**Deterministic QnA:**

1. What is my Sales and Profit of Texas
2. Who are my Top 10 Customers
3. What is my YoY Sales trend
4. Which is my highest grossing Segment
5. Which is my highest grossing Category
6. Which customer segments have the highest returns and identify states which contributes to this. Provide top 3.
7. Who is the best CSM of the year 2022? He should have the least returns and most sales.

**Deterministic QnA which needs some intelligence:**

1. Customer from California by the name “Lycoris Saunders” is dissatisfied with customer service and has requested for the escalation chain of command. Provide the same based on the org hierarchy.
2. Which Line of Business is most profitable for me by all the years? Give me the names of their managers too.
3. Compare gross sales and net sales by States and show me top 10 for each along with their managers.
4. Which are the top 10 products that yield me the highest profit ratio by quarters and which sub-categories they belong to.
5. Which states have most coverage of sales? This should be driven by the most number of unique postal codes that I cover across states.

**Insights Generation:**

1. Where do I have the most returns and what are the possible drivers?
2. Given all my historical order information give me the top 10 trends/insights and how you arrived at it.
3. Suggest me potential postal codes where I should expand my reach to given all my historical sales information and using customer returns and proximity as the key driver, and tell me why.
4. By looking at product names help me create a manufacturer column and suggest the best method to do it.
5. How do ship modes impact my profit and discount and which ship modes should I use to maximize my net sales.

**RPA / Tool Integration:**

1. Rebecca Hall received escalation from few customers but doesn’t know which ones. Help her find the most potential state managers, using most returns as a possible identifier. Then send an email to potential state managers copying their respective customer success managers asking about feedback from customers in their respective areas and if they received any escalations.
2. Himadri Sarkar wants to find out how her segment is performing compared to Home Office in terms of net sales over the past two years, and wants to discuss strategies with the Segment manager. Send a text on her behalf mentioning the same.
3. Help Kunal Khandelwal setup a meeting with his Reginal manager regarding Customer Satisfaction related concerns in apple calendar.
4. Behave like a customer service returns specialist. Assist customers who want to return their orders. Orders should be owned by customers returning them and should not have been previously returned. If there’s a new valid return then add it to the returns table.