

Self-Response Operations Reporting

9/25/20



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Self-Responses by Mode

9/25/20

Sufficient Responses, All Modes

| TEA | Yesterday | Today | Daily Response | |
|------------------------|--------------------|--------------------|----------------|--------------|
| | | | Number | Distribution |
| Total | 106,488,163 | 106,661,735 | 173,572 | 100.0 |
| Internet | 85,833,451 | 85,919,814 | 86,363 | 49.8 |
| Paper | 18,655,019 | 18,733,563 | 78,544 | 45.3 |
| Phone | 1,999,693 | 2,008,358 | 8,665 | 5.0 |
| TEA 1 | 104,113,528 | 104,268,557 | 155,029 | 100.0 |
| Internet | 84,434,032 | 84,517,520 | 83,488 | 53.9 |
| Paper | 17,744,844 | 17,808,090 | 63,246 | 40.8 |
| Phone | 1,934,652 | 1,942,947 | 8,295 | 5.4 |
| TEA 6 Stateside | 1,728,092 | 1,733,037 | 4,945 | 100.0 |
| Internet | 1,019,498 | 1,021,881 | 2,383 | 48.2 |
| Paper | 666,427 | 668,675 | 2,248 | 45.5 |
| Phone | 42,167 | 42,481 | 314 | 6.3 |
| TEA 6 PR | 646,543 | 660,141 | 13,598 | 100.0 |
| Internet | 379,921 | 380,413 | 492 | 3.6 |
| Paper | 243,748 | 256,798 | 13,050 | 96.0 |
| Phone | 22,874 | 22,930 | 56 | 0.4 |

Source: UTS 9700 (TEA 1 and TEA 6)



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Paper Processing

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| | | | |
|------------------------------|------------|-----------|------------|
| CHECKED IN | 20,338,922 | 8,979,244 | 11,359,678 |
| Total S-R and UL | 19,544,455 | 8,184,777 | 11,359,678 |
| Self Response (TEA 1) | 18,385,392 | 8,184,777 | 10,200,615 |
| Update Leave (TEA 6) | 1,159,063 | 0 | 1,159,063 |
| Total RA, UE, GQ, ETL | 794,467 | 794,467 | 0 |
| SCANNED | 20,299,366 | 9,063,085 | 11,236,281 |
| Total S-R and UL | 19,505,751 | 8,269,470 | 11,236,281 |
| Self Response (TEA 1) | 18,346,895 | 8,256,016 | 10,090,879 |
| Update Leave (TEA 6) | 1,158,856 | 13,454 | 1,145,402 |
| Total RA, UE, GQ, ETL | 793,615 | 793,615 | 0 |
| DATA DELIVERED | 19,903,718 | 8,637,321 | 11,266,397 |
| Total S-R and UL | 19,246,487 | 7,980,090 | 11,266,397 |
| Self Response (TEA 1) | 18,095,173 | 7,980,090 | 10,115,083 |
| Update Leave (TEA 6) | 1,151,314 | 0 | 1,151,314 |
| Total RA, UE, GQ, ETL | 657,231 | 657,231 | 0 |

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

| | Number | Percent | Change |
|---------------------------------------|------------|---------|---------|
| Total Non-ID Cases | 19,905,939 | 100.00% | 159,608 |
| <i>Total Resolved</i> | 19,749,787 | 99.22% | 157,130 |
| Resolved in Automated | 16,721,114 | 84.00% | 146,863 |
| Resolved in Clerical | 3,028,673 | 15.21% | 10,267 |
| <i>Resolved in Manual</i> | 1,762,508 | 8.85% | 7,267 |
| <i>Resolved in OBAV</i> | 1,026,500 | 5.16% | 2,128 |
| <i>Remaining Clerical Work</i> | 156,152 | 0.78% | 2,478 |
| Manual Processing Backlog | 93,226 | 0.47% | -1,727 |
| OBAV Backlog | 62,926 | 0.32% | 4,205 |

Data updated by CDL on:
9/25/2020 4:26:20 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 | 11,986,781 | 13,116,899 |
| Deflection Rate | 47.0% | 61.8% |
| Service Level - 30 Seconds | 80.0% | 72.2% |
| AHT | 9:04 | 9:24 |

Calls Offered to CSRs by Language

| | 9/24 | PTD |
|---------------------|---------------|------------------|
| English | 20,115 | 4,450,397 |
| English Puerto Rico | 8 | 3,706 |
| Spanish | 1,743 | 360,319 |
| Spanish Puerto Rico | 110 | 51,461 |
| Chinese Mandarin | 53 | 13,426 |
| Chinese Cantonese | 43 | 11,185 |
| Vietnamese | 43 | 14,227 |
| Korean | 57 | 14,560 |
| Russian | 27 | 7,688 |
| Arabic | 17 | 4,578 |
| Tagalog | 13 | 2,849 |
| Polish | 3 | 2,687 |
| French | 4 | 1,319 |
| Haitian Creole | 14 | 3,101 |
| Portuguese | 12 | 2,166 |
| Japanese | 1 | 2,492 |
| TTY | 81 | 45,017 |
| Group Quarters | 13 | 5,185 |
| Total | 22,357 | 4,996,363 |

Inbound Call Volume

