

Self-Response Operations Reporting

9/1/20



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Self-Responses by Mode

9/1/20

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	102,567,926	102,845,738	277,812	100.0
Internet	83,708,853	83,852,037	143,184	51.5
Paper	17,070,461	17,188,456	117,995	42.5
Phone	1,788,612	1,805,245	16,633	6.0
TEA 1	100,612,524	100,873,035	260,511	100.0
Internet	82,400,570	82,539,993	139,423	53.5
Paper	16,477,646	16,582,716	105,070	40.3
Phone	1,734,308	1,750,326	16,018	6.1
TEA 6 Stateside	1,531,228	1,546,057	14,829	100.0
Internet	969,886	972,783	2,897	19.5
Paper	526,365	537,808	11,443	77.2
Phone	34,977	35,466	489	3.3
TEA 6 PR	424,174	426,646	2,472	100.0
Internet	338,397	339,261	864	35.0
Paper	66,450	67,932	1,482	60.0
Phone	19,327	19,453	126	5.1

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	19,625,894	8,577,173	11,048,721
Total S-R and UL	19,013,241	7,964,520	11,048,721
Self Response (TEA 1)	17,877,140	7,964,520	9,912,620
Update Leave (TEA 6)	1,136,101	0	1,136,101
Total RA, UE, GQ	612,653	612,653	0
SCANNED	19,532,006	8,670,383	10,861,623
Total S-R and UL	18,933,266	8,071,643	10,861,623
Self Response (TEA 1)	17,810,736	8,058,528	9,752,208
Update Leave (TEA 6)	1,122,530	13,115	1,109,415
Total RA, UE, GQ	598,740	598,740	0
DATA DELIVERED	17,982,626	8,215,108	9,767,518
Total S-R and UL	17,582,055	7,814,537	9,767,518
Self Response (TEA 1)	16,829,680	7,814,537	9,015,143
Update Leave (TEA 6)	752,375	0	752,375
Total RA, UE, GQ	400,571	400,571	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	17,217,673	100.00%	126,529
<i>Total Resolved</i>	16,780,226	97.46%	154,239
Resolved in Automated	14,295,931	83.03%	113,186
Resolved in Clerical	2,484,295	14.43%	41,053
<i>Resolved in Manual</i>	1,600,766	9.30%	7,854
<i>Resolved in OBAV</i>	883,529	5.13%	33,199
<i>Remaining Clerical Work</i>	437,447	2.54%	-27,710
Manual Processing Backlog	161,506	0.94%	-4,830
OBAV Backlog	275,941	1.60%	-22,880

Data updated by CDL on:
9/1/2020 5:13:32 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

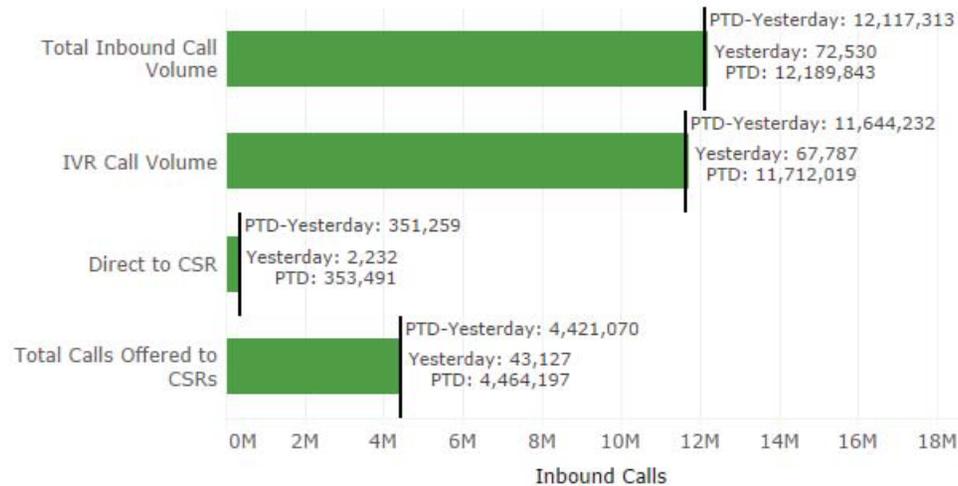
Total Inbound Call Volume % (PTD)



Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	11,516,796	12,189,843
Deflection Rate	47.0%	63.4%
Service Level - 30 Seconds	80.0%	69.3%
AHT	9:04	9:25

Inbound Call Volume



Calls Offered to CSRs by Language

	8/31	PTD
English	39,625	3,964,307
English Puerto Rico	30	3,408
Spanish	2,266	327,101
Spanish Puerto Rico	461	46,863
Chinese Mandarin	91	12,416
Chinese Cantonese	78	10,505
Vietnamese	37	13,633
Korean	91	13,737
Russian	39	7,220
Arabic	26	4,318
Tagalog	16	2,736
Polish	11	2,567
French	9	1,247
Haitian Creole	22	2,783
Portuguese	21	1,984
Japanese	12	2,390
TTY	282	42,002
Group Quarters	10	4,980
Total	43,127	4,464,197