

Self-Response Operations Reporting

10/9/20



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Self-Responses by Mode

10/9/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	108,045,822	108,078,001	32,179	100.0
Internet	86,807,545	86,828,529	20,984	65.2
Paper	19,159,877	19,169,311	9,434	29.3
Phone	2,078,400	2,080,161	1,761	5.5
TEA 1	105,597,711	105,628,259	30,548	100.0
Internet	85,365,786	85,385,569	19,783	64.8
Paper	18,223,072	18,232,241	9,169	30.0
Phone	2,008,853	2,010,449	1,596	5.2
TEA 6 Stateside	1,759,932	1,760,577	645	100.0
Internet	1,040,496	1,040,981	485	75.2
Paper	674,779	674,889	110	17.1
Phone	44,657	44,707	50	7.8
TEA 6 PR	688,179	689,165	986	100.0
Internet	401,263	401,979	716	72.6
Paper	262,026	262,181	155	15.7
Phone	24,890	25,005	115	11.7

Source: UTS 9700 (TEA 1 and TEA 6)



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Paper Processing

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Operation Type	Total, Both PDCCs	PDCC East	PDCC West
CHECKED IN	20,949,448	9,467,655	11,481,793
Total S-R and UL	19,758,495	8,276,702	11,481,793
Self Response (TEA 1)	18,592,143	8,276,702	10,315,441
Update Leave (TEA 6)	1,166,352	0	1,166,352
Total RA, UE, GQ, ETL	1,190,953	1,190,953	0
SCANNED	20,944,295	9,591,788	11,352,507
Total S-R and UL	19,752,956	8,400,450	11,352,506
Self Response (TEA 1)	18,586,610	8,386,773	10,199,837
Update Leave (TEA 6)	1,166,346	13,677	1,152,669
Total RA, UE, GQ, ETL	1,191,339	1,191,338	1
DATA DELIVERED	20,919,636	9,449,327	11,470,309
Total S-R and UL	19,730,780	8,260,471	11,470,309
Self Response (TEA 1)	18,564,569	8,260,471	10,304,098
Update Leave (TEA 6)	1,166,211	0	1,166,211
Total RA, UE, GQ, ETL	1,188,856	1,188,856	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	21,369,348	100.00%	78,910
<i>Total Resolved</i>	21,293,447	99.64%	84,222
Resolved in Automated	18,008,149	84.27%	72,145
Resolved in Clerical	3,285,298	15.37%	12,077
<i>Resolved in Manual</i>	1,848,890	8.65%	7,335
<i>Resolved in OBAV</i>	1,169,218	5.47%	1,454
<i>Referred to FV</i>	267,190	1.25%	3,288
<i>Remaining Clerical Work</i>	75,901	0.36%	-5,312
Manual Processing Backlog	75,901	0.36%	-5,312
OBAV Backlog	0	0.00%	0

Data updated by CDL on:
10/9/2020 4:56:04 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

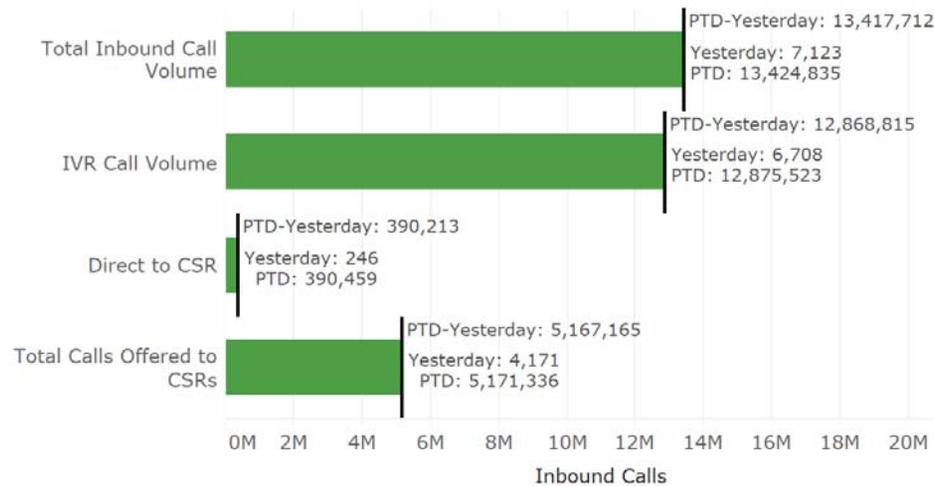
Total Inbound Call Volume % (PTD)



Key Performance Metrics (PTD)

	Planned	Actual
Total Inbound Call Volume	12,435,014	13,424,835
Deflection Rate	47.0%	61.3%
Service Level - 30 Seconds	80.0%	73.0%
AHT	9:04	9:24

Inbound Call Volume



Calls Offered to CSRs by Language

Language	10/8	PTD
English	3,803	4,607,795
English Puerto Rico	2	3,778
Spanish	309	374,665
Spanish Puerto Rico	9	52,424
Chinese Mandarin	6	13,759
Chinese Cantonese	5	11,433
Vietnamese	1	14,429
Korean	2	14,862
Russian	2	7,822
Arabic	1	4,619
Tagalog	1	2,906
Polish	2	2,710
French	0	1,337
Haitian Creole	5	3,231
Portuguese	2	2,230
Japanese	1	2,518
TTY	18	45,568
Group Quarters	2	5,250
Total	4,171	5,171,336