

Self-Response Operations Reporting

10/1/20



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Economics and Statistics Administration
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Self-Responses by Mode

10/1/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	107,434,112	107,618,233	184,121	100.0
Internet	86,372,088	86,511,686	139,598	75.8
Paper	19,017,543	19,050,861	33,318	18.1
Phone	2,044,481	2,055,686	11,205	6.1
TEA 1	105,010,668	105,187,487	176,819	100.0
Internet	84,948,521	85,082,483	133,962	75.8
Paper	18,085,170	18,117,432	32,262	18.2
Phone	1,976,977	1,987,572	10,595	6.0
TEA 6 Stateside	1,746,576	1,750,439	3,863	100.0
Internet	1,031,156	1,034,027	2,871	74.3
Paper	671,863	672,504	641	16.6
Phone	43,557	43,908	351	9.1
TEA 6 PR	676,868	680,307	3,439	100.0
Internet	392,411	395,176	2,765	80.4
Paper	260,510	260,925	415	12.1
Phone	23,947	24,206	259	7.5

Source: UTS 9700 (TEA 1 and TEA 6)



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Paper Processing

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CHECKED IN	20,625,356	9,205,085	11,420,271
Total S-R and UL	19,657,490	8,237,219	11,420,271
Self Response (TEA 1)	18,495,197	8,237,219	10,257,978
Update Leave (TEA 6)	1,162,293	0	1,162,293
Total RA, UE, GQ, ETL	967,866	967,866	0
SCANNED	20,576,563	9,283,213	11,293,350
Total S-R and UL	19,633,677	8,340,327	11,293,350
Self Response (TEA 1)	18,471,658	8,326,788	10,144,870
Update Leave (TEA 6)	1,162,019	13,539	1,148,480
Total RA, UE, GQ, ETL	942,886	942,886	0
DATA DELIVERED	20,444,057	9,044,289	11,399,768
Total S-R and UL	19,601,586	8,201,818	11,399,768
Self Response (TEA 1)	18,440,058	8,201,818	10,238,240
Update Leave (TEA 6)	1,161,528	0	1,161,528
Total RA, UE, GQ, ETL	842,471	842,471	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	20,750,140	100.00%	136,926
<i>Total Resolved</i>	20,644,232	99.49%	137,920
Resolved in Automated	17,483,323	84.26%	126,872
Resolved in Clerical	3,160,909	15.23%	11,048
<i>Resolved in Manual</i>	1,801,770	8.68%	9,536
<i>Resolved in OBAV</i>	1,116,795	5.38%	1,509
<i>Remaining Clerical Work</i>	105,908	0.51%	-994
Manual Processing Backlog	84,392	0.41%	-7,417
OBAV Backlog	21,516	0.10%	6,423

Data updated by CDL on:
10/1/2020 4:40:47 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



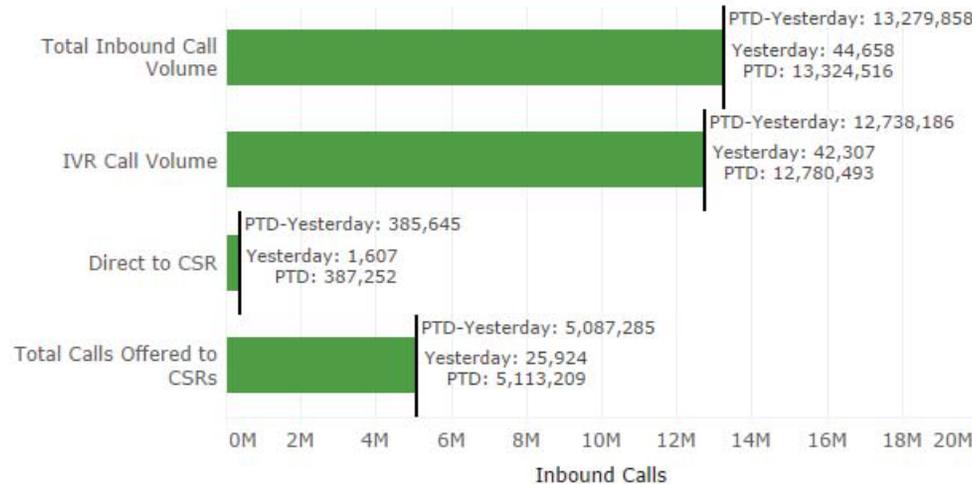
Total Inbound Call Volume % (PTD)



Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	12,116,855	13,324,516
Deflection Rate	47.0%	61.4%
Service Level - 30 Seconds	80.0%	72.6%
AHT	9:04	9:24

Inbound Call Volume



Calls Offered to CSRs by Language

	9/30	PTD
English	22,782	4,554,838
English Puerto Rico	12	3,760
Spanish	2,469	370,281
Spanish Puerto Rico	272	52,287
Chinese Mandarin	64	13,656
Chinese Cantonese	67	11,380
Vietnamese	39	14,395
Korean	74	14,801
Russian	24	7,776
Arabic	9	4,608
Tagalog	10	2,894
Polish	4	2,700
French	2	1,329
Haitian Creole	14	3,189
Portuguese	12	2,210
Japanese	4	2,513
TTY	53	45,364
Group Quarters	13	5,228
Total	25,924	5,113,209