

Self-Response Operations Reporting

8/31/20



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Economics and Statistics Administration
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Self-Responses by Mode

8/31/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	102,464,624	102,567,926	103,302	100.0
Internet	83,610,849	83,708,853	98,004	94.9
Paper	17,070,462	17,070,461		0.0
Phone	1,783,313	1,788,612	5,299	5.1
TEA 1	100,512,309	100,612,524	100,215	100.0
Internet	82,305,463	82,400,570	95,107	94.9
Paper	16,477,646	16,477,646	0	0.0
Phone	1,729,200	1,734,308	5,108	5.1
TEA 6 Stateside	1,529,176	1,531,228	2,052	100.0
Internet	967,983	969,886	1,903	92.7
Paper	526,365	526,365	0	0.0
Phone	34,828	34,977	149	7.3
TEA 6 PR	423,139	424,174	1,035	100.0
Internet	337,403	338,397	994	96.0
Paper	66,451	66,450		0.0
Phone	19,285	19,327	42	4.0

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
CHECKED IN	19,564,040	8,516,341	11,047,699
Total S-R and UL	18,994,375	7,946,676	11,047,699
Self Response (TEA 1)	17,858,434	7,946,676	9,911,758
Update Leave (TEA 6)	1,135,941	0	1,135,941
Total RA, UE, GQ	569,665	569,665	0
SCANNED	19,275,032	8,626,455	10,648,577
Total S-R and UL	18,709,946	8,061,369	10,648,577
Self Response (TEA 1)	17,633,476	8,048,312	9,585,164
Update Leave (TEA 6)	1,076,470	13,057	1,063,413
Total RA, UE, GQ	565,086	565,086	0
DATA DELIVERED	17,845,151	8,166,671	9,678,480
Total S-R and UL	17,459,295	7,780,815	9,678,480
Self Response (TEA 1)	16,723,477	7,780,815	8,942,662
Update Leave (TEA 6)	735,818	0	735,818
Total RA, UE, GQ	385,856	385,856	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	17,091,144	100.00%	345,310
<i>Total Resolved</i>	16,625,987	97.28%	325,115
Resolved in Automated	14,182,745	82.98%	286,554
Resolved in Clerical	2,443,242	14.30%	38,561
<i>Resolved in Manual</i>	1,592,912	9.32%	12,200
<i>Resolved in OBAV</i>	850,330	4.98%	26,361
<i>Remaining Clerical Work</i>	465,157	2.72%	20,195
Manual Processing Backlog	166,336	0.97%	12,506
OBAV Backlog	298,821	1.75%	7,689

Data updated by CDL on:
8/31/2020 5:15:11 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

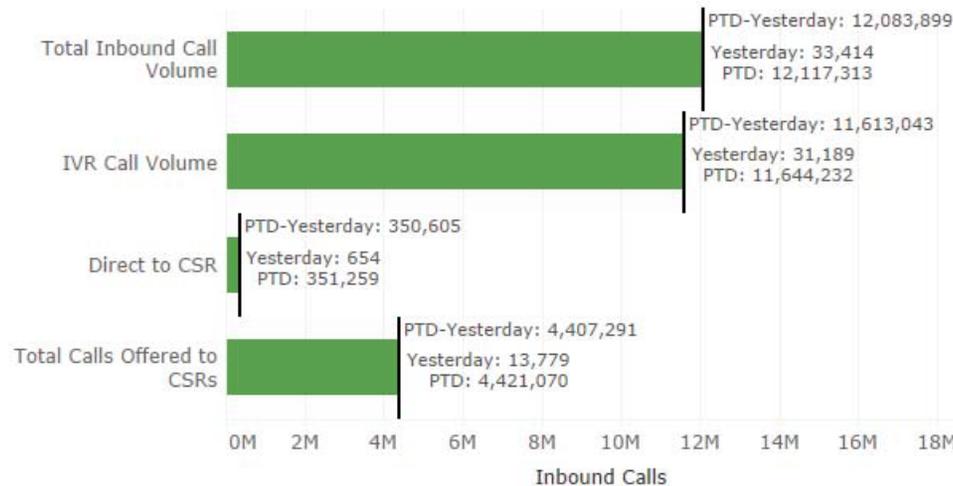
Total Inbound Call Volume % (PTD)



Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	11,488,388	12,117,313
Deflection Rate	47.0%	63.6%
Service Level - 30 Seconds	80.0%	69.0%
AHT	9:04	9:26

Inbound Call Volume



Calls Offered to CSRs by Language

	8/30	PTD
English	12,495	3,924,682
English Puerto Rico	12	3,378
Spanish	935	324,835
Spanish Puerto Rico	165	46,402
Chinese Mandarin	0	12,325
Chinese Cantonese	0	10,427
Vietnamese	0	13,596
Korean	0	13,646
Russian	0	7,181
Arabic	0	4,292
Tagalog	0	2,720
Polish	0	2,556
French	0	1,238
Haitian Creole	0	2,761
Portuguese	0	1,963
Japanese	0	2,378
TTY	172	41,720
Group Quarters	0	4,970
Total	13,779	4,421,070