

# Self-Response Operations Reporting

9/21/20



U.S. Department of Commerce  
Economics and Statistics Administration  
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# Self-Responses by Mode

9/21/20

## Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>105,966,116</b>	<b>106,018,915</b>	<b>52,799</b>	<b>100.0</b>
Internet	85,528,606	85,577,501	48,895	92.6
Paper	18,464,813	18,465,519	706	1.3
Phone	1,972,697	1,975,895	3,198	6.1
<b>TEA 1</b>	<b>103,655,010</b>	<b>103,706,283</b>	<b>51,273</b>	<b>100.0</b>
Internet	84,139,767	84,187,295	47,528	92.7
Paper	17,606,391	17,607,089	698	1.4
Phone	1,908,852	1,911,899	3,047	5.9
<b>TEA 6 Stateside</b>	<b>1,711,143</b>	<b>1,712,499</b>	<b>1,356</b>	<b>100.0</b>
Internet	1,011,756	1,012,967	1,211	89.3
Paper	658,175	658,183	8	0.6
Phone	41,212	41,349	137	10.1
<b>TEA 6 PR</b>	<b>599,963</b>	<b>600,133</b>	<b>170</b>	<b>100.0</b>
Internet	377,083	377,239	156	91.8
Paper	200,247	200,247	0	0.0
Phone	22,633	22,647	14	8.2

Source: UTS 9700 (TEA 1 and TEA 6)



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# Paper Processing

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<b>CHECKED IN</b>	20,192,736	8,890,646	11,302,090
<b>Total S-R and UL</b>	19,449,104	8,147,014	11,302,090
Self Response (TEA 1)	18,293,167	8,147,014	10,146,153
Update Leave (TEA 6)	1,155,937	0	1,155,937
<b>Total RA, UE, GQ, ETL</b>	743,632	743,632	0
<b>SCANNED</b>	20,127,094	8,951,055	11,176,039
<b>Total S-R and UL</b>	19,383,671	8,207,632	11,176,039
Self Response (TEA 1)	18,228,034	8,194,227	10,033,807
Update Leave (TEA 6)	1,155,637	13,405	1,142,232
<b>Total RA, UE, GQ, ETL</b>	743,423	743,423	0
<b>DATA DELIVERED</b>	19,473,562	8,445,250	11,028,312
<b>Total S-R and UL</b>	18,950,807	7,922,495	11,028,312
Self Response (TEA 1)	17,882,043	7,922,495	9,959,548
Update Leave (TEA 6)	1,068,764	0	1,068,764
<b>Total RA, UE, GQ, ETL</b>	522,755	522,755	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>	19,364,687	100.00%	286,132
<b><i>Total Resolved</i></b>	19,214,694	99.23%	264,282
Resolved in Automated	16,229,674	83.81%	255,103
Resolved in Clerical	2,985,020	15.41%	9,179
<i>Resolved in Manual</i>	1,734,286	8.96%	6,053
<i>Resolved in OBAV</i>	1,018,019	5.26%	3,040
<b><i>Remaining Clerical Work</i></b>	149,993	0.77%	21,850
Manual Processing Backlog	101,596	0.52%	10,433
OBAV Backlog	48,397	0.25%	11,417

Data updated by CDL on:  
9/21/2020 5:33:57 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	11,908,888	12,960,503
Deflection Rate	47.0%	62.0%
Service Level - 30 Seconds	80.0%	71.7%
AHT	9:04	9:24

## Calls Offered to CSRs by Language

	9/20	PTD
English	7,846	4,373,402
English Puerto Rico	1	3,674
Spanish	557	353,866
Spanish Puerto Rico	56	50,964
Chinese Mandarin	0	13,214
Chinese Cantonese	0	11,039
Vietnamese	0	14,091
Korean	0	14,392
Russian	0	7,558
Arabic	0	4,529
Tagalog	0	2,823
Polish	0	2,669
French	0	1,303
Haitian Creole	0	3,028
Portuguese	0	2,125
Japanese	0	2,479
TTY	78	44,660
Group Quarters	0	5,139
<b>Total</b>	<b>8,538</b>	<b>4,910,955</b>

## Inbound Call Volume

