

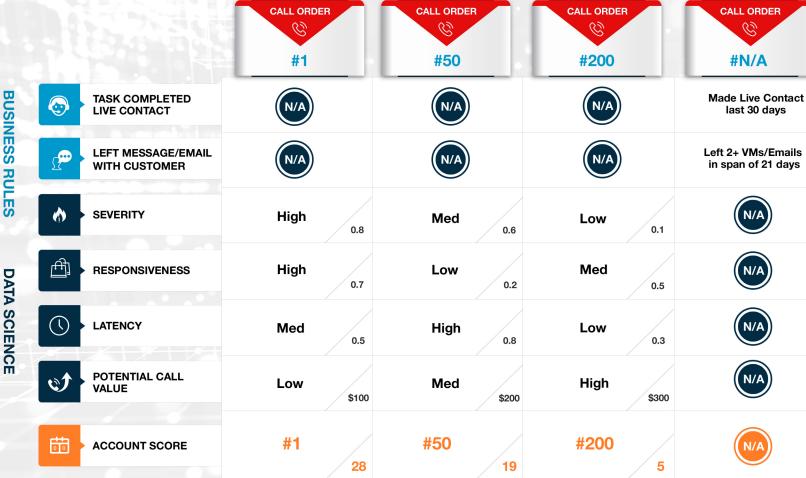
CALL ORDER RANKING

C

D COMPANY

B

COMPANY





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

BUSINESS RULES