

Self-Response Operations Reporting

10/2/20



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Economics and Statistics Administration
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Self-Responses by Mode

10/2/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	107,618,233	107,716,125	97,892	100.0
Internet	86,511,686	86,582,265	70,579	72.1
Paper	19,050,861	19,072,257	21,396	21.9
Phone	2,055,686	2,061,603	5,917	6.0
TEA 1	105,187,487	105,281,105	93,618	100.0
Internet	85,082,483	85,149,820	67,337	71.9
Paper	18,117,432	18,138,125	20,693	22.1
Phone	1,987,572	1,993,160	5,588	6.0
TEA 6 Stateside	1,750,439	1,752,614	2,175	100.0
Internet	1,034,027	1,035,598	1,571	72.2
Paper	672,504	672,914	410	18.9
Phone	43,908	44,102	194	8.9
TEA 6 PR	680,307	682,406	2,099	100.0
Internet	395,176	396,847	1,671	79.6
Paper	260,925	261,218	293	14.0
Phone	24,206	24,341	135	6.4

Source: UTS 9700 (TEA 1 and TEA 6)



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Paper Processing

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CHECKED IN	20,722,014	9,291,216	11,430,798
Total S-R and UL	19,673,777	8,242,979	11,430,798
Self Response (TEA 1)	18,510,509	8,242,979	10,267,530
Update Leave (TEA 6)	1,163,268	0	1,163,268
Total RA, UE, GQ, ETL	1,048,237	1,048,237	0
SCANNED	20,685,395	9,381,944	11,303,451
Total S-R and UL	19,653,166	8,349,715	11,303,451
Self Response (TEA 1)	18,490,154	8,336,142	10,154,012
Update Leave (TEA 6)	1,163,012	13,573	1,149,439
Total RA, UE, GQ, ETL	1,032,229	1,032,229	0
DATA DELIVERED	20,556,575	9,145,120	11,411,455
Total S-R and UL	19,625,173	8,213,718	11,411,455
Self Response (TEA 1)	18,462,732	8,213,718	10,249,014
Update Leave (TEA 6)	1,162,441	0	1,162,441
Total RA, UE, GQ, ETL	931,402	931,402	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	20,824,761	100.00%	74,261
<i>Total Resolved</i>	20,739,646	99.59%	95,414
Resolved in Automated	17,539,778	84.23%	56,455
Resolved in Clerical	3,199,868	15.37%	38,959
<i>Resolved in Manual</i>	1,810,312	8.69%	8,542
<i>Resolved in OBAV</i>	1,389,556	6.67%	30,417
<i>Remaining Clerical Work</i>	85,115	0.41%	-20,793
Manual Processing Backlog	81,916	0.39%	-2,476
OBAV Backlog	3,199	0.02%	-18,317

Data updated by CDL on:
10/2/2020 4:47:45 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	12,159,947	13,349,305
Deflection Rate	47.0%	61.4%
Service Level - 30 Seconds	80.0%	72.7%
AHT	9:04	9:24

Calls Offered to CSRs by Language

	10/1	PTD
English	12,827	4,567,665
English Puerto Rico	5	3,765
Spanish	1,088	371,369
Spanish Puerto Rico	28	52,315
Chinese Mandarin	27	13,683
Chinese Cantonese	19	11,399
Vietnamese	13	14,408
Korean	22	14,823
Russian	20	7,796
Arabic	5	4,613
Tagalog	1	2,895
Polish	4	2,704
French	2	1,331
Haitian Creole	17	3,206
Portuguese	6	2,216
Japanese	0	2,513
TTY	36	45,400
Group Quarters	8	5,236
Total	14,128	5,127,337

Inbound Call Volume

