Part 1:

We have an Operations team with KYC analysts that perform reviews for KYC requests that the AI/ML models are unable to make an automated decision on (either due to confidence level or regulations). It is vital that the KYC analysts handle these cases quickly (so we can provide a user friendly experience to our legitimate customers) & correctly (so we do not let in fraudulent customers)

One of the KPIs for the Operations team is AHT (Average Handling Time) which is defined as the time (in seconds) between when the KYC analyst starts working on the case and finishes processing it.

Notes on the data (kyc_analyst_events_data.csv) provided:

- **45 days of dummy events data relating to the KYC analysts**
- **No data cleaning/validation has been done**

Your task

- **Load the data into any popular SQL database of your choice**
- **Do basic data validation & exclude erroneous records (if any)**
- **Calculate the AHT for Dec'23 & Jan'24 for the Client Operations team**

Month	AHT (seconds)
Jan-2024	x
Feb-2024	y

- **Calculate the AHT per KYC analyst**

Analyst	AHT (seconds)
aaa	x
...	y
ggg	z

Kindly document your solution.

Part 2:

Open an account (or stop at the last step) with N (Android & iOS) - one of our business partners which has our full onboarding flow integrated.

- Focus only on the steps after you have verified your e-mail address
- As you go through the flow, come up with 3 hypotheses/ideas on how we can improve the conversion rate % of legitimate customers (least friction)

• These hypotheses/ideas should not impact our ability to capture fraudulent customers • Clearly define what metrics need to be tracked to test your hypotheses/ideas

Expectation is that you're spending ~4 hours on this case study and deadline is x + 10 calendar days.

Good luck and have fun! ��