

# Self-Response Operations Reporting

8/28/20



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# Mailing Status

8/28/20

- **Mailing 7**

- Addressed/mailed in priority order on a flow basis; all in-home by 9/15
- Mail dispatches
  - 8/21: All Priority 1 & some Priority 2 packages (~3.8M)
  - 8/26: More Priority 2
  - 8/28: USPS pickup today

<b>MAILING 7 Priority Categories</b>	<b>Final Workload Counts</b>	<b>Imaged (Addressing Complete)</b>
Priority 1	2,901,158	2,901,158
Priority 2	9,140,110	5,224,163
Priority 3	4,136,988	
Priority 4	1,842,744	
Priority 5	2,643,533	
<b>TOTAL, PRIORITY 1-5</b>	<b>20,664,533</b>	<b>8,125,321</b>

- **NRFU**

- WL 3216 (#2, NCB) delivered to RRD 8/22
- WL 3216 (#3, NCC) delivered to RRD 8/28
- Production/dispatch – After M7 is complete

<b>NRFU OCCUPIED MAILING Package ID</b>	<b>Final Workload Counts</b>
NCB	2,637,562
NCC	1,275,861
NCD	
NCE	
NCF	
NCG	
<b>TOTAL, NRFU OCC</b>	<b>3,913,423</b>



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# Self-Responses by Mode

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## Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>101,619,377</b>	<b>101,967,734</b>	<b>348,357</b>	<b>100.0</b>
Internet	83,273,417	83,404,695	131,278	37.7
Paper	16,600,755	16,802,161	201,406	57.8
Phone	1,745,205	1,760,878	15,673	4.5
<b>TEA 1</b>	<b>99,725,311</b>	<b>100,047,279</b>	<b>321,968</b>	<b>100.0</b>
Internet	81,978,543	82,105,283	126,740	39.4
Paper	16,054,203	16,234,385	180,182	56.0
Phone	1,692,565	1,707,611	15,046	4.7
<b>TEA 6 Stateside</b>	<b>1,476,792</b>	<b>1,500,190</b>	<b>23,398</b>	<b>100.0</b>
Internet	961,068	963,706	2,638	11.3
Paper	482,037	502,318	20,281	86.7
Phone	33,687	34,166	479	2.0
<b>TEA 6 PR</b>	<b>417,274</b>	<b>420,265</b>	<b>2,991</b>	<b>100.0</b>
Internet	333,806	335,706	1,900	63.5
Paper	64,515	65,458	943	31.5
Phone	18,953	19,101	148	4.9

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>	19,544,833	8,503,243	11,041,590
<b>Total S-R and UL</b>	18,976,071	7,934,481	11,041,590
Self Response (TEA 1)	17,841,815	7,934,481	9,907,334
Update Leave (TEA 6)	1,134,256	0	1,134,256
<b>Total RA, UE, GQ</b>	568,762	568,762	0
<b>SCANNED</b>	19,090,221	8,623,187	10,467,034
<b>Total S-R and UL</b>	18,527,942	8,060,908	10,467,034
Self Response (TEA 1)	17,486,034	8,047,878	9,438,156
Update Leave (TEA 6)	1,041,908	13,030	1,028,878
<b>Total RA, UE, GQ</b>	562,279	562,279	0
<b>DATA DELIVERED</b>	17,546,617	8,061,407	9,485,210
<b>Total S-R and UL</b>	17,180,047	7,694,837	9,485,210
Self Response (TEA 1)	16,476,396	7,694,837	8,781,559
Update Leave (TEA 6)	703,651	0	703,651
<b>Total RA, UE, GQ</b>	366,570	366,570	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>	16,745,834	100.00%	131,778
<b><i>Total Resolved</i></b>	16,300,872	97.34%	135,396
Resolved in Automated	13,896,191	82.98%	127,313
Resolved in Clerical	2,404,681	14.36%	8,083
<i>Resolved in Manual</i>	1,580,712	9.44%	7,649
<i>Resolved in OBAV</i>	823,969	4.92%	434
<b><i>Remaining Clerical Work</i></b>	444,962	2.66%	<b>-3,618</b>
Manual Processing Backlog	153,830	0.92%	<b>-3,795</b>
OBAV Backlog	291,132	1.74%	177

Data updated by CDL on:  
8/28/2020 4:42:37 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	11,407,450	11,986,806
Deflection Rate	47.0%	63.8%
Service Level - 30 Seconds	80.0%	68.8%
AHT	9:04	9:26

## Calls Offered to CSRs by Language

	8/27	PTD
English	34,032	3,861,288
English Puerto Rico	22	3,316
Spanish	2,102	320,898
Spanish Puerto Rico	486	45,559
Chinese Mandarin	79	12,231
Chinese Cantonese	74	10,377
Vietnamese	35	13,530
Korean	64	13,577
Russian	23	7,141
Arabic	13	4,271
Tagalog	7	2,716
Polish	10	2,551
French	4	1,235
Haitian Creole	7	2,746
Portuguese	11	1,950
Japanese	8	2,370
TTY	226	41,146
Group Quarters	13	4,954
<b>Total</b>	<b>37,216</b>	<b>4,351,856</b>

## Inbound Call Volume

