

Self-Response Operations Reporting

10/15/20



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Economics and Statistics Administration
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Self-Responses by Mode

10/15/20

<i>Sufficient Responses, All Modes</i>				
TEA	Yesterday	Today	Daily Response	
			Number	Distribution
Total	108,192,972	108,300,298	107,326	100.0
Internet	86,911,160	87,001,154	89,994	83.9
Paper	19,196,708	19,210,355	13,647	12.7
Phone	2,085,104	2,088,789	3,685	3.4
TEA 1	105,738,946	105,842,279	103,333	100.0
Internet	85,464,932	85,551,628	86,696	83.9
Paper	18,259,036	18,272,306	13,270	12.8
Phone	2,014,978	2,018,345	3,367	3.3
TEA 6 Stateside	1,762,940	1,764,595	1,655	100.0
Internet	1,042,706	1,044,064	1,358	82.1
Paper	675,368	675,600	232	14.0
Phone	44,866	44,931	65	3.9
TEA 6 PR	691,086	693,424	2,338	100.0
Internet	403,522	405,462	1,940	83.0
Paper	262,304	262,449	145	6.2
Phone	25,260	25,513	253	10.8

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	20,987,761	9,482,767	11,504,994
Total S-R and UL	19,795,639	8,290,645	11,504,994
Self Response (TEA 1)	18,627,855	8,290,645	10,337,210
Update Leave (TEA 6)	1,167,784	0	1,167,784
Total RA, UE, GQ, ETL	1,192,122	1,192,122	0
SCANNED	20,990,866	9,616,586	11,374,280
Total S-R and UL	19,797,653	8,423,374	11,374,279
Self Response (TEA 1)	18,629,884	8,409,654	10,220,230
Update Leave (TEA 6)	1,167,769	13,720	1,154,049
Total RA, UE, GQ, ETL	1,193,213	1,193,212	1
DATA DELIVERED	20,966,756	9,467,690	11,499,066
Total S-R and UL	19,774,946	8,275,880	11,499,066
Self Response (TEA 1)	18,607,444	8,275,880	10,331,564
Update Leave (TEA 6)	1,167,502	0	1,167,502
Total RA, UE, GQ, ETL	1,191,810	1,191,810	0

Source: UTS 9753 and iCADE Special Tabulation



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Non-ID Processing Workload

	Number	Percent	Change
Total Non-ID Cases	21,669,391	100.00%	83,359
<i>Total Resolved</i>	21,620,476	99.77%	96,605
Resolved in Automated	18,284,829	84.38%	76,651
Resolved in Clerical	3,335,647	15.39%	19,954
<i>Resolved in Manual</i>	1,883,403	8.69%	15,878
<i>Resolved in OBAV</i>	1,172,979	5.41%	1,379
<i>Referred to FV</i>	279,265	1.29%	2,697
<i>Remaining Clerical Work</i>	48,915	0.23%	-13,246
Manual Processing Backlog	48,915	0.23%	-13,246
OBAV Backlog	0	0.00%	0

Data updated by CDL on:
10/15/2020 5:05:21 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	12,666,989	13,460,713
Deflection Rate	47.0%	61.2%
Service Level - 30 Seconds	80.0%	73.1%
AHT	9:04	9:24

Calls Offered to CSRs by Language

	10/14	PTD
English	6,669	4,626,508
English Puerto Rico	4	3,789
Spanish	971	376,396
Spanish Puerto Rico	9	52,462
Chinese Mandarin	9	13,795
Chinese Cantonese	13	11,459
Vietnamese	7	14,443
Korean	4	14,873
Russian	7	7,837
Arabic	2	4,626
Tagalog	6	2,914
Polish	5	2,718
French	1	1,341
Haitian Creole	8	3,245
Portuguese	3	2,239
Japanese	1	2,524
TTY	23	45,654
Group Quarters	6	5,268
Total	7,748	5,192,091

Inbound Call Volume

