

Self-Response Operations Reporting

10/5/20



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Self-Responses by Mode

10/5/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	107,828,978	107,865,106	36,128	100.0
Internet	86,663,519	86,698,129	34,610	95.8
Paper	19,097,919	19,097,919	0	0.0
Phone	2,067,540	2,069,058	1,518	4.2
TEA 1	105,389,628	105,424,567	34,939	100.0
Internet	85,227,892	85,261,419	33,527	96.0
Paper	18,163,007	18,163,007	0	0.0
Phone	1,998,729	2,000,141	1,412	4.0
TEA 6 Stateside	1,755,296	1,756,019	723	100.0
Internet	1,037,443	1,038,113	670	92.7
Paper	673,549	673,549	0	0.0
Phone	44,304	44,357	53	7.3
TEA 6 PR	684,054	684,520	466	100.0
Internet	398,184	398,597	413	88.6
Paper	261,363	261,363	0	0.0
Phone	24,507	24,560	53	11.4

Source: UTS 9700 (TEA 1 and TEA 6)



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Paper Processing

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CHECKED IN	20,813,045	9,370,596	11,442,449
Total S-R and UL	19,692,474	8,250,025	11,442,449
Self Response (TEA 1)	18,528,811	8,250,025	10,278,786
Update Leave (TEA 6)	1,163,663	0	1,163,663
Total RA, UE, GQ, ETL	1,120,571	1,120,571	0
SCANNED	20,773,120	9,457,928	11,315,192
Total S-R and UL	19,677,215	8,362,023	11,315,192
Self Response (TEA 1)	18,513,608	8,348,421	10,165,187
Update Leave (TEA 6)	1,163,607	13,602	1,150,005
Total RA, UE, GQ, ETL	1,095,905	1,095,905	0
DATA DELIVERED	20,667,122	9,239,325	11,427,797
Total S-R and UL	19,653,385	8,225,588	11,427,797
Self Response (TEA 1)	18,489,938	8,225,588	10,264,350
Update Leave (TEA 6)	1,163,447	0	1,163,447
Total RA, UE, GQ, ETL	1,013,737	1,013,737	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	21,071,784	100.00%	247,023
<i>Total Resolved</i>	20,964,438	99.49%	224,792
Resolved in Automated	17,742,645	84.20%	202,867
Resolved in Clerical	3,221,793	15.29%	21,925
<i>Resolved in Manual</i>	1,820,978	8.64%	10,666
<i>Resolved in OBAV</i>	1,400,815	6.65%	11,259
<i>Remaining Clerical Work</i>	107,346	0.51%	22,231
Manual Processing Backlog	93,480	0.44%	11,564
OBAV Backlog	13,866	0.07%	10,667

Data updated by CDL on:
10/5/2020 4:56:23 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	12,245,018	13,381,322
Deflection Rate	47.0%	61.3%
Service Level - 30 Seconds	80.0%	72.8%
AHT	9:04	9:24

Calls Offered to CSRs by Language

Language	10/4	PTD
English	3,385	4,584,112
English Puerto Rico	0	3,769
Spanish	290	372,773
Spanish Puerto Rico	4	52,346
Chinese Mandarin	0	13,706
Chinese Cantonese	0	11,406
Vietnamese	0	14,414
Korean	0	14,831
Russian	0	7,803
Arabic	0	4,615
Tagalog	0	2,901
Polish	0	2,705
French	0	1,333
Haitian Creole	0	3,208
Portuguese	0	2,219
Japanese	0	2,515
TTY	23	45,473
Group Quarters	0	5,237
Total	3,702	5,145,366

Inbound Call Volume

