

Self-Response Operations Reporting

9/11/20



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Self-Responses by Mode

9/11/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	104,587,489	104,779,559	192,070	100.0
Internet	84,779,488	84,877,746	98,258	51.2
Paper	17,909,164	17,992,960	83,796	43.6
Phone	1,898,837	1,908,853	10,016	5.2
TEA 1	102,444,792	102,624,571	179,779	100.0
Internet	83,415,954	83,511,386	95,432	53.1
Paper	17,190,432	17,265,218	74,786	41.6
Phone	1,838,406	1,847,967	9,561	5.3
TEA 6 Stateside	1,661,876	1,668,830	6,954	100.0
Internet	992,926	995,110	2,184	31.4
Paper	630,509	634,929	4,420	63.6
Phone	38,441	38,791	350	5.0
TEA 6 PR	480,821	486,158	5,337	100.0
Internet	370,608	371,250	642	12.0
Paper	88,223	92,813	4,590	86.0
Phone	21,990	22,095	105	2.0

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	19,905,753	8,727,584	11,178,169
Total S-R and UL	19,240,568	8,062,399	11,178,169
Self Response (TEA 1)	18,090,790	8,062,399	10,028,391
Update Leave (TEA 6)	1,149,778	0	1,149,778
Total RA, UE, GQ	665,185	665,185	0
SCANNED	19,830,510	8,776,824	11,053,686
Total S-R and UL	19,164,001	8,110,315	11,053,686
Self Response (TEA 1)	18,015,095	8,097,063	9,918,032
Update Leave (TEA 6)	1,148,906	13,252	1,135,654
Total RA, UE, GQ	666,509	666,509	0
DATA DELIVERED	18,861,864	8,317,767	10,544,097
Total S-R and UL	18,439,129	7,895,032	10,544,097
Self Response (TEA 1)	17,530,626	7,895,032	9,635,594
Update Leave (TEA 6)	908,503	0	908,503
Total RA, UE, GQ	422,735	422,735	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	18,350,072	100.00%	125,665
<i>Total Resolved</i>	18,257,230	99.49%	117,522
Resolved in Automated	15,320,209	83.49%	115,878
Resolved in Clerical	2,937,021	16.01%	1,644
<i>Resolved in Manual</i>	1,702,320	9.28%	5,514
<i>Resolved in OBAV</i>	1,234,701	6.73%	-3,870
<i>Remaining Clerical Work</i>	92,842	0.51%	8,143
Manual Processing Backlog	83,244	0.45%	-1,455
OBAV Backlog	9,598	0.05%	9,598

Data updated by CDL on:
9/11/2020 6:07:38 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

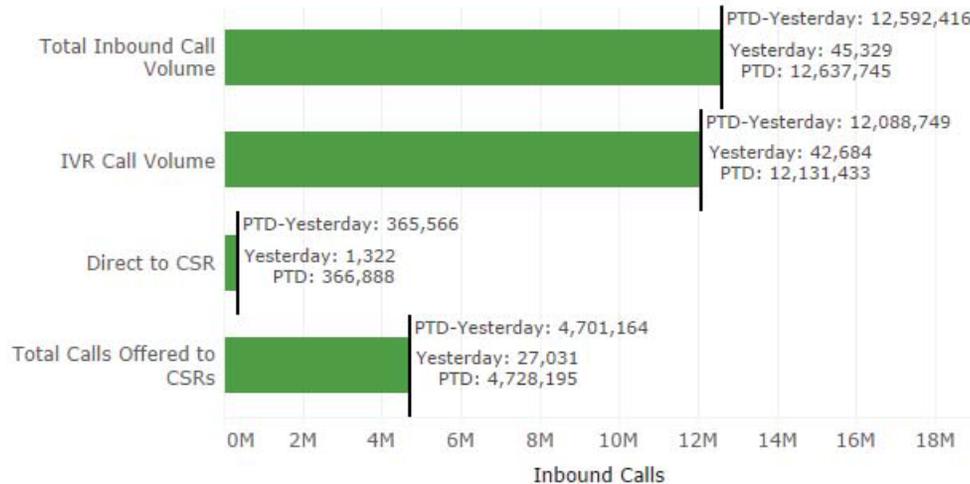
Total Inbound Call Volume % (PTD)



Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	11,722,884	12,637,745
Deflection Rate	47.0%	62.5%
Service Level - 30 Seconds	80.0%	70.8%
AHT	9:04	9:25

Inbound Call Volume



Calls Offered to CSRs by Language

Language	9/10	PTD
English	24,716	4,206,367
English Puerto Rico	14	3,581
Spanish	1,606	342,225
Spanish Puerto Rico	284	49,494
Chinese Mandarin	57	12,928
Chinese Cantonese	34	10,830
Vietnamese	23	13,883
Korean	48	14,145
Russian	33	7,440
Arabic	10	4,458
Tagalog	12	2,785
Polish	9	2,636
French	5	1,282
Haitian Creole	18	2,919
Portuguese	9	2,067
Japanese	6	2,447
TTY	139	43,639
Group Quarters	8	5,069
Total	27,031	4,728,195