

# Self-Response Operations Reporting

9/24/20



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

9/24/20

## Sufficient Responses, All Modes

TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>106,325,929</b>	<b>106,488,163</b>	<b>162,234</b>	<b>100.0</b>
Internet	85,742,161	85,833,451	91,290	56.3
Paper	18,591,633	18,655,019	63,386	39.1
Phone	1,992,135	1,999,693	7,558	4.7
<b>TEA 1</b>	<b>103,968,193</b>	<b>104,113,528</b>	<b>145,335</b>	<b>100.0</b>
Internet	84,346,226	84,434,032	87,806	60.4
Paper	17,694,543	17,744,844	50,301	34.6
Phone	1,927,424	1,934,652	7,228	5.0
<b>TEA 6 Stateside</b>	<b>1,723,745</b>	<b>1,728,092</b>	<b>4,347</b>	<b>100.0</b>
Internet	1,017,337	1,019,498	2,161	49.7
Paper	664,460	666,427	1,967	45.2
Phone	41,948	42,167	219	5.0
<b>TEA 6 PR</b>	<b>633,991</b>	<b>646,543</b>	<b>12,552</b>	<b>100.0</b>
Internet	378,598	379,921	1,323	10.5
Paper	232,630	243,748	11,118	88.6
Phone	22,763	22,874	111	0.9

Source: UTS 9700 (TEA 1 and TEA 6)



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# Paper Processing

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<b>CHECKED IN</b>	20,323,160	8,968,946	11,354,214
<b>Total S-R and UL</b>	19,538,429	8,184,215	11,354,214
Self Response (TEA 1)	18,379,635	8,184,215	10,195,420
Update Leave (TEA 6)	1,158,794	0	1,158,794
<b>Total RA, UE, GQ, ETL</b>	784,731	784,731	0
<b>SCANNED</b>	20,260,512	9,030,237	11,230,275
<b>Total S-R and UL</b>	19,476,021	8,245,746	11,230,275
Self Response (TEA 1)	18,317,512	8,232,309	10,085,203
Update Leave (TEA 6)	1,158,509	13,437	1,145,072
<b>Total RA, UE, GQ, ETL</b>	784,491	784,491	0
<b>DATA DELIVERED</b>	19,793,791	8,596,987	11,196,804
<b>Total S-R and UL</b>	19,159,930	7,963,126	11,196,804
Self Response (TEA 1)	18,027,533	7,963,126	10,064,407
Update Leave (TEA 6)	1,132,397	0	1,132,397
<b>Total RA, UE, GQ, ETL</b>	633,861	633,861	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>	19,746,331	100.00%	138,283
<b><i>Total Resolved</i></b>	19,592,657	99.22%	131,257
Resolved in Automated	16,574,251	83.94%	120,275
Resolved in Clerical	3,018,406	15.29%	10,982
<i>Resolved in Manual</i>	1,755,241	8.89%	6,270
<i>Resolved in OBAV</i>	1,024,372	5.19%	2,907
<b><i>Remaining Clerical Work</i></b>	153,674	0.78%	7,026
Manual Processing Backlog	94,953	0.48%	-90
OBAV Backlog	58,721	0.30%	7,116

Data updated by CDL on:  
9/24/2020 4:26:43 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	11,968,703	13,076,331
Deflection Rate	47.0%	61.8%
Service Level - 30 Seconds	80.0%	72.1%
AHT	9:04	9:24

## Calls Offered to CSRs by Language

	9/23	PTD
English	18,702	4,430,282
English Puerto Rico	5	3,698
Spanish	1,646	358,576
Spanish Puerto Rico	174	51,351
Chinese Mandarin	55	13,373
Chinese Cantonese	27	11,142
Vietnamese	27	14,184
Korean	35	14,503
Russian	24	7,661
Arabic	10	4,561
Tagalog	6	2,836
Polish	5	2,684
French	5	1,315
Haitian Creole	19	3,087
Portuguese	10	2,154
Japanese	3	2,491
TTY	90	44,936
Group Quarters	11	5,172
<b>Total</b>	<b>20,854</b>	<b>4,974,006</b>

## Inbound Call Volume

