

Self-Response Operations Reporting

10/8/20



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Self-Responses by Mode

10/8/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	107,994,482	108,045,822	51,340	100.0
Internet	86,782,604	86,807,545	24,941	48.6
Paper	19,135,669	19,159,877	24,208	47.2
Phone	2,076,209	2,078,400	2,191	4.3
TEA 1	105,548,488	105,597,711	49,223	100.0
Internet	85,342,013	85,365,786	23,773	48.3
Paper	18,199,651	18,223,072	23,421	47.6
Phone	2,006,824	2,008,853	2,029	4.1
TEA 6 Stateside	1,758,898	1,759,932	1,034	100.0
Internet	1,039,969	1,040,496	527	51.0
Paper	674,340	674,779	439	42.5
Phone	44,589	44,657	68	6.6
TEA 6 PR	687,096	688,179	1,083	100.0
Internet	400,622	401,263	641	59.2
Paper	261,678	262,026	348	32.1
Phone	24,796	24,890	94	8.7

Source: UTS 9700 (TEA 1 and TEA 6)



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Paper Processing

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CHECKED IN	20,939,984	9,461,471	11,478,513
Total S-R and UL	19,750,213	8,271,700	11,478,513
Self Response (TEA 1)	18,583,965	8,271,700	10,312,265
Update Leave (TEA 6)	1,166,248	0	1,166,248
Total RA, UE, GQ, ETL	1,189,771	1,189,771	0
SCANNED	20,933,917	9,583,955	11,349,962
Total S-R and UL	19,743,304	8,393,343	11,349,961
Self Response (TEA 1)	18,577,141	8,379,685	10,197,456
Update Leave (TEA 6)	1,166,163	13,658	1,152,505
Total RA, UE, GQ, ETL	1,190,613	1,190,612	1
DATA DELIVERED	20,905,858	9,440,189	11,465,669
Total S-R and UL	19,720,603	8,254,934	11,465,669
Self Response (TEA 1)	18,554,741	8,254,934	10,299,807
Update Leave (TEA 6)	1,165,862	0	1,165,862
Total RA, UE, GQ, ETL	1,185,255	1,185,255	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	21,290,438	100.00%	53,786
<i>Total Resolved</i>	21,209,225	99.62%	59,056
Resolved in Automated	17,936,004	84.24%	48,162
Resolved in Clerical	3,273,221	15.37%	10,894
<i>Resolved in Manual</i>	1,841,555	8.65%	6,054
<i>Resolved in OBAV</i>	1,167,764	5.48%	36
<i>Referred to FV</i>	263,902	1.24%	4,804
<i>Remaining Clerical Work</i>	81,213	0.38%	-5,270
Manual Processing Backlog	81,213	0.38%	-5,270
OBAV Backlog	0	0.00%	0

Data updated by CDL on:
10/8/2020 4:51:03 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	12,391,922	13,417,712
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

	10/7	PTD
English	4,691	4,603,992
English Puerto Rico	1	3,776
Spanish	302	374,356
Spanish Puerto Rico	11	52,415
Chinese Mandarin	17	13,753
Chinese Cantonese	8	11,428
Vietnamese	2	14,428
Korean	6	14,860
Russian	2	7,820
Arabic	2	4,618
Tagalog	0	2,905
Polish	2	2,708
French	0	1,337
Haitian Creole	5	3,226
Portuguese	2	2,228
Japanese	1	2,517
TTY	18	45,550
Group Quarters	1	5,248
Total	5,071	5,167,165

Inbound Call Volume

