CALL ORDER RANKING

HELIOS
Make. Every Sale. Impactful.

		A COMPANY CALL ORDER #1	**B** COMPANY CALL ORDER #50	**C** COMPANY CALL ORDER #200	**D** COMPANY CALL ORDER #N/A
BUSINESS RULES	TASK COMPLETED LIVE CONTACT	N/A	N/A	N/A	Made Live Contact last 30 days
	LEFT MESSAGE/EMAIL WITH CUSTOMER	N/A	N/A	N/A	Left 2+ VMs/Emails in span of 21 days
DATA SCIENCE	SEVERITY	High 0.8	Med 0.6	Low 0.1	N/A
	RESPONSIVENESS	High 0.7	Low 0.2	Med 0.5	N/A
	LATENCY	Med 0.5	High 0.8	Low 0.3	N/A
	POTENTIAL CALL VALUE	Low $100	Med $200	High $300	N/A
	ACCOUNT SCORE	#1 28	#50 19	#200 5	N/A

Call Order Logic = Business Rules + Data Science

Business Rules: used to determine recent contact with an Account and if applicable will negate Call Order Ranking

Data Science: calculates account attributes such as Severity, Responsiveness, Latency and Potential Call Value

Account Score = Severity * Responsiveness * Latency * Potential Call Value

Call Order Ranking: accounts are ranked based off highest to lowest Account Scores