

Self-Response Operations Reporting 9/10/20



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Self-Responses by Mode

9/10/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	104,377,911	104,587,489	209,578	100.0
Internet	84,676,172	84,779,488	103,316	49.3
Paper	17,813,854	17,909,164	95,310	45.5
Phone	1,887,885	1,898,837	10,952	5.2
TEA 1	102,255,636	102,444,792	189,156	100.0
Internet	83,315,636	83,415,954	100,318	53.0
Paper	17,112,090	17,190,432	78,342	41.4
Phone	1,827,910	1,838,406	10,496	5.5
TEA 6 Stateside	1,646,493	1,661,876	15,383	100.0
Internet	990,610	992,926	2,316	15.1
Paper	617,820	630,509	12,689	82.5
Phone	38,063	38,441	378	2.5
TEA 6 PR	475,782	480,821	5,039	100.0
Internet	369,926	370,608	682	13.5
Paper	83,944	88,223	4,279	84.9
Phone	21,912	21,990	78	1.5

Source: UTS 9700 (TEA 1 and TEA 6)



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Paper Processing

9/10/20

Operation Type	Total, Both PDCCs	PDCC East	PDCC West
CHECKED IN	19,888,152	8,721,540	11,166,612
Total S-R and UL	19,227,525	8,060,913	11,166,612
Self Response (TEA 1)	18,078,369	8,060,913	10,017,456
Update Leave (TEA 6)	1,149,156	0	1,149,156
Total RA, UE, GQ	660,627	660,627	0
SCANNED	19,805,947	8,769,911	11,036,036
Total S-R and UL	19,143,914	8,107,878	11,036,036
Self Response (TEA 1)	17,996,873	8,094,626	9,902,247
Update Leave (TEA 6)	1,147,041	13,252	1,133,789
Total RA, UE, GQ	662,033	662,033	0
DATA DELIVERED	18,762,511	8,309,283	10,453,228
Total S-R and UL	18,346,198	7,892,970	10,453,228
Self Response (TEA 1)	17,449,000	7,892,970	9,556,030
Update Leave (TEA 6)	897,198	0	897,198
Total RA, UE, GQ	416,313	416,313	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	18,224,407	100.00%	117,910
<i>Total Resolved</i>	18,139,708	99.54%	121,502
Resolved in Automated	15,204,331	83.43%	104,772
Resolved in Clerical	2,935,377	16.11%	16,730
<i>Resolved in Manual</i>	1,696,806	9.31%	8,731
<i>Resolved in OBAV</i>	1,238,571	5.54%	7,999
<i>Remaining Clerical Work</i>	84,699	0.46%	-3,592
Manual Processing Backlog	84,699	0.46%	-3,592
OBAV Backlog	0	0.00%	0

Data updated by CDL on:
9/10/2020 4:59:49 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	11,702,737	12,592,416
Deflection Rate	47.0%	62.6%
Service Level - 30 Seconds	80.0%	70.6%
AHT	9:04	9:25

Calls Offered to CSRs by Language

	9/9	PTD
English	27,723	4,181,651
English Puerto Rico	14	3,567
Spanish	1,799	340,619
Spanish Puerto Rico	234	49,210
Chinese Mandarin	57	12,871
Chinese Cantonese	40	10,796
Vietnamese	45	13,860
Korean	49	14,097
Russian	16	7,407
Arabic	27	4,448
Tagalog	8	2,773
Polish	17	2,627
French	5	1,277
Haitian Creole	18	2,901
Portuguese	14	2,058
Japanese	6	2,441
TTY	179	43,500
Group Quarters	18	5,061
Total	30,269	4,701,164

Inbound Call Volume

