

Malatsi Koketso Alex

[Koketsoalex6@gmail.com](mailto:Koketsoalex6@gmail.com)

## **Clipboard Health Quality Analyst Case Study**

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## **CASE 1: BRETT ACCOUNT DEACTIVATION ANALYSIS.**

A. **Subject:** Mail To E-Connect Management.

**Time And Date:** 3:18PM-17 December 2022.

**Issue:** Account Deactivation.

**Causes :** Accidentally cancelled morning appointment due to car problems which lead to the ESP to forget to cancel their shift in a timely manner.

### **Case 1:**

Date: Sat, Dec 17, 2022, at 3:18 PM

From: Brett (Arizona)

To: E-Connect

Subject: Deactivation

*Dear Management,*

*I am reaching out for hopes to help reactivate my account. I am devastated over being deactivated. E-Connect has helped provide me with extra income for my family. This morning, I had accidentally canceled my appointment this morning not aware of the impact on my account. I was frustrated, I had unexpected car problems & completely forgot to cancel the shift in a timely manner. I was hoping to find alternative transportation for my 6 AM appointment. I understand the the impact of late cancellations for customers and won't do it again. Please consider reactivating my account.*

*Thank you*

B. **Subject:** Brett Support Interactions.

**Time And Date:** 17 December 2022-Multiple Timestamps.

**Issues:** Account Deactivation.

**Causes:** Intentionally or/and accidentally cancelling an appointment.

December 17 2022- 06:39am

**Brett via messaging**

**“My phone died and wasn’t able to notify being late to work. I immediately cancelled my appointment that left me to be deactivated”.**

Brett via messaging

Dec 17 06:39 am

My phone had died and wasn’t able to notify being late to work. I immediately canceled me appointment that left me to be deactivated

**Brett via messaging**

**17 December 2022 – 06:42am**

**“Thank you I don’t agree with attendance policy”**

Brett via messaging

Dec 17 06:42 am

Thank you. I don’t agree with attendance policy

**Joy Gullaba via message**

**17 December 2022– 06:44am**

**“Did you already fill out the dispute form”**

**Brett via messaging**

**17 December 2022 – 06:45am**

**“No I didn’t I’m not sure how to go about it”**

Dec 17 06:44 am

You di you already filled out a dispute form?

Brett via messaging

Dec 17 06:45 am

No I did not. I’m not sure how to go about it

Brett via messaging

17 December 2022 – 06:48am

“Yes I accidentally cancelled my appointment”.

Brett via messaging

Dec 17 06:48 am

Yes I accidentally canceled the appointment

### C. Subject: Brett Attendance Datasheet Displaying “USER\_CANCEL” Dates And 17 December 2022 Actions.

Query 1 **brett** x

Limit to 1000 rows

```

1 SELECT * FROM world.brett
2 WHERE ACTION = 'USER_CANCEL'
3 union
4 SELECT * FROM world.brett
5 WHERE Created_At LIKE '____-__-17%';

```

Created_At	App_ID	App_Start_Logs	Action	User_Type	Lead_Time	Is_Excused	Performed_By_Type
2022-10-09 17:06:45	633c449183959601b4fd4d9a	2022-10-09 21:00:00	USER_CANCEL	Locksmith	3.887778	FALSE	AGENT
2022-11-13 11:35:40	6362ea350888f401b4dba2c3	2022-11-13 13:00:00	USER_CANCEL	Locksmith	1.405833		AGENT
2022-11-27 3:57:32	637fe7366609df01b468135b	2022-11-27 5:00:00	USER_CANCEL	Locksmith	1.041111		AGENT
2022-12-02 20:21:30	63893d894088d301b481e176	2022-12-03 5:00:00	USER_CANCEL	Locksmith	8.641944		AGENT
2022-12-12 20:09:40	638694695a079301b6f46781	2022-12-26 13:00:00	USER_CANCEL	Locksmith	328.839167		AGENT
2022-12-12 20:09:54	6386945b5a079301b6f466e0	2022-12-26 21:00:00	USER_CANCEL	Locksmith	336.835278		AGENT
2022-12-17 13:26:27	6386923d5a079301b6f3de60	2022-12-17 13:00:00	NO_CALL_NO_SHOW	Locksmith	-0.440556		AGENT
2022-12-17 13:26:32	639cdc4df0a5f801b7a521b8	2022-12-28 17:00:00	APP_UNASSIGN	Locksmith	267.557778		SYSTEM AUTOMATED
2022-12-17 13:26:33	638693e3427a7401b5dfbb47	2022-12-24 21:00:00	APP_UNASSIGN	Locksmith	175.557778		SYSTEM AUTOMATED
2022-12-17 13:26:35	63869360afb90e01b6bca3a2	2022-12-22 21:00:00	APP_UNASSIGN	Locksmith	127.557222		SYSTEM AUTOMATED
2022-12-17 13:26:35	6386943c427a7401b5dfc454	2022-12-25 21:00:00	APP_UNASSIGN	Locksmith	199.556944		SYSTEM AUTOMATED
2022-12-17 13:26:37	638694e55a079301b6f4786a	2022-12-30 21:00:00	APP_UNASSIGN	Locksmith	319.556667		SYSTEM AUTOMATED
2022-12-17 13:26:37	638693b3afb90e01b6bcb7cc	2022-12-24 13:00:00	APP_UNASSIGN	Locksmith	167.556389		SYSTEM AUTOMATED
2022-12-17 13:26:37	639bb9e675483001b4ddb817	2023-01-01 13:00:00	APP_UNASSIGN	Locksmith	359.556389		SYSTEM AUTOMATED
2022-12-17 13:26:38	639bba0675483001b4ddb856	2023-01-01 21:00:00	APP_UNASSIGN	Locksmith	367.556389		SYSTEM AUTOMATED
2022-12-17 13:26:40	639bc45897479001b567eeda	2023-01-16 21:00:00	APP_UNASSIGN	Locksmith	727.555833		SYSTEM AUTOMATED
2022-12-17 13:26:40	639bc46302b86401b4779973	2023-01-16 13:00:00	APP_UNASSIGN	Locksmith	719.555833		SYSTEM AUTOMATED
2022-12-17 13:26:40	639bc1fc02b86401b476ec30	2023-01-23 21:00:00	APP_UNASSIGN	Locksmith	895.555556		SYSTEM AUTOMATED
2022-12-17 13:26:42	638691cc5a079301b6f3d82e	2022-12-17 21:00:00	APP_UNASSIGN	Locksmith	7.555278		SYSTEM AUTOMATED
2022-12-17 13:26:42	639bbdf397479001b566b51f	2023-01-29 13:00:00	APP_UNASSIGN	Locksmith	1031.555		SYSTEM AUTOMATED
2022-12-17 13:26:43	639bc20502b86401b476ec7b	2023-01-23 13:00:00	APP_UNASSIGN	Locksmith	887.554722		SYSTEM AUTOMATED
2022-12-17 13:26:44	63869450427a7401b5dfc50e	2022-12-27 5:00:00	APP_UNASSIGN	Locksmith	231.554444		SYSTEM AUTOMATED
2022-12-17 13:26:44	6398c7a952c9f801b77df8b0	2022-12-21 13:00:00	APP_UNASSIGN	Locksmith	95.554444		SYSTEM AUTOMATED

## Findings And Insights On Brett's Account.

### A. Support Interactions And Management Email:

1. On the support interaction, December 17 2022 at 06:39 Brett stated that his phone died and he couldn't notify for being late to work so

he **"IMMEDIATELY"** cancelled for the shift.

- My question is, how did he cancel for the shift after his phone had died.

On December 17 2022 at 06:48 he further stated that he accidentally cancelled for the appointment.

On the mail to the E-Connect Management at 3:18 pm 17 December 2022 he states that he accidentally cancelled due to car problem.

- My question is, did he accidentally cancel due to car problems or intentionally cancelled immediately due to being late after his phone died?, and how because his phone would have been dead?.

2. On the support interaction on 17 December 2022 – 06:42am. Brett seem to be aware of the organizations policies and regulations as he states  
"Thank you, I don't agree with attendant policy".

On the Support Interaction, one of our agents Joy Gullaba at 06:44am on 17 December 2022 asked "Did you already fill out a dispute form?".

At 06:45am on 17 December 2022 Brett replied stating: "No I did not, I'm not sure how to go about it"

\_My question is how is Brett not aware of how to go about doing a form dispute, which is part of the organizations policies and regulations, but he is aware of the attendance policy?.

3. Brett Attendant Register.

Concerning Brett's case on the 6<sup>th</sup> of December 2022 appointment cancellation , Brett's appointment register displays that no

appointment was present on 17 December 2022, but a NO\_CALL\_NO\_SHOW is visible at 13:26:27 on this date.

Brett had 6 cancellations before the 17<sup>th</sup> of December 2022. 1 cancellation on the 9<sup>th</sup> of October 2022(3 hours before start time), 1 cancellation on the 13<sup>th</sup> of November 2022(1 hour before start time), 1 cancellation on the 27<sup>th</sup> of November 2022(1 hour before start time), 1 cancellation on the 2<sup>nd</sup> of December 2022(8 hours before start time), 2 cancellations on the 12<sup>th</sup> of December 2023(300 hours before start time)

### **ANSWERING QUESTIONS FOR BRETT's DATA**

1. Based on the data provided, would I upload the deactivation or reactivate the ESPs-Emergency Service Providers account?

Answer: I would deactivate Brett, our Emergency Service Providers Account.

2. In detail explain your reasoning:
  - a. **Sense of inauthenticity when communicating Support team:** Brett explains his reason on the support interaction for deactivation of account, as inability to report for being late due to phone dying, but then he was able to intentionally immediately cancel his shift.
  - b. **Sense of inauthenticity when communicating with the E-connect Management :** Brett explains his reason for being late to the E- Connect Manager as he "accidentally" cancelled due to car problems.
  - c. **Failure to adhere to rules and regulations:** On the support interaction, Brett told our agent that he doesn't agree with the attendant policy, meaning he is well aware of the rules and regulations of the organization. Thus, after the agent asked if he filed a dispute, he replied with a NO, which in return if he had given the supporting documents for his dispute, reconsideration would have been an option.

d. **Attendance Penalties:** According to Brett's attendant data sheet, he was penalized 3 times for cancelling an appointment within 8 hours, within 3 months, before he was penalized for the 4<sup>th</sup> time for a NO\_CALL\_NO\_SHOW.

- Penalty 1 : 9<sup>th</sup> October 2022(Lead Time : 3.88).
- Penalty 2 : 13<sup>th</sup> November 2022(Lead Time: 1.40).
- Penalty 3 : 27<sup>th</sup> November 2022(Lead Time: 1.04).
- Penalty 4 : 17<sup>th</sup> December 2022(Lead Time: -0.44). NO\_CALL\_NO\_SHOW.

3. Email response to Brett explaining my decision and reasoning.

Date : Sun, 18 Nov,2022, at 08:00am

From: Terms Team- Koketso Alex.

To: Brett(Arizona)

Subject: Account re-activation rejected.

Dear Brett thank you for reaching out to our E-Connect Management and support team for the reactivation of your account on the E-Connect platform.

Your query was received and your account was reviewed, we are well aware that the platform has helped you provide for your family. Unfortunately, we will not be reactivating your account for inauthenticity, reason of the cancellation of your last shift. Whether it was intentional/accidental due to car problems or phone dying.

Failure to adhere to rules and regulations by not lodging a dispute with supporting documents for your shift cancellation, and being penalized 3 times in 2 months, and a 4<sup>th</sup> final penalty for a NO\_CALL\_NO\_SHOW within this period.

Warm Regards  
Terms Team

## **Case 2: Ron McClain Account Deactivation Analysis**

- A. Subject :** Ron McClain's support interaction.  
**Time And Date :** Jan 06 2023 – 04:16 PM  
**Issue:** Dispute Rejection.  
**Cause:** Ron McClain family matters which led to account deactivation.

**Ron McClain**

Jan 06 04:16 pm

I just lost my father from Covid today and I was needing to file a dispute

**Justine A**

Dear Ron,

We are sorry to hear about the passing of your father. Our sincere condolences are with you and your family during this trying time. Please accept our deepest sympathy.

We certainly understand that unexpected events happen as difficult as they may be. Unfortunately, your absence does still affect customers that require emergency services. We're afraid we can't accept your dispute regarding the Appointment Cancellation on 2023-01-06.

Please don't hesitate to reach out if you have any further questions or concerns.

Regards,  
E-Connect - Terms Team

- B. Subject:** Ron McClain overall shift cancellation datasheet with and without disputes.



ver Tools Scripting Help

Query 1 brett ron

```

1 SELECT *
2 FROM world.ron
3 where Action = 'USER_CANCEL';
4
5 SELECT *

```

Limit to 1000 rows

Result Grid

App_Start_ogs	App_ID	Action	Worker_Type	Lead_Time	Reason_Description	Reason_Type
2022-05-15 3:00:00	625b0095100c1301ab52ff89	USER_CANCEL	Electrician	8.001944	my son is having an asthma attack, having to ta...	SICK_OTHER_ILLNESS
2022-05-22 3:00:00	625b1963d5ae340a1a218b22	USER_CANCEL	Electrician	3.858889	Iâ€™ve been canceled everyday so to be on th...	CUSTOMER_CANCELLED_APPS
2022-05-27 3:00:00	625b1a4dbb780d01a800a39a	USER_CANCEL	Electrician	93.486389		NONE
2022-05-29 3:00:00	625b1a96d5ae340a1a2197a5	USER_CANCEL	Electrician	23.739722	wonâ€™t have a sitter	NONE
2022-06-16 3:00:00	62961072c8b3ee01c158c96c	USER_CANCEL	Electrician	58.681389	getting two teeth pulled on this day	NONE
2022-06-26 11:00:00	6296243c364c5601c11f3418	USER_CANCEL	Electrician	15.4775	my kids have tested positive for Covid	NONE
2022-06-28 11:00:00	6296251f364c5601c11f5b73	USER_CANCEL	Electrician	108.794167	I have a sleep study the night before so I woul...	NONE
2022-07-03 3:00:00	62a68639791a1838b4110c45	USER_CANCEL	Electrician	119.798611	booked wrong CUSTOMER	NONE
2022-07-15 11:00:00	62ba3eb705157c01c1997b16	USER_CANCEL	Electrician	6.127222	food poisoning	SICK_OTHER_ILLNESS
2022-07-23 11:00:00	62ba3f9d42a40f01bd83c376	USER_CANCEL	Electrician	50.285833	double booked a app	NONE
2022-07-31 11:00:00	62ba410cf8d4001bd1ae9a1	USER_CANCEL	Electrician	17.723056	I wonâ€™t have a ride due to my car having to ...	NO_CAR_FOR_APP
2022-08-07 3:00:00	62e4585e8c85a601b82b71b4	USER_CANCEL	Electrician	5.414167	not feeling well	SICK_OTHER_ILLNESS
2022-08-12 3:00:00	62e459198c85a601b82b8fac	USER_CANCEL	Electrician	6.407222	canceled my apps this week so I picked up some...	CUSTOMER_CANCELLED_APPS
2022-08-21 3:00:00	62e45a4daad8f401b83e8e4b	USER_CANCEL	Electrician	23.583333	Covid in the building	CUSTOMER_COVID+_STATUS
2022-09-12 3:00:00	63175d49cf58c201b5939ddb	USER_CANCEL	Electrician	9.063889	grandfather just passed	NONE
2022-09-23 3:00:00	63222f001e9ac701b7c4fc5a	USER_CANCEL	Electrician	6.740556	I have a sore throat and a temp of 101.2	SICK_OTHER_ILLNESS
2022-09-24 3:00:00	62f05750b4fc8701b7fd4ef	USER_CANCEL	Electrician	206.831944	my daughter has a competition that was just po...	NONE
2022-10-07 3:00:00	632663b77a38f201b512a9cb	USER_CANCEL	Electrician	25.638333	car broke down on the expressway	TRANSPORTATION
2022-11-02 2:30:00	634fddcea0b5d01b4d0f72b	USER_CANCEL	Electrician	5.737222	Covid like symptoms and	SICK_OTHER_ILLNESS
2022-11-11 3:00:00	6352c7252ec97901b57c6f66	USER_CANCEL	Electrician	242.970833	daughter is having surgery	NONE
2022-11-13 19:30:00	636efaa6a7f0301b6d76681	USER_CANCEL	Electrician	14.418333		NONE
2022-11-24 3:00:00	635745247abeab01b655d290	USER_CANCEL	Electrician	273.988611		NONE
2022-11-29 3:00:00	63574594e7f0ac01b4de0b10	USER_CANCEL	Electrician	194.022222		NONE
2022-11-30 3:00:00	635745b47abeab01b655e148	USER_CANCEL	Electrician	94.906111		NONE
2022-12-01 3:00:00	635745d2ee9a7c01b57d0c04	USER_CANCEL	Electrician	38.772778		NONE

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er Tools Scripting Help

Query 1 brett ron

```

1 SELECT *
2 FROM world.ron
3 where Action = 'USER_CANCEL';
4
5 SELECT *

```

Limit to 1000 rows

Result Grid

App_Start_ogs	App_ID	Action	Worker_Type	Lead_Time	Reason_Description	Reason_Type
2022-06-26 11:00:00	6296243c364c5601c11f3418	USER_CANCEL	Electrician	15.4775	my kids have tested positive for Covid	NONE
2022-06-28 11:00:00	6296251f364c5601c11f5b73	USER_CANCEL	Electrician	108.794167	I have a sleep study the night before so I woul...	NONE
2022-07-03 3:00:00	62a68639791a1838b4110c45	USER_CANCEL	Electrician	119.798611	booked wrong CUSTOMER	NONE
2022-07-15 11:00:00	62ba3eb705157c01c1997b16	USER_CANCEL	Electrician	6.127222	food poisoning	SICK_OTHER_ILLNESS
2022-07-23 11:00:00	62ba3f9d42a40f01bd83c376	USER_CANCEL	Electrician	50.285833	double booked a app	NONE
2022-07-31 11:00:00	62ba410cf8d4001bd1ae9a1	USER_CANCEL	Electrician	17.723056	I wonâ€™t have a ride due to my car having to ...	NO_CAR_FOR_APP
2022-08-07 3:00:00	62e4585e8c85a601b82b71b4	USER_CANCEL	Electrician	5.414167	not feeling well	SICK_OTHER_ILLNESS
2022-08-12 3:00:00	62e459198c85a601b82b8fac	USER_CANCEL	Electrician	6.407222	canceled my apps this week so I picked up some...	CUSTOMER_CANCELLED_APPS
2022-08-21 3:00:00	62e45a4daad8f401b83e8e4b	USER_CANCEL	Electrician	23.583333	Covid in the building	CUSTOMER_COVID+_STATUS
2022-09-12 3:00:00	63175d49cf58c201b5939ddb	USER_CANCEL	Electrician	9.063889	grandfather just passed	NONE
2022-09-23 3:00:00	63222f001e9ac701b7c4fc5a	USER_CANCEL	Electrician	6.740556	I have a sore throat and a temp of 101.2	SICK_OTHER_ILLNESS
2022-09-24 3:00:00	62f05750b4fc8701b7fd4ef	USER_CANCEL	Electrician	206.831944	my daughter has a competition that was just po...	NONE
2022-10-07 3:00:00	632663b77a38f201b512a9cb	USER_CANCEL	Electrician	25.638333	car broke down on the expressway	TRANSPORTATION
2022-11-02 2:30:00	634fddcea0b5d01b4d0f72b	USER_CANCEL	Electrician	5.737222	Covid like symptoms and	SICK_OTHER_ILLNESS
2022-11-11 3:00:00	6352c7252ec97901b57c6f66	USER_CANCEL	Electrician	242.970833	daughter is having surgery	NONE
2022-11-13 19:30:00	636efaa6a7f0301b6d76681	USER_CANCEL	Electrician	14.418333		NONE
2022-11-24 3:00:00	635745247abeab01b655d290	USER_CANCEL	Electrician	273.988611		NONE
2022-11-29 3:00:00	63574594e7f0ac01b4de0b10	USER_CANCEL	Electrician	194.022222		NONE
2022-11-30 3:00:00	635745b47abeab01b655e148	USER_CANCEL	Electrician	94.906111		NONE
2022-12-01 3:00:00	635745d2ee9a7c01b57d0c04	USER_CANCEL	Electrician	38.772778		NONE
2022-12-06 3:00:00	635d73748d58bd01b4b2dcc5	USER_CANCEL	Electrician	158.770833		NONE
2022-12-22 3:00:00	635d7471b45b3601b5f636c6	USER_CANCEL	Electrician	2.858056		NONE
2022-12-26 23:00:00	639b5b0902b86401b46618a5	USER_CANCEL	Electrician	186.283611		NONE
2022-12-31 3:00:00	635d6d7db45b3601b5f5d78e	USER_CANCEL	Electrician	93.6825		NONE

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## C. Subject :Ron McClain shift cancellation without disputes

Query 1: ron

```

1 SELECT *
2 FROM world.ron
3 where Action = 'USER_CANCEL';
4
5 SELECT *
6 FROM world.ron
7 where Action = 'USER_CANCEL' AND Reason_Type='NONE' ;
8
9 SELECT *
10 FROM world.ron

```

Result Grid

App_Start_ogs	App_ID	Action	Worker_Type	Lead_Time	Reason_Description	Reason_Type
2022-05-27 3:00:00	625b1a4dbb780d01a800a39a	USER_CANCEL	Electrician	93.486389		NONE
2022-05-29 3:00:00	625b1a96d5ae3401aa2197a5	USER_CANCEL	Electrician	23.739722	won't have a sitter	NONE
2022-06-16 3:00:00	62961072c8b3ee01c158c96c	USER_CANCEL	Electrician	58.681389	getting two teeth pulled on this day	NONE
2022-06-26 11:00:00	6296243c364c5601c11f3418	USER_CANCEL	Electrician	15.4775	my kids have tested positive for Covid	NONE
2022-06-28 11:00:00	6296251f364c5601c11f5b73	USER_CANCEL	Electrician	108.794167	I have a sleep study the night before so I would...	NONE
2022-07-03 3:00:00	62a68639791a1838b4110c45	USER_CANCEL	Electrician	119.798611	booked wrong CUSTOMER	NONE
2022-07-23 11:00:00	62ba3fd942a40f01bd83c376	USER_CANCEL	Electrician	50.285833	double booked a app	NONE
2022-09-12 3:00:00	63175d49cf58c201b5939ddb	USER_CANCEL	Electrician	9.063889	grandfather just passed	NONE
2022-09-24 3:00:00	62f05750b4fc8701b7fdd4ef	USER_CANCEL	Electrician	206.831944	my daughter has a competition that was just po...	NONE
2022-11-11 3:30:00	6352c7252ec97901b57c6f66	USER_CANCEL	Electrician	242.970833	daughter is having surgery	NONE
2022-11-13 19:30:00	636efaa6a7f0301b6d76681	USER_CANCEL	Electrician	14.418333		NONE
2022-11-24 3:30:00	635745247abeab01b655d290	USER_CANCEL	Electrician	273.988611		NONE
2022-11-29 3:30:00	63574594e7f0ac01b4de0b10	USER_CANCEL	Electrician	194.022222		NONE
2022-11-30 3:30:00	635745b47abeab01b655e148	USER_CANCEL	Electrician	94.906111		NONE
2022-12-01 3:30:00	635745d2ee9a7c01b57d0c04	USER_CANCEL	Electrician	38.772778		NONE
2022-12-06 3:30:00	635d73748d58bd01b4b2dcc5	USER_CANCEL	Electrician	158.770833		NONE
2022-12-22 3:30:00	635d7471b45b3601b5f636c6	USER_CANCEL	Electrician	2.858056		NONE
2022-12-26 23:00:00	639b5b0902b86401b46618a5	USER_CANCEL	Electrician	186.283611		NONE
2022-12-31 3:30:00	635d6d7cb45b3601b5f5d78e	USER_CANCEL	Electrician	93.6825		NONE

ron 145 x

## D. Subject: Ron McClain's Attendance datasheet for January 2023.

Query 1: ron

```

1 SELECT *
2 FROM world.ron
3 where Action = 'USER_CANCEL';
4
5 SELECT *
6 FROM world.ron
7 where Action = 'USER_CANCEL' AND Reason_Type='NONE' ;
8
9 SELECT *
10 FROM world.ron

```

Result Grid

App_Start_ogs	App_ID	Action	Worker_Type	Lead_Time	Reason_Description	Reason_Type
2023-01-04 3:30:00	639fc64b6e996b01b37b216d	APP_CLAIM	Electrician	159.241389		
2023-01-04 3:30:00	639fc64b6e996b01b37b216d	APP_VERIFY	Electrician	-8.595278		
2023-01-05 3:30:00	63aa301c8261fc01b346984a	APP_CLAIM	Electrician	208.124722		
2023-01-05 3:30:00	63aa301c8261fc01b346984a	CUST_CANCEL_FILLED	Electrician	28.601944		STAFFED_IN_HOUSE
2023-01-06 3:30:00	63b4ab61bdc53901b48ec206	APP_CLAIM	Electrician	37.328056		
2023-01-06 3:30:00	63b4ab61bdc53901b48ec206	APP_VERIFY	Electrician	-8.265556		

## **Insight And Findings On Ron McClain's Account.**

1. Concerning Ron McClain's support interaction we owe him an apology for rejecting his dispute for his shift cancellation due to the fact that his attendance datasheet tells another story about why his dispute should be considered in order to reactivate his account.
2. Ron McClain's attendance register with overall shift cancellation with and without disputes.
  - May 22, 2022**, Ron's emergency customer cancelled on him 3 hours before his shift.
  - **July 15, 2022**. Ron cancelled 6 hours before his shift due to food poisoning, and his dispute was accepted.
  - August 07,2022**. Ron cancelled his shift 5 hours before shift starting time due to a medical condition, and his dispute was accepted.
  - August 12, 2022**. Ron's shift was cancelled 5 hours before shift starting time by his emergency customer.
  - November 2<sup>nd</sup>, 2022**. Ron cancelled his shift 5 hours before shift starting time due to a medical condition and his dispute was accepted.
  - December 22,2022**. Ron cancelled his shift 2 hours before his shift starting time without any dispute, which is the only penalty displayed on his datasheet.

All other cancellations were made in adherence to the shift cancellation rules and regulations. Which state that: "Shift cancellation within 5 minutes of accidentally booking a shift is allowed and, cancelling a shift 8 hours before starting the shift is allowed".

3. Ron McClain's attendance datasheet for the month of : May, June, July, August, September, November And December of 2022, where Ron McClain had cancelled shift.

- In the above mentioned months, Ron had cancelled shifts, during all these months besides December. He was able to cancel shifts in adherence to the rules and regulations of shift cancellation : "Cancelling 5 minutes before, after accidentally booking a shift and 8 hours before a shift start time".
- During these months Ron had only one penalization on the month of December 22, 2022 for cancelling a shift 3 hours before the start of a shift without any dispute.

4. Ron McClain's attendance datasheet for the month of January 2023.

-The observable datasheet for this month displays that Ron didn't have any shift

cancellation nor NO\_CALL\_NO\_SHOW action, thus no account penalties.

**Answering Ron McClain's Questions Based on Data.**

1. Based on all the data provided, would you uphold the deactivation or reactivate the ESPs account?
  - Based on the data provided I would most certainly reactivate the ESPs account
2. Detail explanation and reasoning.
  - I would certainly activate Ron McClain's account due to the fact that, his cancellations follows disputes rules and regulations for starters. Secondly, his cancellations adhere to the rules and regulation of cancelling a shift 5 minutes before, after accidentally booking a shift, and cancelling a shift 8 hours before the shift's start time. Lastly is because he has only been penalized once in the month of December out of all the 7-8 months, and there's no sign of misconduct in the year of January 2023.
3. Email response to Brett explaining my decision and reasoning.

Date: January 7<sup>th</sup> 2024.

From: Terms Team-Koketso alex.

To: Tom McClain

**Subject: Acceptance Of Account Activation.**

**Dear Ron McClain, thank you for reaching out to the E-Connect support team for the reactivation account, and yet we are still sending you our sincere condolences for the passing of your father.**

**You query was received and your account was reviewed, we would like to apologize on behalf of our support team agent, for rejecting to file your dispute and reactivate your account as your account data was misinterpreted.**

**Your account will be reactivated after discovering your adherence to providing supporting shift cancellation disputes regulations, shift cancellation period rules and regulation and only being penalized once, and not encountering any misconduct in the month of January 2023. We hope this mail will release some tension with the current situation you are in with your family.**

**Warm Regards**

**Terms Team – Koketso Alex**