tabulation



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# Non-ID Processing Workload

	Number	Percent	Change
<b>Total Non-ID Cases</b>	16,614,056	100.00%	121,051
<b><i>Total Resolved</i></b>	16,165,476	97.30%	117,720
Resolved in Automated	13,768,878	82.87%	105,808
Resolved in Clerical	2,396,598	14.43%	11,912
<i>Resolved in Manual</i>	1,573,063	9.47%	11,557
<i>Resolved in OBAV</i>	823,535	4.96%	355
<b><i>Remaining Clerical Work</i></b>	448,580	2.70%	3,331
Manual Processing Backlog	157,625	0.95%	3,429
OBAV Backlog	290,955	1.75%	-98

Data updated by CDL on:  
8/27/2020 5:25:08 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	11,351,283	11,924,043
Deflection Rate	47.0%	63.9%
Service Level - 30 Seconds	80.0%	68.5%
AHT	9:04	9:25

## Calls Offered to CSRs by Language

	8/26	PTD
English	37,279	3,827,256
English Puerto Rico	28	3,294
Spanish	2,162	318,796
Spanish Puerto Rico	528	45,073
Chinese Mandarin	108	12,152
Chinese Cantonese	69	10,303
Vietnamese	61	13,495
Korean	81	13,513
Russian	37	7,118
Arabic	23	4,258
Tagalog	4	2,709
Polish	6	2,541
French	6	1,231
Haitian Creole	13	2,739
Portuguese	10	1,939
Japanese	8	2,362
TTY	272	40,920
Group Quarters	14	4,941
<b>Total</b>	<b>40,709</b>	<b>4,314,640</b>

## Inbound Call Volume

