

# Self-Response Operations Reporting

10/6/20



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

10/6/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
<b>Total</b>	<b>107,865,106</b>	<b>107,934,994</b>	<b>69,888</b>	<b>100.0</b>
Internet	86,698,129	86,751,171	53,042	75.9
Paper	19,097,919	19,110,255	12,336	17.7
Phone	2,069,058	2,073,568	4,510	6.5
<b>TEA 1</b>	<b>105,424,567</b>	<b>105,491,485</b>	<b>66,918</b>	<b>100.0</b>
Internet	85,261,419	85,312,111	50,692	75.8
Paper	18,163,007	18,174,986	11,979	17.9
Phone	2,000,141	2,004,388	4,247	6.3
<b>TEA 6 Stateside</b>	<b>1,756,019</b>	<b>1,757,635</b>	<b>1,616</b>	<b>100.0</b>
Internet	1,038,113	1,039,271	1,158	71.7
Paper	673,549	673,862	313	19.4
Phone	44,357	44,502	145	9.0
<b>TEA 6 PR</b>	<b>684,520</b>	<b>685,874</b>	<b>1,354</b>	<b>100.0</b>
Internet	398,597	399,789	1,192	88.0
Paper	261,363	261,407	44	3.2
Phone	24,560	24,678	118	8.7

Source: UTS 9700 (TEA 1 and TEA 6)



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# Paper Processing

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<b>CHECKED IN</b>	20,909,592	9,453,253	11,456,339
<b>Total S-R and UL</b>	19,721,087	8,264,748	11,456,339
Self Response (TEA 1)	18,556,462	8,264,748	10,291,714
Update Leave (TEA 6)	1,164,625	0	1,164,625
<b>Total RA, UE, GQ, ETL</b>	1,188,505	1,188,505	0
<b>SCANNED</b>	20,870,020	9,544,770	11,325,250
<b>Total S-R and UL</b>	19,694,568	8,369,319	11,325,249
Self Response (TEA 1)	18,530,105	8,355,698	10,174,407
Update Leave (TEA 6)	1,164,463	13,621	1,150,842
<b>Total RA, UE, GQ, ETL</b>	1,175,452	1,175,451	1
<b>DATA DELIVERED</b>	20,781,044	9,345,466	11,435,578
<b>Total S-R and UL</b>	19,666,829	8,231,251	11,435,578
Self Response (TEA 1)	18,502,910	8,231,251	10,271,659
Update Leave (TEA 6)	1,163,919	0	1,163,919
<b>Total RA, UE, GQ, ETL</b>	1,114,215	1,114,215	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>	21,160,818	100.00%	89,034
<b><i>Total Resolved</i></b>	21,071,503	99.58%	107,065
Resolved in Automated	17,828,200	84.25%	85,555
Resolved in Clerical	3,243,303	15.33%	21,510
<i>Resolved in Manual</i>	1,828,369	8.64%	7,391
<i>Resolved in OBAV</i>	1,160,909	5.49%	2,438
<i>Referred to FV</i>	254,025	1.20%	11,681
<b><i>Remaining Clerical Work</i></b>	89,315	0.42%	<b>-18,031</b>
Manual Processing Backlog	89,315	0.42%	<b>-4,165</b>
OBAV Backlog	0	0.00%	<b>-13,866</b>

Data updated by CDL on:  
10/6/2020 5:01:00 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	12,298,579	13,399,254
Deflection Rate	47.0%	61.3%
Service Level - 30 Seconds	80.0%	72.9%
AHT	9:04	9:24

## Calls Offered to CSRs by Language

Language	10/5	PTD
English	9,600	4,593,712
English Puerto Rico	3	3,772
Spanish	880	373,653
Spanish Puerto Rico	44	52,390
Chinese Mandarin	17	13,723
Chinese Cantonese	7	11,413
Vietnamese	9	14,423
Korean	15	14,846
Russian	10	7,813
Arabic	1	4,616
Tagalog	3	2,904
Polish	1	2,706
French	1	1,334
Haitian Creole	8	3,216
Portuguese	4	2,223
Japanese	1	2,516
TTY	34	45,507
Group Quarters	7	5,244
<b>Total</b>	<b>10,645</b>	<b>5,156,011</b>

## Inbound Call Volume

