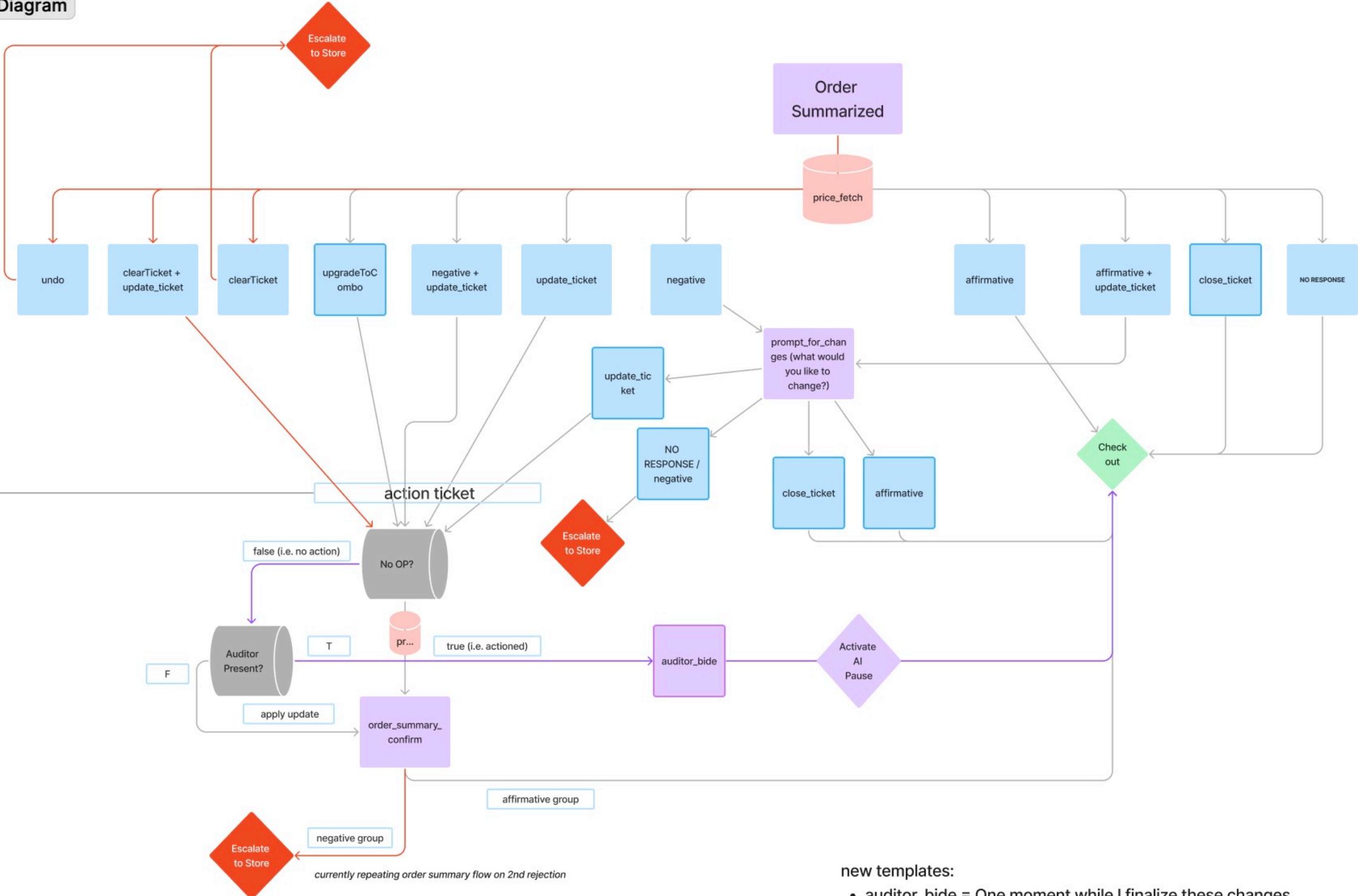


## Events

### Identifiers

- honoring\_impactful\_update =
- honoring\_confirmation\_update =
- noop\_update\_accepts\_summary = reiteration accepted
- confirmation\_rejected = negative at summary
- implied\_modification
- implied\_quantity\_modification

### Diagram



new templates:

- auditor\_bide = One moment while I finalize these changes.
- ask\_order\_issue = What would you like to change?

# Background Price Fetch with Adjustment Handling

Attach  Create subtask  Link issue   Add Checklist

[Context](#) QA Testing Store/Brand Info

## Description

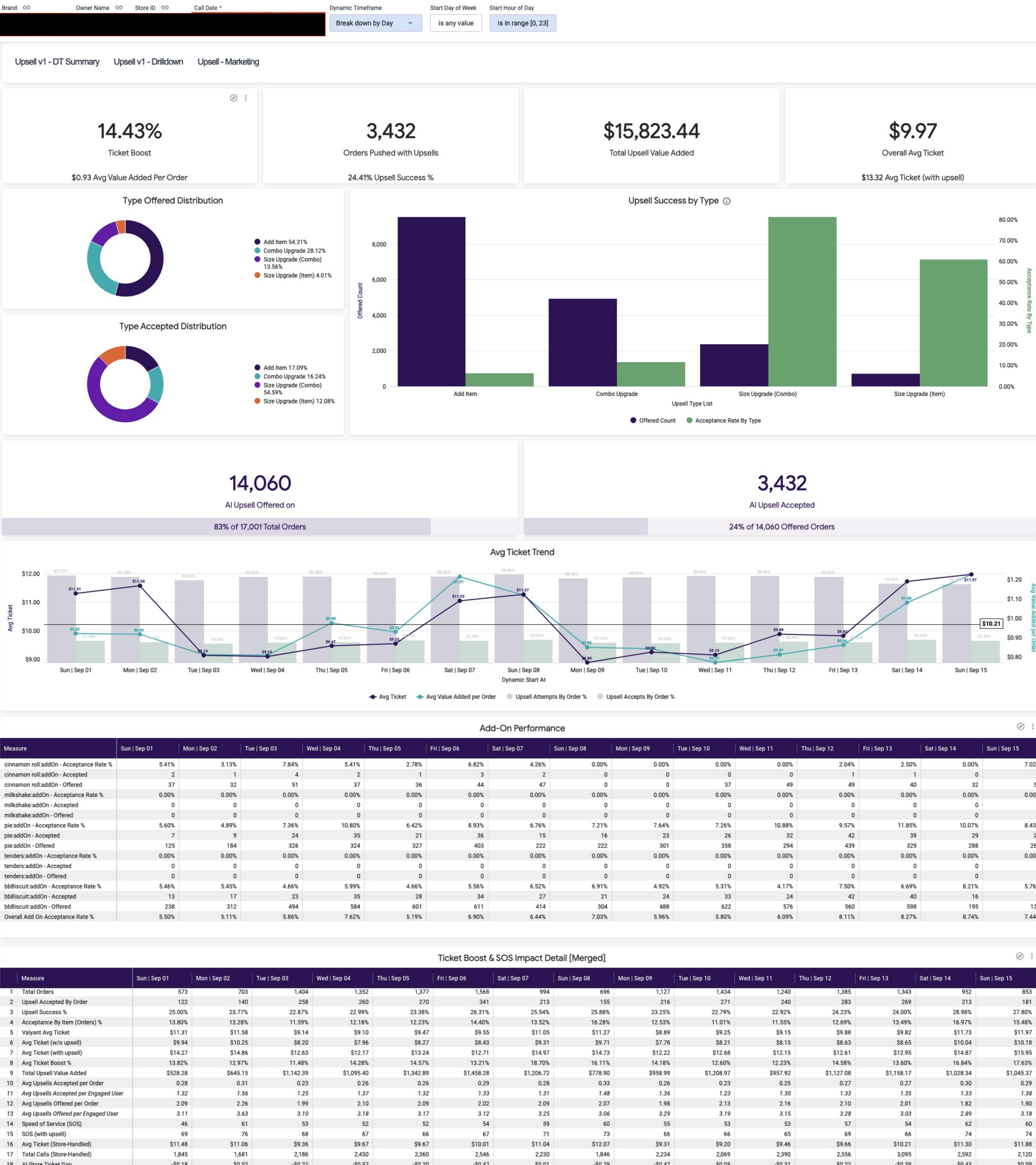
### Context

Price fetch operations contribute to delays associated with order push requests and are a source of perceived latency from the view of the guest and increased SOS from the view of the staff. Currently, the system runs the price fetch operation when the push request is made. In the future, we will want to fetch the price in the background and store it as soon as `close_ticket` intent is received and the summary is generated.

 DT Flow - Post-Summary

## Reqs

- Trigger price fetch as soon as an order summary is generated
  - Store fetch priced locally until needed
- When adjustments are honored by AI post-summary, re-fetch the price and store it
- If the auditor makes further adjustments rather than confirming the AI-honored updates, then, upon order submission, skip the re-price fetch operation and issue an alternative instantaneous response w/o the inclusion of price, e.g., Thank you! Please pull forward for your total.
- Graceful Failure Rules:
  - Exclude priced order timing response from the push response timeout calculation @Michael Moore we will need this change from you when we get around to this
  - Implement an 11-second timeout for this background price fetch operation
    - Log/surface this error as was done [here](#) but do not transfer.
    - Store failed price fetch in memory and allow flow to continue as though price fetch had succeeded
    - On very next pos operation which will either be: a) a re-fetching of price after an adjustment is made or b) a submit order request, act on the failed price fetch and auto-transfer with [POS Error transfer message](#): Hmm, there's an issue sending it through. Please wait while I get a team member.
- If the price fetch operation stalls and the duration exceeds 11 seconds, a push error is all but inevitable



| Brand *                          | Owner Name                 | Store ID                 | Call Date *                      | Dynamic Timeframe | Start Day of Week    | Start Hour of Day   | Coupon Language Detected Bool (Yes / No) | Small Order Bool (Yes / No) {<=\$7} |                        |                   |                       |                  |                        |                   |                      |                 |                      |                 |                       |                  |                      |                 |                      |                 |                      |                 |                      |                 |                      |                 |
|----------------------------------|----------------------------|--------------------------|----------------------------------|-------------------|----------------------|---------------------|--|-------------------------------------|------------------------|-------------------|-----------------------|------------------|------------------------|-------------------|----------------------|-----------------|----------------------|-----------------|-----------------------|------------------|----------------------|-----------------|----------------------|-----------------|----------------------|-----------------|----------------------|-----------------|----------------------|-----------------|
|                                  |                            |                          |                                  | Break down by Day | is any value         | is in range [0, 23] | any value                                | any value                           |                        |                   |                       |                  |                        |                   |                      |                 |                      |                 |                       |                  |                      |                 |                      |                 |                      |                 |                      |                 |                      |                 |
| Upsell v1 - DT Summary           | Upsell v1 - Drilldown      | Upsell - Marketing       |                                  |                   |                      |                     |  |                                     |                        |                   |                       |                  |                        |                   |                      |                 |                      |                 |                       |                  |                      |                 |                      |                 |                      |                 |                      |                 |                      |                 |
|                                  |                            |                          |                                  |                   |                      |                     |  |                                     |                        |                   |                       |                  |                        |                   |                      |                 |                      |                 |                       |                  |                      |                 |                      |                 |                      |                 |                      |                 |                      |                 |
| 14.43%                           | 3,432                      | \$15,823.44              | \$9.97                           |                   |                      |                     |  |                                     |                        |                   |                       |                  |                        |                   |                      |                 |                      |                 |                       |                  |                      |                 |                      |                 |                      |                 |                      |                 |                      |                 |
| Ticket Boost                     | Orders Pushed with Upsells | Total Upsell Value Added | Overall Avg Ticket               |                   |                      |                     |  |                                     |                        |                   |                       |                  |                        |                   |                      |                 |                      |                 |                       |                  |                      |                 |                      |                 |                      |                 |                      |                 |                      |                 |
| \$0.93 Avg Value Added Per Order | 24.41% Upsell Success %    |                          | \$13.32 Avg Ticket (with upsell) |                   |                      |                     |  |                                     |                        |                   |                       |                  |                        |                   |                      |                 |                      |                 |                       |                  |                      |                 |                      |                 |                      |                 |                      |                 |                      |                 |
| Upsell Bucket Acceptance By Hour |                            |                          |                                  |                   |                      |                     |  |                                     |                        |                   |                       |                  |                        |                   |                      |                 |                      |                 |                       |                  |                      |                 |                      |                 |                      |                 |                      |                 |                      |                 |
| Hour of Day (00:00)              | final:bbBisc - Offered     | final:bbBisc AR %        | add:bbBisc - Offered             | add:bbBisc AR %   | add:cinnam - Offered | add:cinnam AR %     | add:milksha - Offered                    | add:milksha AR %                    | add:applePie - Offered | add:applePie AR % | add:tenderP - Offered | add:tenderP AR % | add:item:ten - Offered | add:item:ten AR % | combo:bisc - Offered | combo:bisc AR % | combo:burg - Offered | combo:burg AR % | combo:f_toa - Offered | combo:f_toa AR % | combo:kids - Offered | combo:kids AR % | combo:misc - Offered | combo:misc AR % | combo:sand - Offered | combo:sand AR % | combo:tend - Offered | combo:tend AR % | combo:wrap - Offered | combo:wrap AR % |
| 04:00                            | 0                          | 0.00%                    | 136                              | 5.15%             | 0                    | 0.00%               | 0  | 0.00%                               | 0                      | 0.00%             | 0                     | 0.00%            | 70                     | 7.14%             | 11                   | 0.00%           | 1                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 0                    | 0.00%           | 0                    | 0.00%           | 0                    | 0.00%           | 0                    | 0.00%           |
| 05:00                            | 0                          | 0.00%                    | 704                              | 3.41%             | 74                   | 1.35%               | 0  | 0.00%                               | 0                      | 0.00%             | 0                     | 0.00%            | 452                    | 6.19%             | 36                   | 8.33%           | 11                   | 9.09%           | 0                     | 0.00%            | 0                    | 0.00%           | 1                    | 0.00%           | 0                    | 0.00%           | 0                    | 0.00%           | 0                    | 0.00%           |
| 06:00                            | 0                          | 0.00%                    | 1,423                            | 4.57%             | 105                  | 5.71%               | 0  | 0.00%                               | 0                      | 0.00%             | 0                     | 0.00%            | 886                    | 7.79%             | 65                   | 12.31%          | 16                   | 12.50%          | 0                     | 0.00%            | 0                    | 0.00%           | 5                    | 20.00%          | 0                    | 0.00%           | 9                    | 22.22%          | 0                    | 0.00%           |
| 07:00                            | 0                          | 0.00%                    | 1,600                            | 5.50%             | 133                  | 5.26%               | 0  | 0.00%                               | 0                      | 0.00%             | 0                     | 0.00%            | 974                    | 9.34%             | 53                   | 13.21%          | 14                   | 14.29%          | 0                     | 0.00%            | 0                    | 0.00%           | 2                    | 50.00%          | 0                    | 0.00%           | 7                    | 0.00%           | 0                    | 0.00%           |
| 08:00                            | 0                          | 0.00%                    | 1,514                            | 6.54%             | 162                  | 1.23%               | 0  | 0.00%                               | 0                      | 0.00%             | 0                     | 0.00%            | 936                    | 10.68%            | 61                   | 16.39%          | 12                   | 25.00%          | 0                     | 0.00%            | 0                    | 0.00%           | 7                    | 14.29%          | 0                    | 0.00%           | 10                   | 20.00%          | 0                    | 0.00%           |
| 09:00                            | 0                          | 0.00%                    | 1,061                            | 7.73%             | 63                   | 7.94%               | 0  | 0.00%                               | 273                    | 6.23%             | 0                     | 0.00%            | 751                    | 10.39%            | 56                   | 21.43%          | 8                    | 12.50%          | 0                     | 0.00%            | 1                    | 0.00%           | 15                   | 13.33%          | 2                    | 0.00%           | 6                    | 0.00%           | 0                    | 0.00%           |
| 10:00                            | 0                          | 0.00%                    | 298                              | 6.71%             | 0                    | 0.00%               | 0  | 0.00%                               | 515                    | 8.93%             | 0                     | 0.00%            | 269                    | 12.27%            | 62                   | 6.45%           | 5                    | 60.00%          | 0                     | 0.00%            | 0                    | 0.00%           | 40                   | 17.50%          | 18                   | 22.22%          | 3                    | 66.67%          | 0                    | 0.00%           |
| 11:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 0                    | 0.00%               | 0  | 0.00%                               | 621                    | 8.05%             | 0                     | 0.00%            | 0                      | 0.00%             | 90                   | 14.44%          | 0                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 69                   | 21.74%          | 42                   | 33.33%          | 0                    | 0.00%           | 0                    | 0.00%           |
| 12:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 0                    | 0.00%               | 0  | 0.00%                               | 567                    | 6.88%             | 0                     | 0.00%            | 0                      | 0.00%             | 87                   | 18.39%          | 0                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 55                   | 18.18%          | 47                   | 46.81%          | 0                    | 0.00%           | 0                    | 0.00%           |
| 13:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 0                    | 0.00%               | 0  | 0.00%                               | 398                    | 10.80%            | 0                     | 0.00%            | 0                      | 0.00%             | 59                   | 15.25%          | 0                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 52                   | 19.23%          | 27                   | 33.33%          | 0                    | 0.00%           | 0                    | 0.00%           |
| 14:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 1                    | 0.00%               | 0  | 0.00%                               | 372                    | 8.60%             | 0                     | 0.00%            | 0                      | 0.00%             | 61                   | 11.48%          | 0                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 36                   | 13.89%          | 20                   | 15.00%          | 0                    | 0.00%           | 0                    | 0.00%           |
| 15:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 0                    | 0.00%               | 0  | 0.00%                               | 274                    | 8.03%             | 0                     | 0.00%            | 0                      | 0.00%             | 43                   | 23.26%          | 0                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 36                   | 13.89%          | 12                   | 25.00%          | 0                    | 0.00%           | 0                    | 0.00%           |
| 16:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 2                    | 0.00%               | 0  | 0.00%                               | 326                    | 8.59%             | 0                     | 0.00%            | 0                      | 0.00%             | 65                   | 21.54%          | 0                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 46                   | 8.70%           | 21                   | 28.57%          | 0                    | 0.00%           | 0                    | 0.00%           |
| 17:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 5                    | 0.00%               | 0  | 0.00%                               | 315                    | 8.57%             | 0                     | 0.00%            | 0                      | 0.00%             | 62                   | 25.81%          | 0                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 27                   | 7.41%           | 17                   | 64.71%          | 0                    | 0.00%           | 0                    | 0.00%           |
| 18:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 2                    | 0.00%               | 0  | 0.00%                               | 329                    | 10.64%            | 0                     | 0.00%            | 0                      | 0.00%             | 63                   | 7.94%           | 0                    | 0.00%           | 0                     | 0.00%            | 1                    | 0.00%           | 52                   | 17.31%          | 24                   | 33.33%          | 0                    | 0.00%           | 0                    | 0.00%           |
| 19:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 1                    | 0.00%               | 0  | 0.00%                               | 238                    | 8.82%             | 0                     | 0.00%            | 0                      | 0.00%             | 33                   | 24.24%          | 0                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 26                   | 11.54%          | 16                   | 37.50%          | 0                    | 0.00%           | 0                    | 0.00%           |
| 20:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 0                    | 0.00%               | 0  | 0.00%                               | 154                    | 8.44%             | 0                     | 0.00%            | 0                      | 0.00%             | 22                   | 27.27%          | 0                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 14                   | 21.43%          | 6                    | 66.67%          | 0                    | 0.00%           | 0                    | 0.00%           |
| 21:00                            | 0                          | 0.00%                    | 0                                | 0.00%             | 0                    | 0.00%               | 0  | 0.00%                               | 21                     | 14.29%            | 0                     | 0.00%            | 0                      | 0.00%             | 2                    | 50.00%          | 0                    | 0.00%           | 0                     | 0.00%            | 0                    | 0.00%           | 5                    | 0.00%           | 0                    | 0.00%           | 0                    | 0.00%           | 0                    | 0.00%           |

| Upsells Accepted Count | % of Total Orders | Total Orders | Count of Offered Items By Order | Avg Upsells Offered By Order | Avg Ticket | Total Upsell Value Added | Incremental Value by Accepted Count | AI Success % | Speed of Service (SOS) |
|------------------------|-------------------|--------------|---------------------------------|------------------------------|------------|--------------------------|-------------------------------------|--------------|------------------------|
| 0                      | 79.81%            | 13,569       | 21,670                          | 1.60                         | \$9.04     | \$0.00                   | ∅                                   | 83.54%       | 49                     |
| 1                      | 16.57%            | 2,817        | 7,607                           | 2.70                         | \$12.75    | \$10,441.94              | \$3.71                              | 90.00%       | 83                     |
| 2                      | 3.18%             | 541          | 1,861                           | 3.44                         | \$16.84    | \$4,216.83               | \$4.09                              | 91.69%       | 107                    |
| 3                      | 0.42%             | 71           | 337                             | 4.75                         | \$23.41    | \$1,020.22               | \$6.57                              | 89.87%       | 142                    |
| 4                      | 0.02%             | 3            | 16                              | 5.33                         | \$38.53    | \$88.46                  | \$15.12                             | 60.00%       | 138                    |

| Upsell Efficacy - Hourly |                      |                      |                      |                      |                      |                      |                      |                      |                      |  |  |  |  |  |  |  |  |  |  |
|--------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--|--|--|--|--|--|--|--|--|--|
| Dynam   Sun   Sep 01     | Dynam   Mon   Sep 02 | Dynam   Tue   Sep 03 | Dynam   Wed   Sep 04 | Dynam   Thu   Sep 05 | Dynam   Fri   Sep 06 | Dynam   Sat   Sep 07 | Dynam   Sun   Sep 08 | Dynam   Mon   Sep 09 | Dynam   Tue   Sep 10 |  |  |  |  |  |  |  |  |  |  |
| 2024-09-01               | 2024-09-02           | 2024-09-03           | 2024-09-04           | 2024-09-05           | 2024-09-06           | 2024-09-07           | 2024-09-08           | 2024-09-09           | 2024-09-10           |  |  |  |  |  |  |  |  |  |  |
| 04:00                    | ∅                    | 0                    | 0.00                 |                      |                      |                      |                      |                      |                      |  |  |  |  |  |  |  |  |  |  |

## Upsell - Marketing Insight ❤️ ⓘ

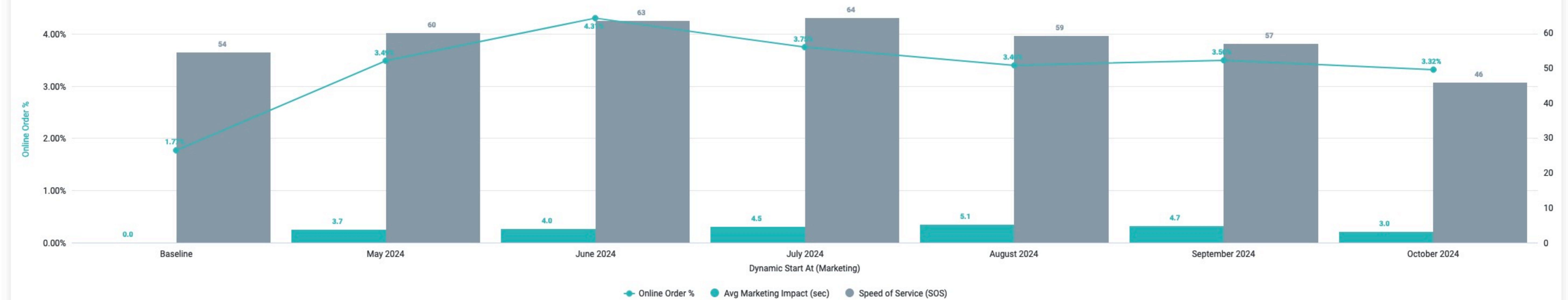
|           |          |              |           |                     |                   |                     |  |
|-----------|----------|--------------|-----------|---------------------|-------------------|---------------------|--|
| Brand * ⓘ | Store ID | Owner Name ⓘ | Call Date | Dynamic Timeframe   | Start Day of Week | Start Hour of Day   |  |
|           |          |              |           | Break down by Month | is any value      | is in range [0, 23] |  |

[Upsell v1 - DT Summary](#)   [Upsell v1 - Drilldown](#)   [Upsell - Marketing](#)

## Brand Marketing Insight of The Month

Marketing Window Insight [In Focus: Mobile App Promo]

Baseline = March and April 2024



# Implement Rules to Suppress Upsell for Single-Item Orders and Detection of Coupon Language



Context QA Testing Store/Brand Info

## Description

### Context

We have observed upsell success to be significantly reduced under the following conditions

1. the ticket price of the final order is less than \$6

Brand: Is ONE - Harness Owner Name: Is any value Date ID: Is any value Call Date: Is in the last 2 complete days Dynamic Timeframe: Start Day of Week: Start Hour of Day

| Upsell Success by Order Value |  |              |                         |            |         |                            |                           |                      |                               |                               |                              |
|-------------------------------|--|--------------|-------------------------|------------|---------|----------------------------|---------------------------|----------------------|-------------------------------|-------------------------------|------------------------------|
|                               |  | Total Orders | Percent of Total Orders | Avg Ticket | 1-%     | Upsell Attempts By Order % | Upsell Accepts By Order % | Acceptance By Item % | Avg Upsells Offered per Order | Total Count of Accepted Items | Total Count of Offered Items |
| 1 to 3                        |  | 85           | 6%                      | \$3.82     | 74.42%  | 34.9%                      | 3.19%                     | 5.08                 | 3                             | 34                            |                              |
| 4 to 6                        |  | 248          | 2%                      | \$8.47     | 83.47%  | 6.43%                      | 6.33%                     | 5.28                 | 17                            | 218                           |                              |
| 7 to 9                        |  | 245          | 2%                      | \$8.70     | 91.84%  | 38.95%                     | 33.67%                    | 5.58                 | 58                            | 281                           |                              |
| 10 to 12                      |  | 188          | 1%                      | \$11.47    | 88.01%  | 33.88%                     | 36.88%                    | 5.48                 | 48                            | 201                           |                              |
| 13 to 15                      |  | 162          | 1%                      | \$14.42    | 92.14%  | 44.12%                     | 31.46%                    | 5.75                 | 58                            | 176                           |                              |
| 16 to 18                      |  | 80           | 1%                      | \$17.80    | 96.02%  | 48.80%                     | 33.93%                    | 5.92                 | 74                            | 118                           |                              |
| 19 to 21                      |  | 59           | 1%                      | \$20.42    | 99.21%  | 57.63%                     | 40.51%                    | 2.22                 | 57                            | 121                           |                              |
| 22 to 24                      |  | 30           | 1%                      | \$23.39    | 99.81%  | 58.87%                     | 44.78%                    | 2.33                 | 30                            | 67                            |                              |
| 25 to 27                      |  | 21           | 1%                      | \$26.28    | 95.21%  | 21.49%                     | 49.62%                    | 2.43                 | 25                            | 51                            |                              |
| 28 to 30                      |  | 7            | 1%                      | \$28.75    | 100.00% | 71.43%                     | 33.89%                    | 2.57                 | 7                             | 18                            |                              |
| 31 or More                    |  | 26           | 1%                      | \$27.77    | 100.00% | 89.22%                     | 46.10%                    | 3.08                 | 26                            | 76                            |                              |
| Total                         |  | 1,007        | 100%                    | \$11.35    | 69.67%  | 29.34%                     | 24.49%                    | 5.62                 | 425                           | 1,745                         |                              |

small ticket bool

2. coupon language is detected

- o coupon language detected bool

Time of day should also be considered

## Core Task

- add coupon\_language\_detected\_bool and small\_order\_bool filters to Upsell v1 - Drilldown report

The following changes are recommended per the data:

1. add trivial\_cart flag that is set by default and switches off only when the counter (of entrees) is > 1
  - a. combos, when added, should increment count by 2
  - b. upgrading to a combo, increment the count by 1
  - c. two for fives, when added, should increment count by 1
  - d. desserts and drinks, when added, should not increment count
  - e. all other dishes, when added, should increment count by 1
2. update recommendation logic in BzP to check for coupon\_language flag and trivial\_cart flag
  - a. when coupon\_language is set and the active menu is breakfast, then only issue changeSummary and Final upsells
  - b. when coupon\_language is set and the active menu is lunch, then do not upsell
  - c. when trivial\_cart flag is set and active menu is breakfast, then do not issue changeSummary and Final upsells (should reduce ineffectual morning upselling by a third)

## Reqs

- Size clarification on combos should still always obey the force-trait-upsell and be asked via a recommendation response as normal

Backlog

Actions

Details

Assignee



Nico Pampe

Assign to me

Reporter



Adrien Hopkinson

Epic Link

Replaced by Parent field

Parent



ENG-6405 Upsell En...

Priority



High

Components

None

Team

AI CORE (NLP & BZP)

Story Points

None

Start date

None

Labels

None

Fix versions

None

Development

Create branch

Create commit

Releases

Sprint

Valiant - Sprint 11 +3

More fields

Due date

None

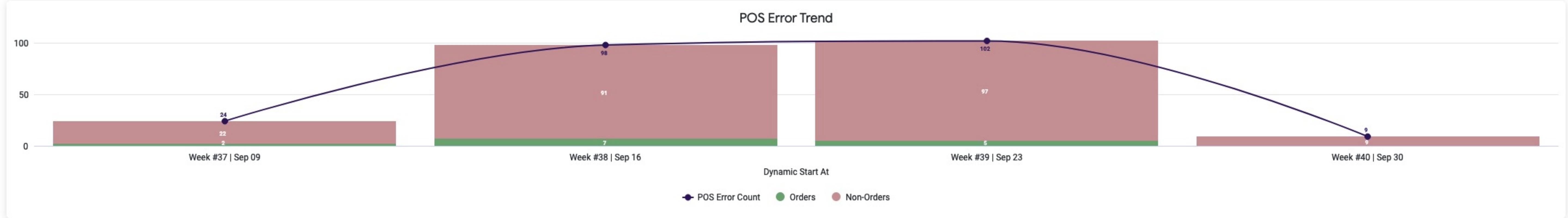
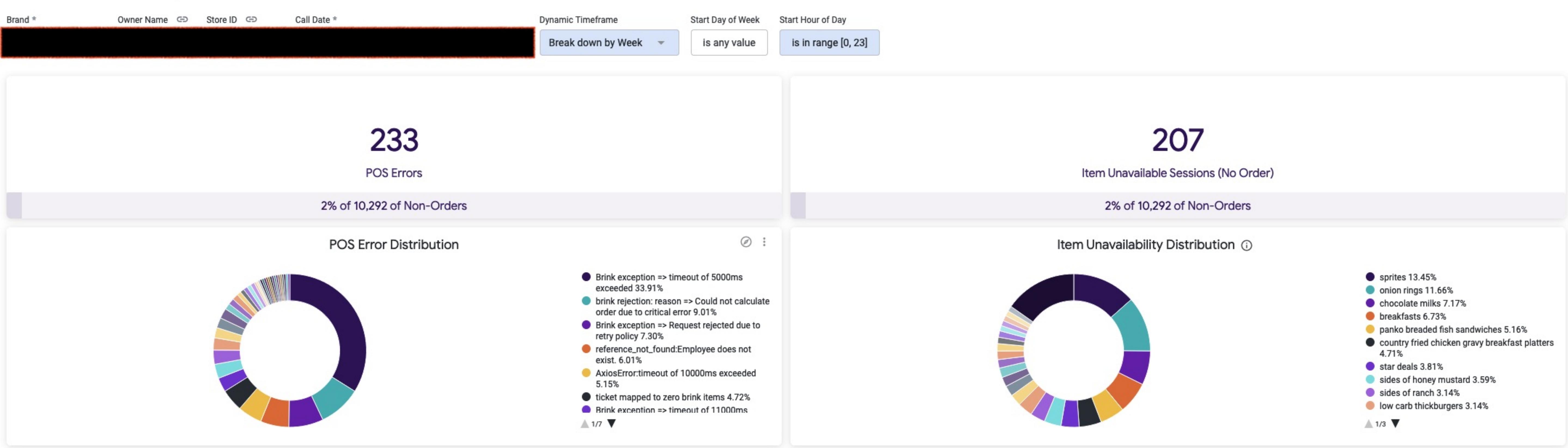
Automation



Rule...

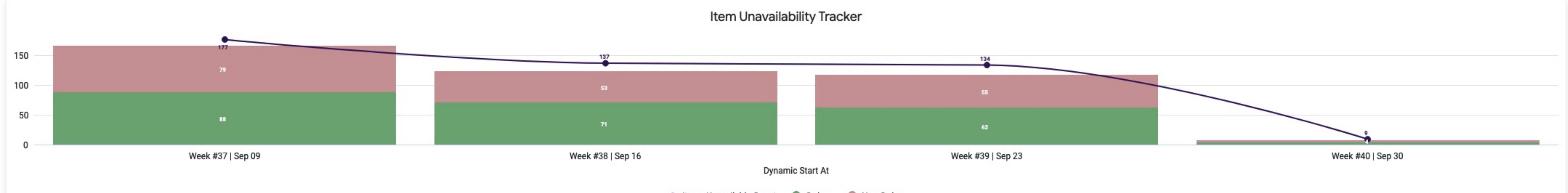
Checklist





POS Error Summary

| Dynamic Sort  | 2024-09-09        | 2024-09-16        | 2024-09-23        | 2024-09-30        |
|---|-------------------|-------------------|-------------------|-------------------|
| Dynamic Start At  | Week #37   Sep 09 | Week #38   Sep 16 | Week #39   Sep 23 | Week #40   Sep 30 |
| First Pos Error   | ▲ Total Calls     | ▲ Total Calls     | ▲ Total Calls     | ▲ Total Calls     |
| 1 agent_offline:Location not available - agent offline.     |                   | ∅                 | ∅                 | 1                 |
| 2 AxiosError:timeout of 10000ms exceeded                    |                   | ∅                 | 5                 | 6                 |
| 3 Brink exception => Request rejected due to retry policy   |                   | ∅                 | 10                | 7                 |
| 4 Brink exception => Ticket Contains No Mapped Brink Items! |                   | ∅                 | 1                 | 5                 |
| 5 Brink exception => timeout of 10134ms exceeded            |                   | ∅                 | ∅                 | ∅                 |
| 6 Brink exception => timeout of 10421ms exceeded            |                   | ∅                 | ∅                 | ∅                 |
| 7 Brink exception => timeout of 10935ms exceeded            |                   | ∅                 | ∅                 | ∅                 |
| 8 Brink exception => timeout of 10946ms exceeded            |                   | ∅                 | ∅                 | ∅                 |
| 9 Brink exception => timeout of 10991ms exceeded            |                   | ∅                 | ∅                 | ∅                 |
| 10 Brink exception => timeout of 11000ms exceeded           |                   | ∅                 | ∅                 | 4                 |
| 11 Brink exception => timeout of 4000ms exceeded            |                   | ∅                 | ∅                 | 1                 |
| 12 Brink exception => timeout of 5000ms exceeded            |                   | 38                | 41                | ∅                 |
| 13 Brink exception => timeout of 5681ms exceeded            |                   | ∅                 | ∅                 | 1                 |
| 14 Brink exception => timeout of 6879ms exceeded            |                   | ∅                 | ∅                 | ∅                 |



Item Unavailability Summary

| Dynamic Sort                      | 2024-09-09        | 2024-09-16        | 2024-09-23        | 2024-09-30        |
|-----------------------------------|-------------------|-------------------|-------------------|-------------------|
| Dynamic Start At                  | Week #37   Sep 09 | Week #38   Sep 16 | Week #39   Sep 23 | Week #40   Sep 30 |
| Items Unavailable List            | ▲ Total Calls     | ▲ Response Count  | ▲ Total Calls     | ▲ Response Count  |
| 1 angus burgers                   | 1                 | 1                 | ∅                 | 1                 |
| 2 bacon egg and cheese combos     | 1                 | 1                 | ∅                 | ∅                 |
| 3 bacon egg cheese burrito combos | ∅                 | ∅                 | 1                 | 3                 |
| 4 bacon egg cheese burritos       | ∅                 | 3                 | 3                 | ∅                 |
| 5 bacon ranch fries               | 2                 | 2                 | 5                 | 2                 |
| 6 barbecue chicken combos         | ∅                 | ∅                 | 1                 | 1                 |
| 7 barbecue chickens               | 5                 | 5                 | 1                 | ∅                 |
| 8 barbecue tender wrap combos     | ∅                 | 1                 | 1                 | ∅                 |
| 9 barbecue tender wraps           | ∅                 | 1                 | 1                 | ∅                 |
| 10 big cheeseburgers              | 1                 | 1                 | ∅                 | 1                 |
| 11 biscuits and gravy             | ∅                 | 2                 | 2                 | 4                 |
| 12 blueberry biscuits             | ∅                 | 1                 | 2                 | 9                 |
| 13 breakfast combos               | ∅                 | ∅                 | ∅                 | 1                 |
| 14 breakfasts                     | 13                | 16                | 4                 | 10                |
| 15 candied bacon frisco combos    | 1                 | 3                 | 1                 | ∅                 |
| 16 candied bacon friscos          | ∅                 | 1                 | 1                 | ∅                 |
| 17 charbroiled chicken sandwiches | ∅                 | 1                 | 2                 | 2                 |

Item Unavailability by Location

| Dynamic Sort     | 2024-09-09        | 2024-09-16                | 2024-09-23                | 2024-09-30                |
|------------------|-------------------|---------------------------|---------------------------|---------------------------|
| Dynamic Start At | Week #37   Sep 09 | Week #38   Sep 16         | Week #39   Sep 23         | Week #40   Sep 30         |
| Franchise ID     | ▲ Store ID        | ▲ Items Unavailable Count | ▲ Items Unavailable Count | ▲ Items Unavailable Count |
| 1                | 0                 | ∅                         | ∅                         | 0                         |
| 2                | 0                 | 83                        | 46                        | 25                        |
| 3                | 0                 | 0                         | 0                         | 0                         |
| 4                | 0                 | 18                        | 17                        | 28                        |
| 5                | 0                 | 4                         | 4                         | 8                         |
| 6                | 0                 | 12                        | 6                         | 12                        |
| 7                | 0                 | 19                        | 17                        | 14                        |
| 8                | 0                 | 27                        | 24                        | 15                        |
| 9                | 0                 | 0                         | 0                         | 0                         |

## Update Error Handling for Brink and Omnivore

Attach Create subtask Link issue Create Add Checklist ...

Context QA Testing Store/Brand Info

### Description

<https://tools.prod.valyant.com/sessions/406d592ab79849c69d688f9b67c78e1e?page=1&sessionIdx=1>

Brink: Fallback to transfer after response delay in excess of 10s

### Dev Tools

Omnivore: Fallback to transfer after response delay in excess of 10s??

- review avg response to POS for successful orders
  - review upper and lower bounds
  - review location-based data

Update transfer response template: Hmm, there's an issue sending it through. Please wait while I get a team member.

### Reqs

- Differentiate transfers triggered due to error handling policy
- Surface a `pos_error` event with the relevant message when the response time ceiling is hit and the call is transferred.

Issue created in Slack from a message.

### Attachments 1



### Subtasks

|                          |  | Suggest subtasks | 100% Done |
|--------------------------|--|------------------|-----------|
| <a href="#">ENG-6851</a> | [Spike] Investigate potential errors causing order submissions delays at 1501106   | WON'T DO         |           |
| <a href="#">ENG-6914</a> | [Spike] Find optimal response time limit for Omnivore  | DONE             |           |
| <a href="#">ENG-7005</a> | Review Brink Submit Order Retry Policy   | DONE             |           |
| <a href="#">ENG-7028</a> | Update transfer response template for POS Errors: "Hmm, there's an issue sending it through. Please wait while I get a team member." | DONE             |           |

Adrien Hopkinson September 5, 2024 at 3:18 PM Edited

@Michael Moore

pursuant to our discussion this morning, a 10 sec timeout will work well. We will lose a trivial amount of orders, which we agreed was outweighed by the reduction in negative experiences.

cc @Adam Steinman

| Filters       |  | Valyant Call Date is in the last 7 complete weeks AND Valyant Dynamic Timeframe is week AND Valyant Franchise ID is Superior Star |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Forecast  |  | Edit   |  |       |  |
|---------------|--|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|---|--|--|--|-------|--|
| Visualization |  | 2024-07-22 2024-07-29 2024-08-05 2024-08-12 2024-08-19 2024-08-26 2024-09-02  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | Week #30   Jul 22 Week #31   Jul 29 Week #32   Aug 05 Week #33   Aug 12 Week #34   Aug 19 Week #35   Aug 26 Week #36   Sep 02 |  | Forecast   |  | Edit  |  |
| Dynamic S >   | 2024-07-22   | 2024-07-29  | 2024-08-05   | 2024-08-12   | 2024-08-19   | 2024-08-26   | 2024-09-02   |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |       |  |
| Dynamic S >   | Week #30   Jul 22  | Week #31   Jul 29   | Week #32   Aug 05  | Week #33   Aug 12  | Week #34   Aug 19  | Week #35   Aug 26  | Week #36   Sep 02  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |  |  |       |  |
| Store ID      | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders  | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders | Max Response Time from POS (SUM ms) for POS Error Orders  | Max Response Time from POS (MAX ms) for POS Error Orders | Max Response Time from POS (SUM ms) for POS Error Orders | Max Response Time from POS (MAX ms) for POS Error Orders |       |  |
| 1500876       | 10783  | 18190   | 3578   | 4081   | 52122  | 11494  | 3638   | 4101   | ∅  | 11754  | 2871   | 3074   | ∅  | ∅  | ∅  | ∅  | ∅  | 6800   | 6800   | 6800   | ∅   | ∅  | ∅  | ∅  | ∅     |  |
| 1500914       | ∅  | 14144   | 5658   | 6114   | ∅  | 8909   | 4526   | 5121   | ∅  | ∅  | ∅  | ∅  | ∅  | ∅  | ∅  | ∅  | ∅  | ∅  | ∅  | ∅  | ∅   | ∅  | ∅  | ∅  | 9906  |  |
| 1505959       | 30331  | 23431   | 3201   | 3568   | 1635   | 23370  | 3209   | 3555   | 66564  | 22347  | 3825   | 4118   | 90964  | 25165  | 3429   | 3784   | 1271   | 16695  | 3213   | 3530   | 2637  | 12716  | 3236   | 3494   | 51596 |  |
| 1506692       | 701  | 8574  | 980  | 1395   | ∅  | 1649   | 341  | 685  | ∅  | 1708   | 360  | 759  | ∅  | 1592   | 378  | 840  | ∅  | 804  | 394  | 903  | ∅   | 1243   | 360  | 722  | 1506  |  |

### Filters

Valyant Call Date is in the last 7 complete weeks AND Valyant Dynamic Timeframe is week AND Valyant Franchise ID is Superior Star

AND

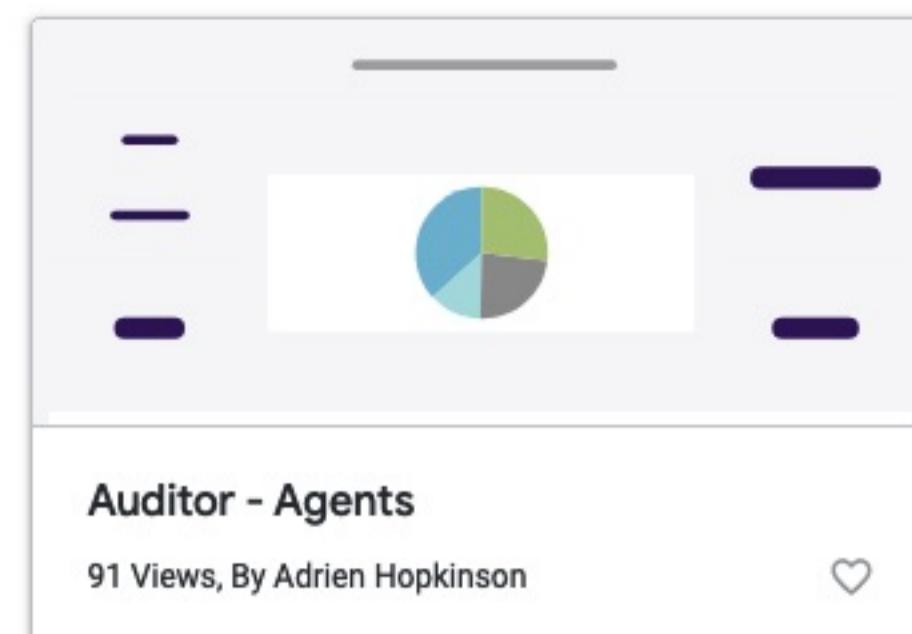
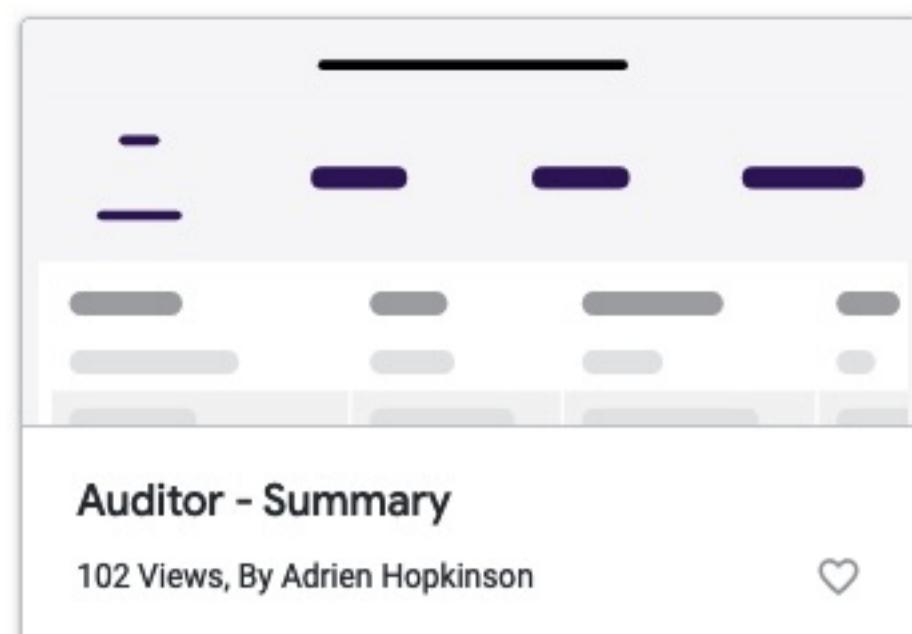
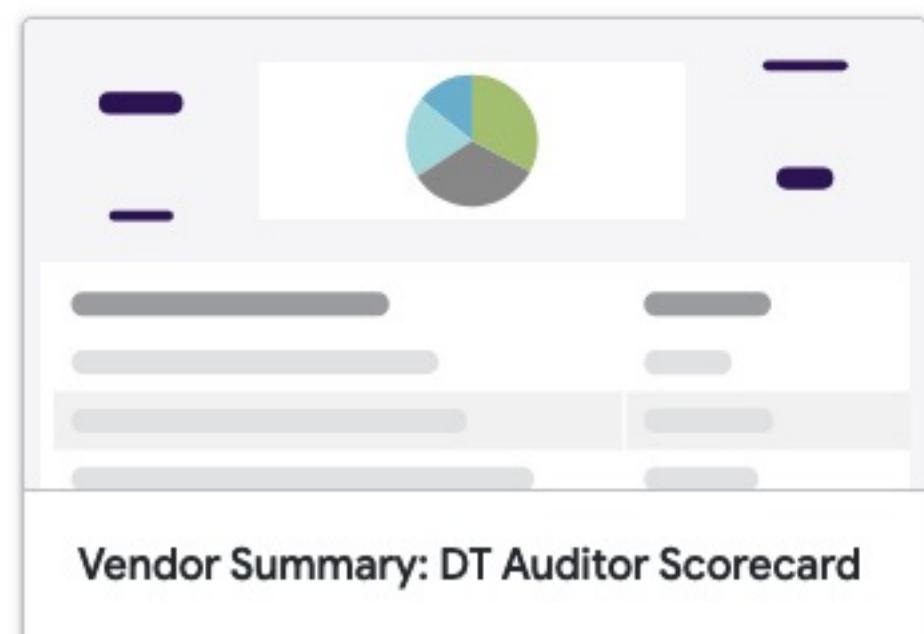
Valyant POS Response Time (MAX) - Group is not Undefined

+ Filter + New group + Custom expression

| Visualization                   |              | 2024-07-22 2024-07-29 2024-08-05 2024-08-12 2024-08-19 2024-08-26 2024-09-02 |     |                   |            |                   |     |                   |     |                   |            |                   |     |                   |     |  |            |  |  |            | Week #30   Jul 22 Week #31   Jul 29 Week #32   Aug 05 Week #33   Aug 12 Week #34   Aug 19 Week #35   Aug 26 Week #36   Sep 02 |  | Forecast  |  | Edit     |  |      |  |
|---------------------------------|--------------|--|-----|-------------------|------------|-------------------|-----|-------------------|-----|-------------------|------------|-------------------|-----|-------------------|-----|--|------------|--|--|------------|---|--|---|--|----------|--|------|--|
| Dynamic Sort                    |              | 2024-07-22   |     |                   | 2024-07-29 |                   |     | 2024-08-05        |     |                   | 2024-08-12 |                   |     | 2024-08-19        |     |  | 2024-08-26 |  |  | 2024-09-02 |   |  | Week #30   Jul 22 Week #31   Jul 29 Week #32   Aug 05 Week #33   Aug 12 Week #34   Aug 19 Week #35   Aug 26 Week #36   Sep 02 |  | Forecast |  | Edit |  |
| Dynamic Start At                | >            | Week #30   Jul 22  |     | Week #31   Jul 29 |            | Week #32   Aug 05 |     | Week #33   Aug 12 |     | Week #34   Aug 19 |            | Week #35   Aug 26 |     | Week #36   Sep 02 |     |  |            |  |  |            |   |  |   |  |          |  |      |  |
| POS Response Time (MAX) - Group | Total Orders | 515  | 648 | 982               | 998        | 849               | 909 | 461               | 518 | 253               | 315        | 632               | 674 | 629               | 672 |  |            |  |  |            |   |  |   |  |          |  |      |  |
| Below 1000                      |              | 837  | 843 | 622               | 645        | 525               | 542 | 534               | 547 | 265               | 271        | 398               | 409 | 405               | 409 |  |            |  |  |            |   |  |   |  |          |  |      |  |
| 1000 to 4999                    |              | 415  | 416 | 289               | 290        | 286               | 286 | 256               | 257 | 135               | 135        | 221               | 221 | 183               | 184 |  |            |  |  |            |   |  |   |  |          |  |      |  |
| 5000 to 8999                    |              | 10   | 10  | 4                 | 4          | 4                 | 4   | 2                 | 2   | ∅                 | 1          | 1                 | 1   | 1                 | 1   |  |            |  |  |            |   |  |   |  |          |  |      |  |
| 9000 to 9999                    |              | 3  | 3   | 3                 | 3          | 2                 | 2   | 0                 | 1   | 1                 | 1          | 1                 | 1   | 1                 | 1   |  |            |  |  |            |   |  |   |  |          |  |      |  |
| 10000 to 10999                  |              | 1  | 1   | 2                 | 2          | 2                 | 2   | 1                 | 1   | 1                 | 1          | 1                 | 1   | 1                 | 1   |  |            |  |  |            |   |  |   |  |          |  |      |  |
| 11000 to 12999                  |              | 1  | 1   | 0                 | 1          | 1                 | 1   | 1                 | 1   | 1                 | 1          | 1                 | 1   | 1                 | 1   |  |            |  |  |            |   |  |   |  |          |  |      |  |
| 13000 to 14999                  |              | 1  | 1   | 1                 | 1          | 1                 | 1   | 1                 | 1   | 1                 | 1          | 1                 | 1   | 1                 | 1   |  |            |  |  |            |   |  |   |  |          |  |      |  |
| 15000 to 19999                  |              | 3  | 3   | ∅                 | ∅          | 1                 | 1   | 1                 | 1   | 1                 | 1          | 1                 | 1   | 1                 | 1   |  |            |  |  |            |   |  |   |  |          |  |      |  |
| 20000 or Above                  |              | 1  | 2   | 1                 | 2          | 1                 | 2   | 1                 | 5   | 2                 |            |                   |     |                   |     |  |            |  |  |            |   |  |   |  |          |  |      |  |

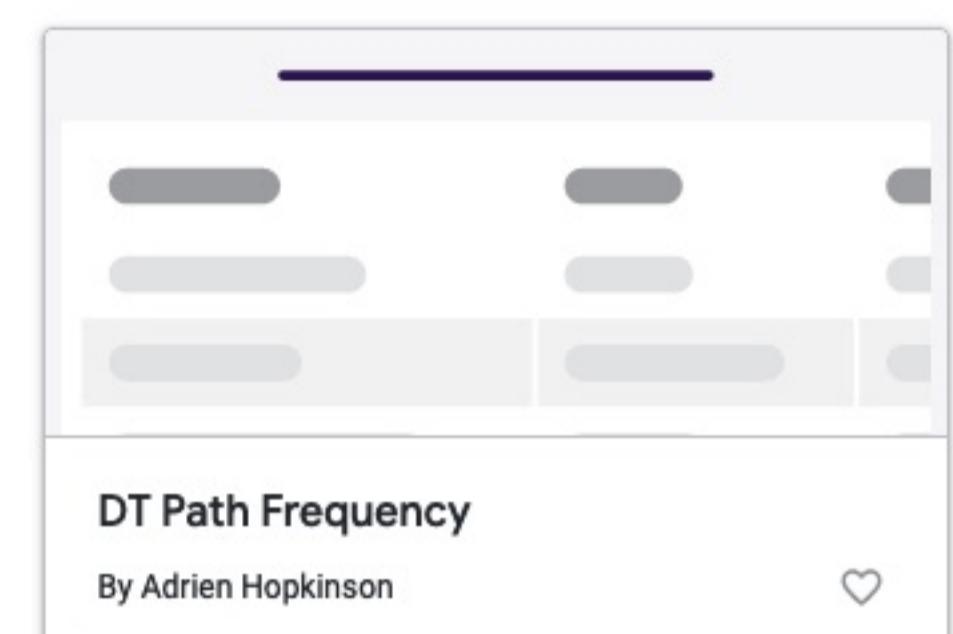
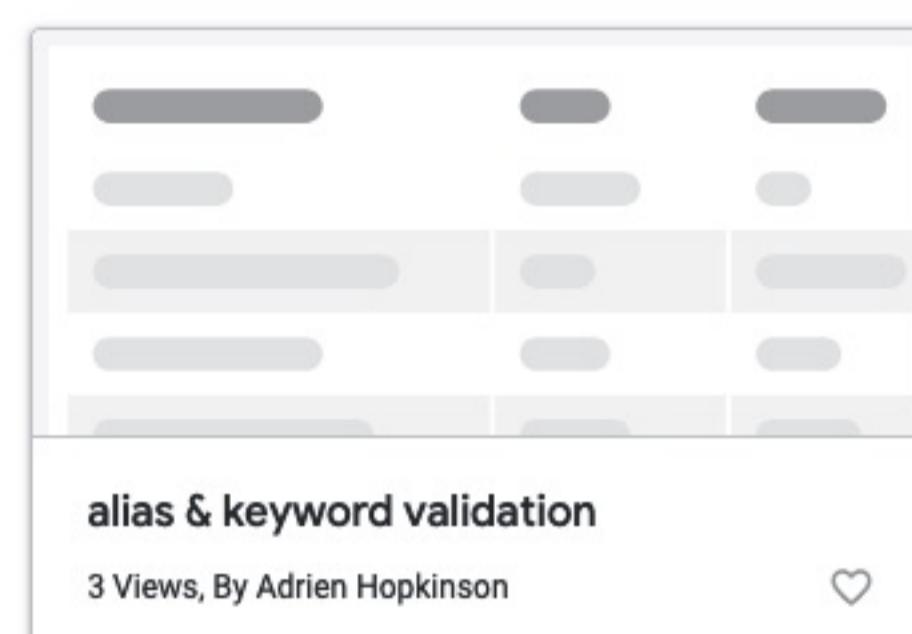
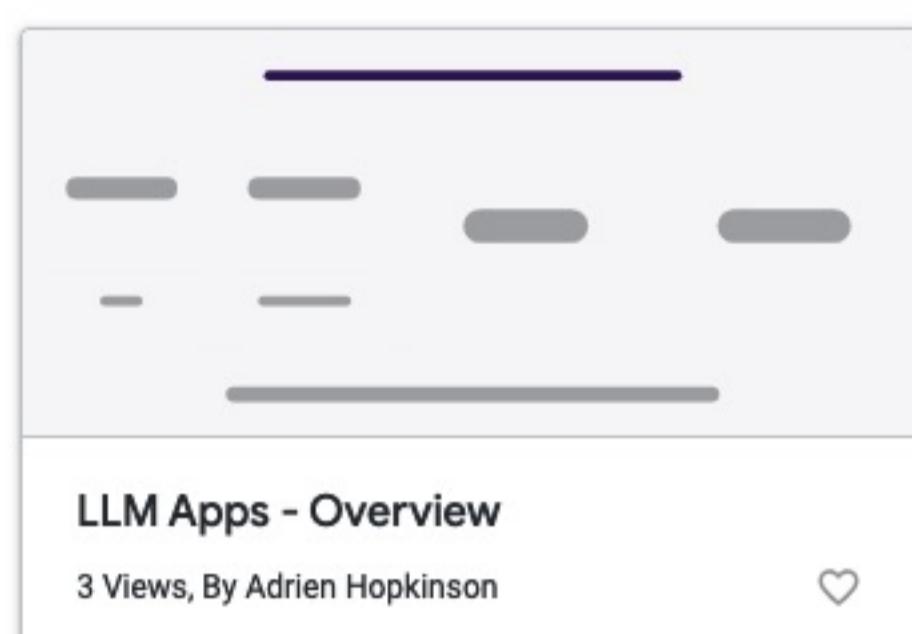
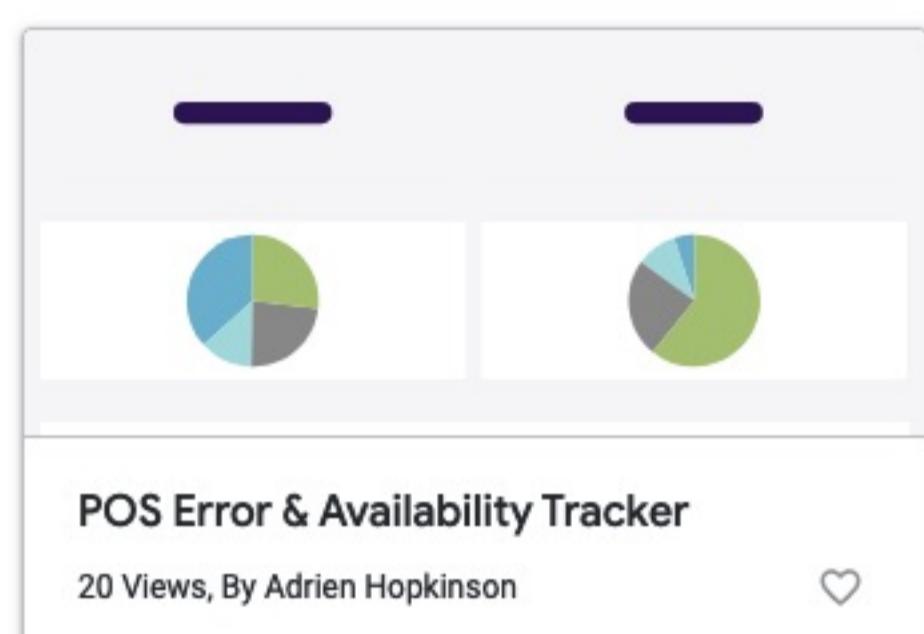
## Auditor

Add description...



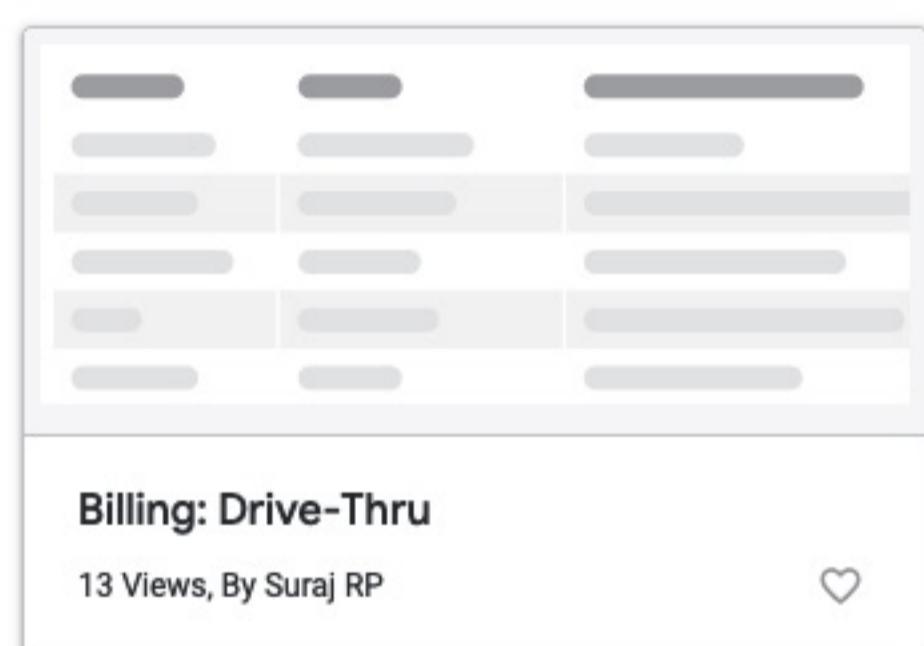
## Analysis (Paths, POS Errors, etc.)

Add description...



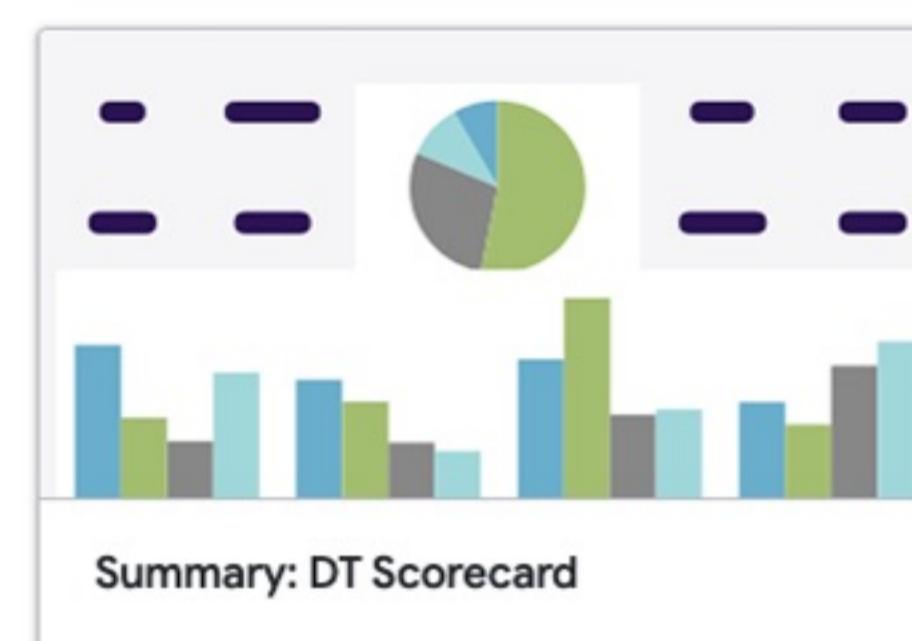
## Billing

Add description...



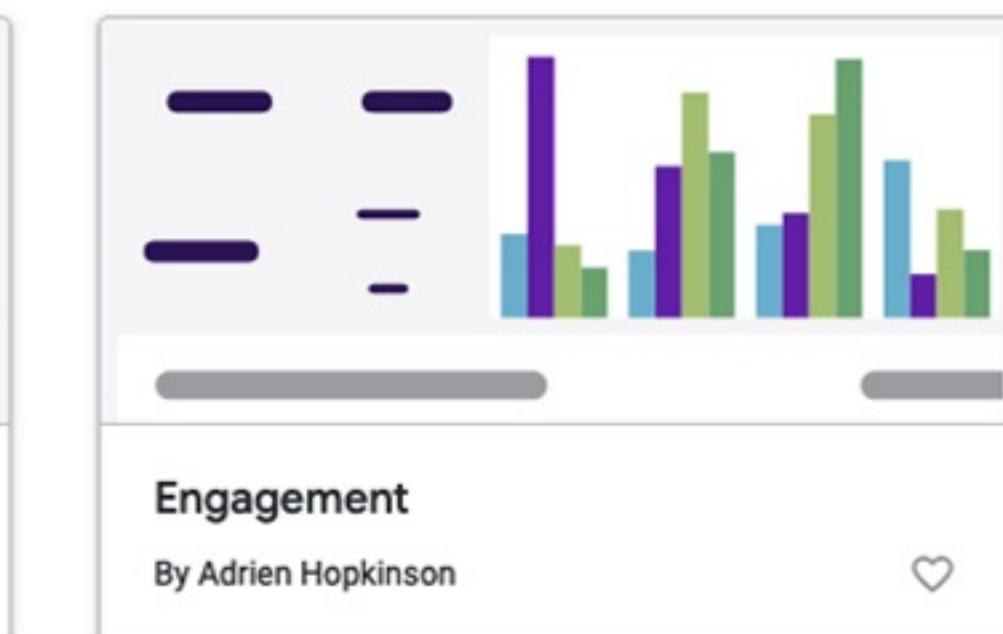
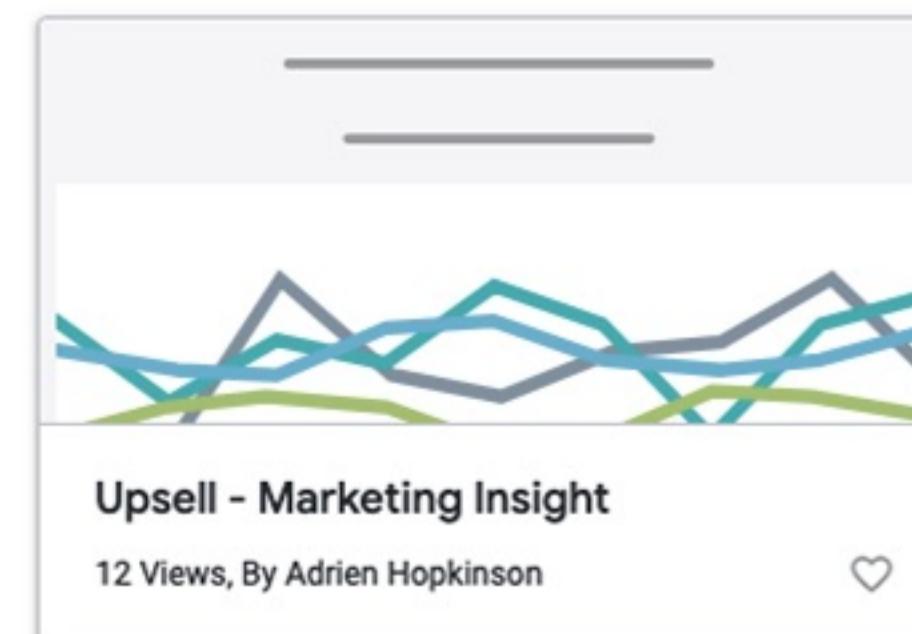
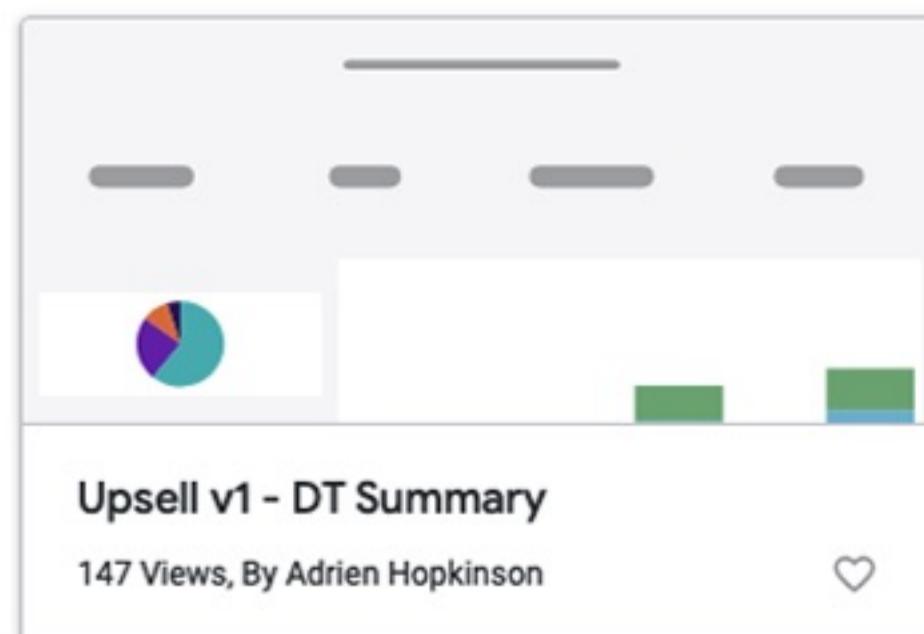
## Performance Tracking

Add description...



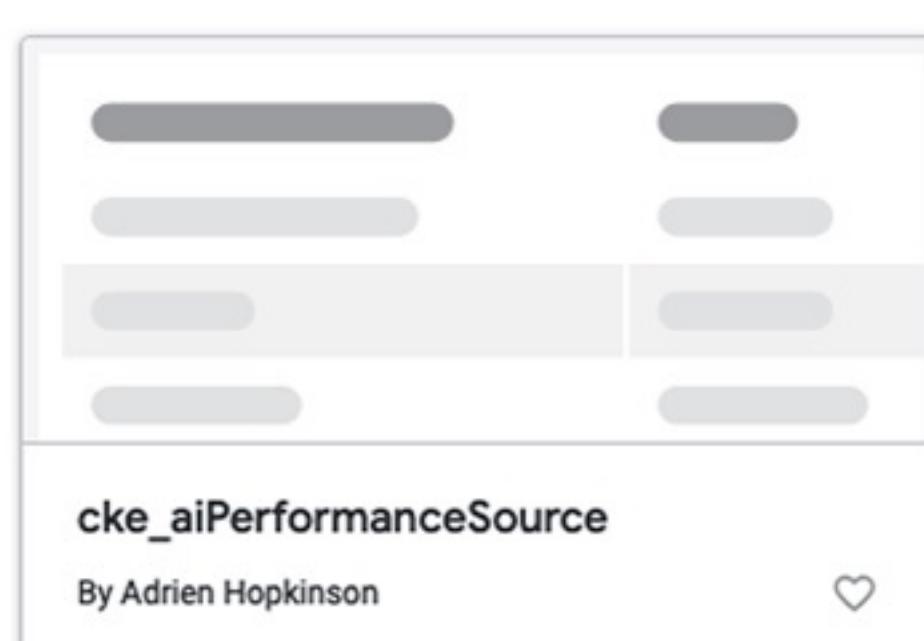
## Upsell & Engagement

Add description...



## \*dataSources

do not edit; Looker API data sources for Sheets



Brand  Owner Name  Franchise ID  Store ID  Call Date \*  Dynamic Timeframe  Start Day of Week  Start Hour of Day  Auditor ID

**734**  
Total Auditor Interventions

1,419 Auditor Connected Calls

**86.90%**  
Auditor Connected Conversion %

### Active Intervention Outcome Distribution

| Outcome  | Percentage |
|----------|------------|
| accepted | 17.86%     |
| edited   | 11.26%     |
| open     | 0.27%      |
| unknown  | 62.64%     |
| voided   | 1.37%      |
| no order | 6.59%      |

**596**  
Agent Assisted Orders

**17.86%**  
Intervention Efficacy Rate (Active)

364 Active Interventions

**Disposition Breakup for Interventions**

| Measure                                | Wed   Sep 25 | Thu   Sep 26 | Fri   Sep 27 | Sat   Sep 28 | Sun   Sep 29 | Mon   Sep 30 | Tue   Oct 01 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Active Stores                          | 3            | 3            | 2            | 3            | 1            | 1            | 2            |
| Auditor Count (Max Concurrent)         | 7            | 8            | 9            | 6            | 6            | 7            | 5            |
| Total Calls (with Auditor)             | 221          | 388          | 278          | 208          | 112          | 154          | 58           |
| AI Conversion % (with Auditor)         | 87.02%       | 87.85%       | 85.02%       | 82.20%       | 87.50%       | 91.72%       | 91.84%       |
| Active Interventions                   | 62           | 113          | 59           | 55           | 34           | 34           | 7            |
| Intervention Efficacy Rate (Active)    | 17.74%       | 30.09%       | 18.64%       | 12.73%       | 0.00%        | 0.00%        | 28.57%       |
| Passive Interventions                  | 50           | 99           | 87           | 44           | 25           | 44           | 21           |
| Intervention Efficacy Rate (Passive)   | 26.00%       | 45.45%       | 21.84%       | 4.55%        | 0.00%        | 0.00%        | 4.55%        |
| Auditor Missed Potential Interventions | 8            | 11           | 5            | 2            | 2            | 0            | 1            |
| Missed Potential Interventions %       | 3.83%        | 3.07%        | 2.02%        | 1.05%        | 1.92%        | 0.00%        | 2.00%        |
| Agent Assisted Orders                  | 104          | 179          | 103          | 79           | 45           | 67           | 19           |
| orders:accepted                        | 24           | 79           | 30           | 9            | 0            | 0            | 3            |
| orders:accepted %                      | 23.08%       | 44.13%       | 29.13%       | 11.39%       | 0.00%        | 0.00%        | 15.79%       |
| orders:edited                          | 8            | 42           | 9            | 11           | 0            | 0            | 1            |
| orders:voided                          | 1            | 3            | 1            | 0            | 0            | 0            | 0            |
| orders:other                           | 71           | 55           | 63           | 59           | 45           | 67           | 15           |
| missed orders                          | 7            | 25           | 15           | 3            | 7            | 2            | 1            |
| missed orders %                        | 6.25%        | 11.79%       | 10.27%       | 3.03%        | 11.86%       | 2.56%        | 3.57%        |
| auditor-initiated transfer %           | 1.79%        | 1.42%        | 2.05%        | 1.01%        | 3.39%        | 0.00%        | 0.00%        |

**Auditor Conversion % (Raw)**

**86.90%**

**Auditor SOS**

**67s**

**Intervention Efficacy (Active)**

**17.86%**

**Auditor SOS on Orders**

Y-axis: SOS (sec) from 30 to 90. X-axis: Dates from Wed | Sep 25 to Tue | Oct 01. Data series: SOS (with auditor) and SOS (AI Only). Avg Auditor SOS Impact is shown as a shaded area.

Legend: SOS (with auditor) (purple circle), SOS (AI Only) (green diamond), Avg Auditor SOS Impact (pink shaded area).

**Service Failures Over Time**

| Dynamic Sort                                 | 2024-09-25   | 2024-09-26   | 2024-09-27   | 2024-09-28   | 2024-09-29   | 2024-09-30   | 2024-10-01   |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Dynamic Start At                             | Wed   Sep 25 | Thu   Sep 26 | Fri   Sep 27 | Sat   Sep 28 | Sun   Sep 29 | Mon   Sep 30 | Tue   Oct 01 |
| Auditor ID                                   |              |              |              |              |              |              |              |
| 1 anooshay.munir@mail tcbpo.com              | 50.00%       | 63.33%       | 0%           | 0%           | 33.33%       | 45.45%       | 0%           |
| 2 arbaz.ali@mail tcbpo.com                   | 34.15%       | 35.90%       | 28.57%       | 36.36%       | 47.62%       | 33.33%       | 0%           |
| 3 ayyan.javed@mail tcbpo.com                 | 28.21%       | 40.00%       | 0%           | 0%           | 14.29%       | 0%           | 0%           |
| 4 haris.muneer@mail tcbpo.com                | 25.00%       | 28.26%       | 11.76%       | 0%           | 0%           | 0%           | 13.64%       |
| 5 hira.ashraf@mail tcbpo.com                 | 0%           | 62.96%       | 29.41%       | 28.57%       | 50.00%       | 14.29%       | 0%           |
| 6 me.kulsoom@mail tcbpo.com                  | 0%           | 46.88%       | 40.00%       | 42.86%       | 45.45%       | 31.58%       | 0%           |
| 7 muhammad.kaleem.ullah.satti@mail tcbpo.com | 0%           | 0%           | 32.14%       | 10.71%       | 14.29%       | 27.78%       | 13.33%       |
| 8 muhammad.omer.zafar@mail tcbpo.com         | 0%           | 43.48%       | 37.84%       | 30.77%       | 18.18%       | 5.56%        | 30.00%       |
| 9 muhammad.raza.khan@mail tcbpo.com          | 33.33%       | 38.89%       | 24.00%       | 0%           | 0%           | 26.09%       | 30.00%       |
| 10 muhammad.shamir.nadeem@mail tcbpo.com     | 0%           | 0%           | 23.08%       | 15.15%       | 15.00%       | 0%           | 0%           |
| 11 syed.abdul.ahad@mail tcbpo.com            | 26.32%       | 33.96%       | 40.91%       | 0%           | 0%           | 20.00%       | 0.00%        |
| 12 zara.waqr@mail tcbpo.com                  | 42.86%       | 0%           | 27.27%       | 55.56%       | 0%           | 0%           | 0%           |

**Performance by Auditor**

| Auditor ID             | Auditor Rank (AE-) | Intervention           |                                | Total Calls (with Auditor) | Agent Assisted Orders | orders:accepted | orders:edited | orders:voided | orders:other | SF 1: Missed Orders | SF 2: Missed Interventions | SF 3: Slow Handling | Service Failures (SF) % |        |
|------------------------|--------------------|------------------------|--------------------------------|----------------------------|-----------------------|-----------------|---------------|---------------|--------------|---------------------|----------------------------|---------------------|-------------------------|--------|
|                        |                    | Efficacy Rate (Active) | AI Conversion % (with Auditor) |                            |                       |                 |               |               |              |                     |                            |                     |                         |        |
| 1 ayyan.javed@mail...  | 0.45               | 26.92%                 | 92.31%                         | 66                         | 97                    | 44              | 13            | 7             | 0            | 24                  | 4                          | 4                   | 22                      | 32.97% |
| 2 haris.muneer@mail... | 0.43               | 25.00%                 | 86.86%                         | 55                         | 150                   | 39              | 10            | 5             | 0            | 24                  | 3                          | 3                   | 21                      | 19.71% |
| 3 muhammad.ome...      | 0.41               | 25.00%                 | 85.71%                         | 68                         | 177                   | 65              | 19            | 10            | 2            | 34                  | 9                          | 8                   | 35                      | 32.30% |
| 4 arbaz.ali@mail.t...  | 0.41               | 27.54%                 | 88.30%                         | 67                         | 205                   | 126             | 35            | 14            | 1            | 76                  | 14                         | 2                   | 50                      | 35.11% |
| 5 muhammad.raza...     | 0.37               | 13.04%                 | 91.18%                         | 64                         | 148                   | 56              | 17            | 7             | 0            | 32                  | 1                          | 3                   | 39                      | 31.62% |
| 6 syed.abdul.ahad...   | 0.37               | 16.67%                 | 87.02%                         | 68                         | 138                   | 70              | 22            | 10            | 1            | 37                  | 6                          | 2                   | 32                      | 30.53% |
| 7 muhammad.kale...     | 0.34               | 14.63%                 | 85.51%                         | 56                         | 149                   | 61              | 10            | 6             | 0            | 45                  | 3                          | 0                   | 22                      | 18.12% |
| 8 muhammad.sha...      | 0.33               | 8.33%                  | 82.28%                         | 64                         | 90                    | 19              | 2             | 1             | 0            | 16                  | 3                          | 1                   | 10                      | 17.72% |
| 9 hira.ashraf@mail...  | 0.28               | 10.71%                 | 84.06%                         | 89                         | 72                    | 26              | 3             | 5             | 0            | 18                  | 4                          | 4                   | 21                      | 42.03% |
| 10 muhammad.r...       | 0.28               | 16.67%                 | 86.67%                         | 88                         | 72                    | 37              | 9             | 3             | 0            | 25                  | 6                          | 0                   | 26                      | 53.33% |
| 11 me.kulsoom@m...     | 0.25               | 3.45%                  | 87.84%                         | 79                         | 81                    | 38              | 5             | 3             | 1            | 29                  | 3                          | 1                   | 27                      | 41.89% |
| 12 zara.waqr@mail...   | 0.19               | 0.00%                  | 73.53%                         | 71                         | 40                    | 15              | 0             | 0             | 0            | 15                  | 4                          | 1                   | 9                       | 41.18% |

**Problem Statement & Overview**

**Problem Statement:**  
auditor queue management logic is suboptimal resulting in unoptimized utilization of auditors. the two foremost issues that require joint resolution are:

1. reduced conversion for auditor intervened sessions due to auditor injection into sessions that are too old or too complex
2. excess auditor idle due to auditor injection into sessions that don't require auditor intervention

**Key Innovations:**  
**Balancer** - the pre-processing mechanism for real-time queue assignment  
**Auditor Rank** - a number attribute manually assigned to each auditor based on Auditor Efficiency Score (rankings to be updated weekly by CC Ops)  
**Confidence Score (CS)** - a weighted average representing the probability an auditor will be able to successfully resolve the order in a timely manner that is calculated at each ticket\_state\_preview and send\_response\_to\_client event  
**Net Priority (NP)** - a final priority value based on CS thresholds used to inform auditor assignment

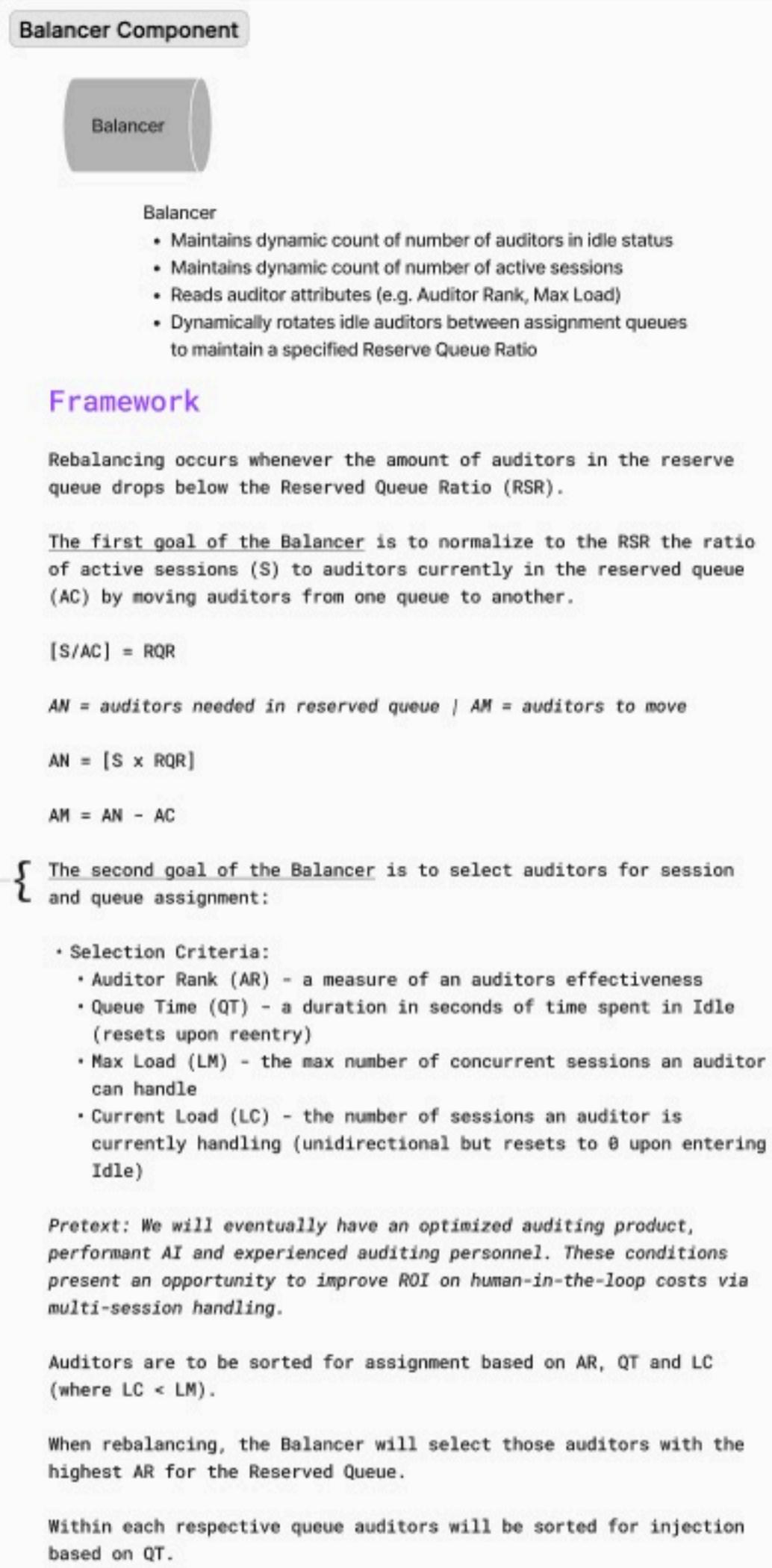
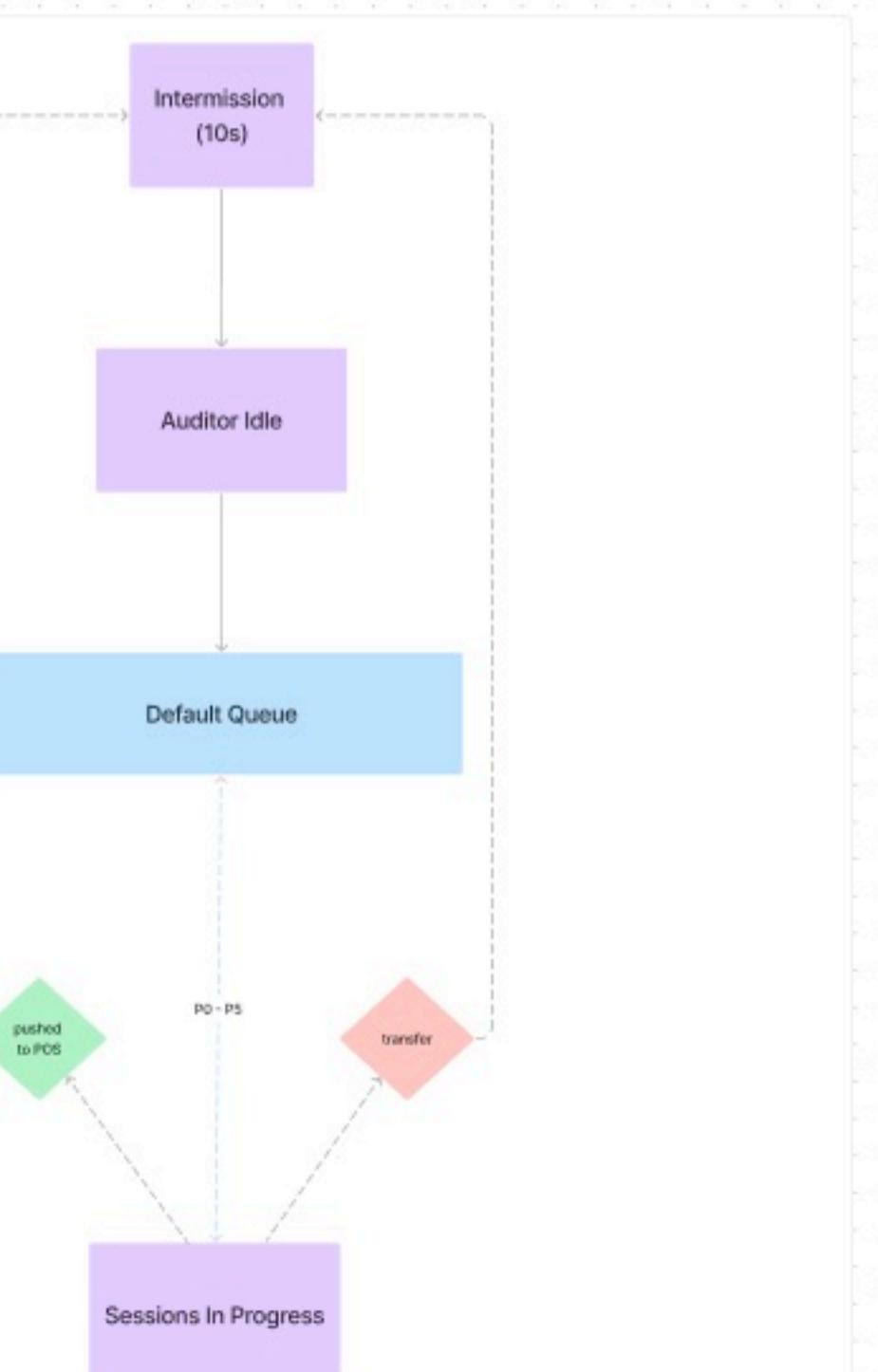
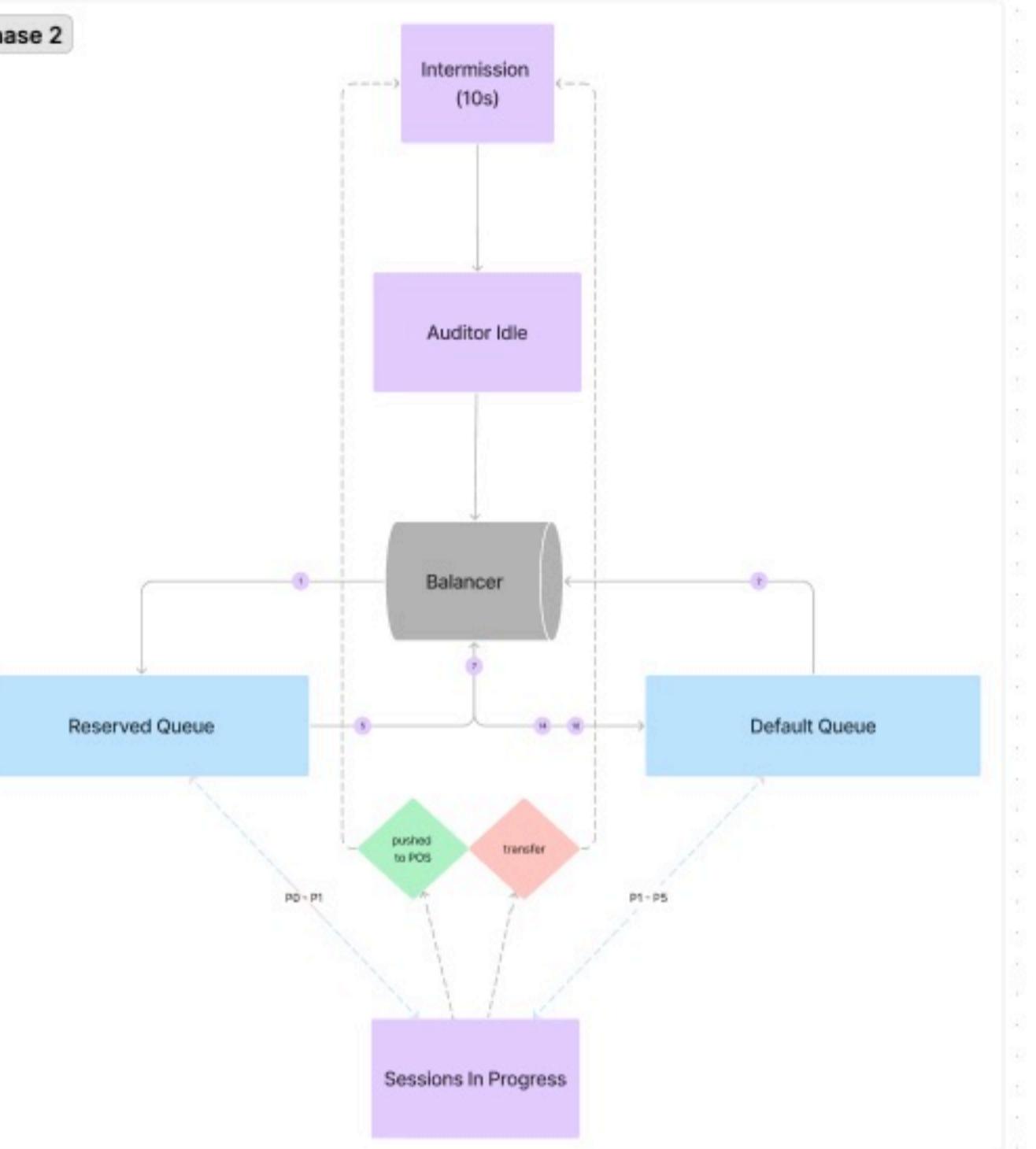
**Secondary Need:**  
Capacity planning and workforce optimization based on time-of-day

| NP | Description  | Conditions             |
|----|--|------------------------|
| P0 | Sessions in which order inaccuracy is likely   | $2.5 \geq CS \leq 1.5$ |
| P1 | Sessions containing moderate levels of complexity  | $1 \leq CS < 1.5$      |
| P5 | Sessions with minimal complexity   | $0.5 < CS \geq 1$      |
| P6 | Sessions in infancy AND sessions that are overly complex (no auditor should be assigned) | $0.5 \geq CS > 2.5$    |

| CS Attribute                                 | Weight | Details  |
|--|--------|--|
| no. of parent items in cart                  | 50%    | countif line does not start with '(' and does not end with ')' |
| no. of low confidence STT results            | 25%    | Petra to confirm threshold                                     |
| no. of ambiguous OR repeat_statement intents | 25%    | sum of both  |

- Other Optimization Dilemmas**
- Auditor Idle - payment based on time logged in vs order/non-order structure
  - Balancing time spent in passive state and likelihood of intervention resulting in positive outcome
  - Variance in skill level of auditors



Brand ⏪ Owner Name ⏪ Franchise ID ⏪ Store ID ⏪ Call Date

Dynamic Timeframe

Start Day of Week

Start Hour of Day

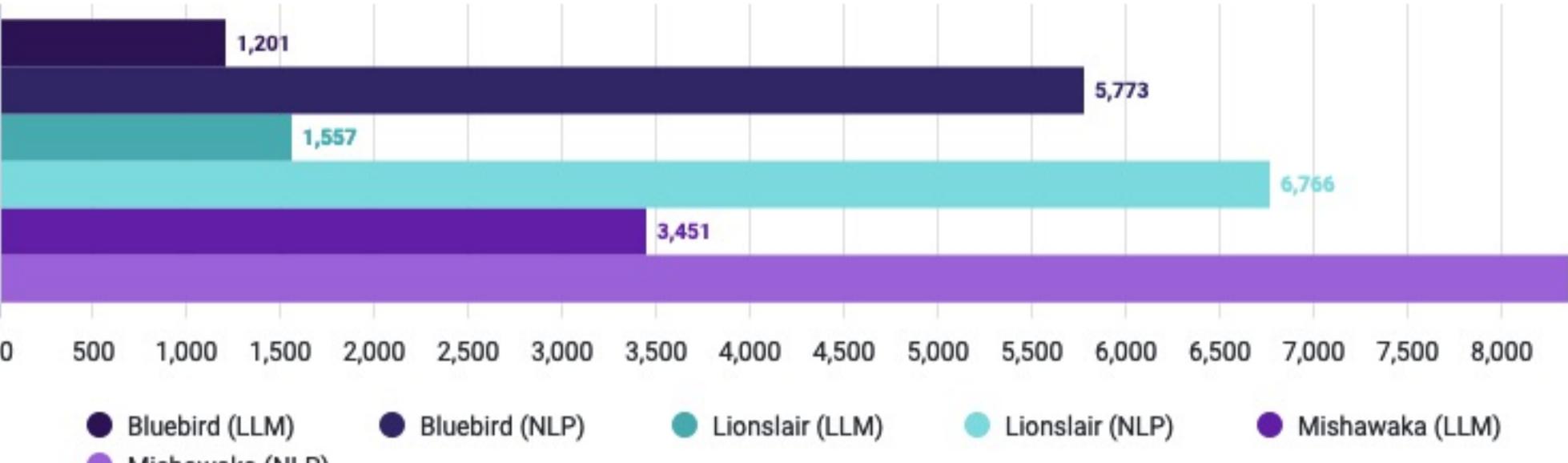
Break down by Day

is any value

is in range [0, 23]

## Transcript Voting

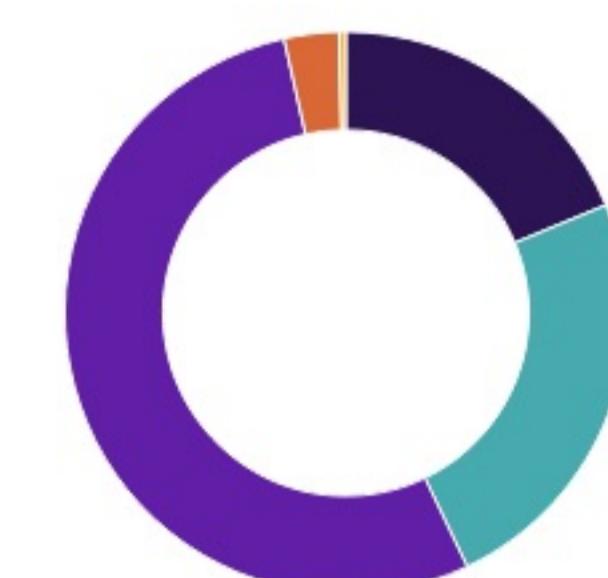
## Selected Provider Breakup



## Selected Provider Distribution



## LLM Voting Outcome Distribution



33.28%

Sessions ft. LLM Voting

21.1

Avg Utterance Length (with LL...

TO DO:

- Percentage of sequences where prompt output diverges from NLP voting

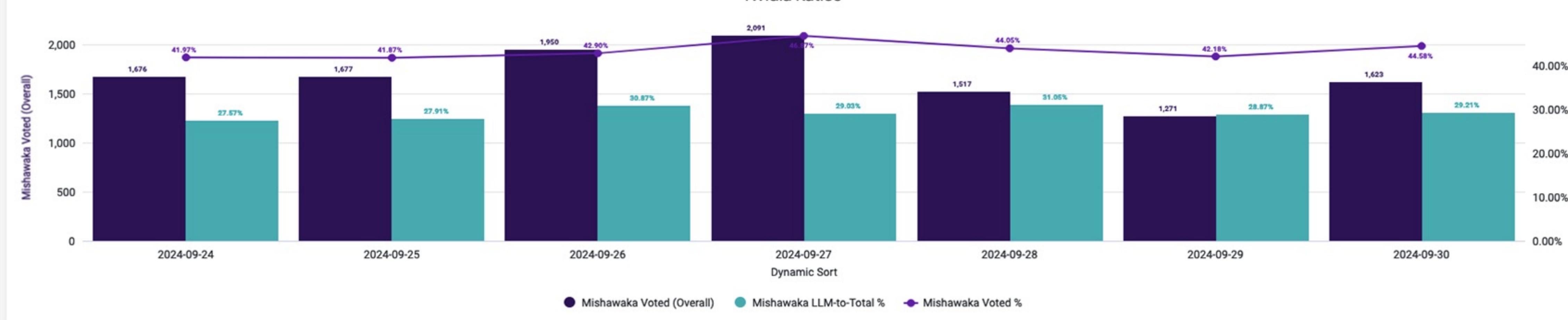
## LLM Voting Overview

| Measure                                | Tue   Sep 24 | Wed   Sep 25 | Thu   Sep 26 | Fri   Sep 27 | Sat   Sep 28 | Sun   Sep 29 | Mon   Sep 30 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Total Calls                            | 1,826        | 1,811        | 1,947        | 1,772        | 1,392        | 1,280        | 1,728        |
| LLM Voting Sessions                    | 530          | 539          | 652          | 617          | 453          | 411          | 506          |
| LLM Voting Sessions %                  | 30.60%       | 31.45%       | 35.13%       | 37.03%       | 34.16%       | 34.25%       | 30.69%       |
| Transcript Consensus Cases             | 5,799        | 5,777        | 6,484        | 4,796        | 4,337        | 4,163        | 4,750        |
| Transcript Disagreements               | 3,993        | 4,005        | 4,545        | 4,461        | 3,444        | 3,013        | 3,641        |
| NLP Voted Providers Count              | 3,143        | 3,143        | 3,458        | 3,392        | 2,650        | 2,314        | 2,793        |
| LLM Voting Sequences                   | 877          | 900          | 1,125        | 1,105        | 830          | 718          | 882          |
| LLM Voted Providers Count              | 850          | 862          | 1,087        | 1,069        | 794          | 699          | 848          |
| LLM Non-Selections                     | 25           | 33           | 35           | 30           | 31           | 18           | 31           |
| LLM Non-Selection %                    | 2.85%        | 3.67%        | 3.11%        | 2.71%        | 3.73%        | 2.51%        | 3.51%        |
| Speed of Service (SOS)                 | 59           | 60           | 64           | 60           | 61           | 63           | 55           |
| SOS (with LLM voting)                  | 71           | 70           | 76           | 73           | 80           | 80           | 69           |
| AI Success % (with LLM voting)         | 81.60%       | 77.10%       | 78.69%       | 81.76%       | 76.46%       | 81.35%       | 79.83%       |
| AI Success % (w/o LLM voting)          | 91.58%       | 88.27%       | 91.47%       | 90.86%       | 87.29%       | 85.84%       | 88.05%       |
| Avg Utterance Length (with LLM voting) | 21           | 21           | 20           | 21           | 21           | 21           | 23           |
| Avg Utterance Length (w/o LLM voting)  | 16           | 16           | 15           | 15           | 14           | 15           | 14           |

## Transcript Disagreements by Store

| Store ID | LLM Voting Sessions % | Transcript Disagreement Ratio | Transcript Disagreements |
|----------|-----------------------|-------------------------------|--------------------------|
| 1500876  | 48.48%                | 43.60%                        | 92                       |
| 1500914  | 60.00%                | 50.00%                        | 57                       |
| 1501060  | 40.59%                | 49.50%                        | 4,018                    |
| 1501112  | 31.88%                | 44.73%                        | 1,520                    |
| 1501879  | 35.43%                | 41.57%                        | 4,798                    |
| 1502927  | 35.71%                | 47.76%                        | 32                       |
| 1504173  | 64.65%                | 73.35%                        | 746                      |
| 1504232  | 27.74%                | 38.80%                        | 4,123                    |
| 1505439  | 39.30%                | 58.26%                        | 815                      |
| 1505447  | 50.21%                | 50.36%                        | 1,867                    |
| 1505685  | 31.52%                | 41.72%                        | 4,660                    |
| 1505959  | 32.08%                | 42.07%                        | 1,666                    |
| 1506576  | 66.67%                | 83.33%                        | 10                       |
| 1506677  | 17.25%                | 41.86%                        | 409                      |

## Nvidia Ratios



250

Sessions with LLM Vote Cast After Timeout 7% of 3,708 of Ses...

## Auditor Summary Help

## Auditor Summary Help Overview

| Measure                          | Tue   Sep 24 | Wed   Sep 25 | Thu   Sep 26 | Fri   Sep 27 | Sat   Sep 28 | Sun   Sep 29 | Mon   Sep 30 |
|----------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Total Calls (with Auditor)       | 1,667        | 1,578        | 1,778        | 1,676        | 1,182        | 1,164        | 1,394        |
| Auditor Summary Help Count       | 16           | 7            | 11           | 8            | 0            | 0            | 4            |
| Auditor Summary Help %           | 1.02%        | 0.48%        | 0.66%        | 0.51%        | 0.00%        | 0.00%        | 0.30%        |
| AI Success % (with Auditor)      | 89.44%       | 85.87%       | 87.30%       | 87.58%       | 83.74%       | 85.06%       | 87.44%       |
| AI Success % (with Summary Help) | 93.75%       | 85.71%       | 90.91%       | 75.00%       | 0            | 0            | 100.00%      |



## alias &amp; keyword validation ❤️ +

Brand \* XXXXXXXXXX

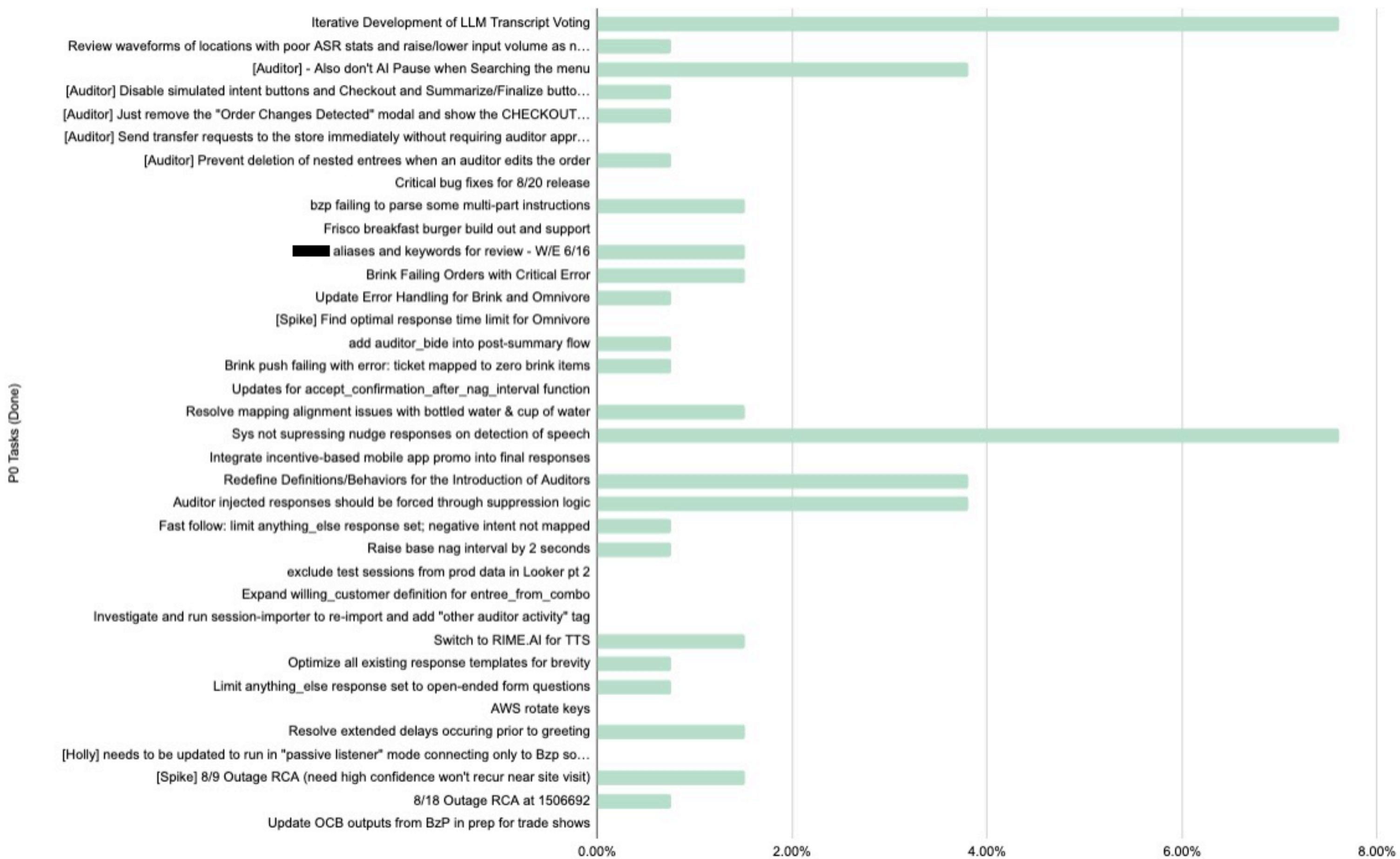
Utterance Path \* 🔗

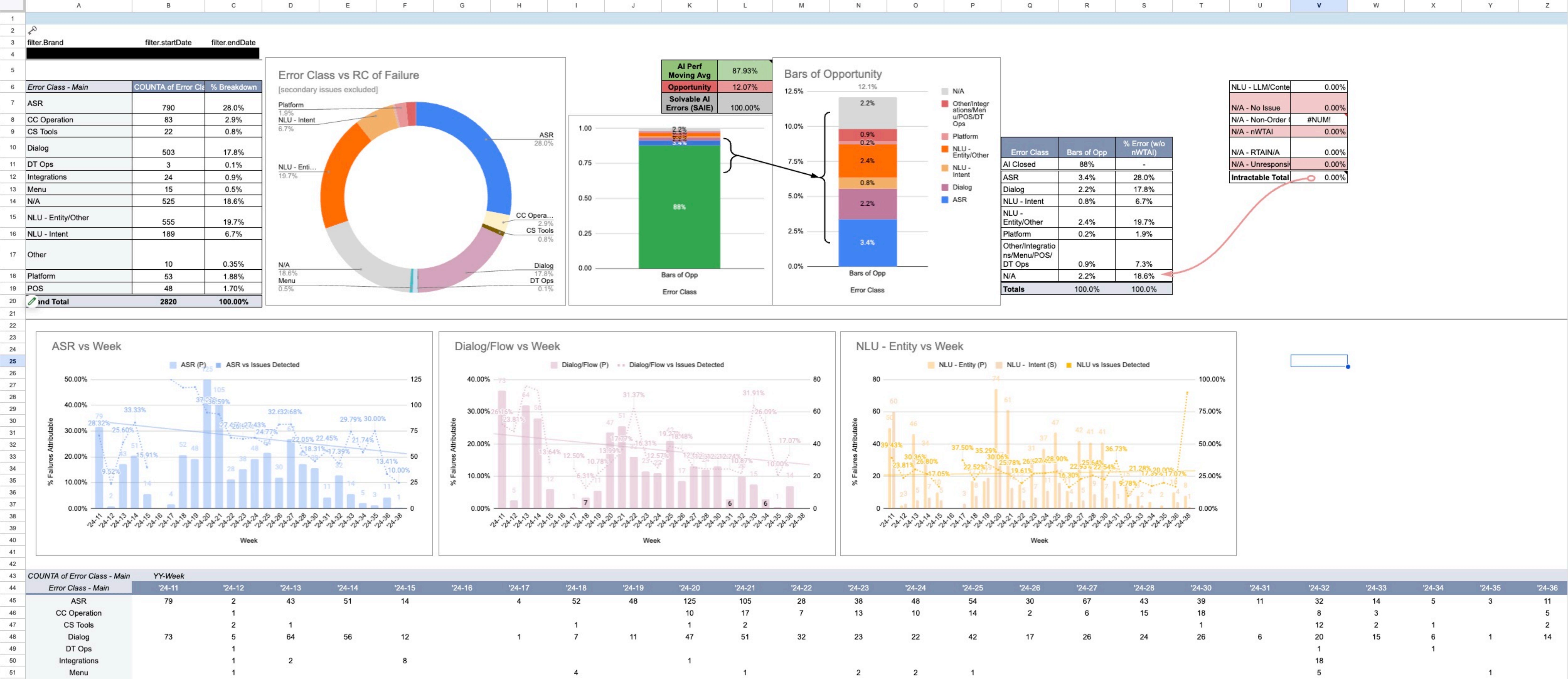
## alias &amp; keyword validation

|    | Start Time          | Recordings  | Utterance Path  |
|----|---------------------|---|---|
| 1  | 2024-09-30 21:21:37 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | let get one of those <b>original</b> bag with two hot ham and cheese the regular fry medium with a coke no ice->>thats it   |
| 2  | 2024-09-30 20:18:21 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | can i get the the <b>original</b> bag the pick me two->yeah->two hot ham and cheese->hi c->i need another <b>original</b> bag->two double cheeseburger->plain with just cheese->sweet tea->>thank you->and thatll be all->thatll be it->yes   |
| 3  | 2024-09-30 20:04:44 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | okay i need an <b>original</b> hot ham and cheese->no->yeah go ahead and make it in a do a meal->and i need a medium fry with that->i need i need diet coke->okay i need a number three->meal->unsweet tea->thats all   |
| 4  | 2024-09-30 19:54:59 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | no->ill have a frisco sandwich only a large sweet tea->no thank you->ill have the <b>original</b> hot ham and cheese meal with a large coke extra ice->thatll be all->oh im sorry->can i add a large coke   |
| 5  | 2024-09-30 19:52:04 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | ->give me two of your <b>original</b> hot ham and cheese sandwich->no->no thank you->thats all  |
| 6  | 2024-09-30 19:50:53 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | let me have the <b>original</b> five ill take a hot ham and cheese a double cheeseburger the fry and salt and for my drink ill take a sprite no ice->>medium is fine->no thank you->thatll be all tonight->yes to onion come on the burger->hello   |
| 7  | 2024-09-30 19:50:03 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | ok i want a <b>original</b> bag with a with a wrap->and a hamburger->>a sprite to drink->and then i want another <b>original</b> bag->hello->another <b>original</b> bag with a hot ham and cheese and a double cheeseburger with coke to drink->medium all of them->no thank you->thats all->do repeat it->it not right  |
| 8  | 2024-09-30 19:24:31 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | can i get the hardees <b>original</b> bag->two hot ham and cheese->can i make that large with a coke no ice->not today->thats all->yeah thats correct->thank you  |
| 9  | 2024-09-30 19:23:39 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | ->i->i guess can i get the <b>original</b> big bag please->can i get mayonnaise also on that hamburger->a burger im sorry->ill take a hi c->thats all->oh dont you need to add me what you do on one->i   |
| 10 | 2024-09-30 19:17:55 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | ->give me a double cheeseburger <b>original</b> bag->one and get that ham beer for  |
| 11 | 2024-09-30 19:15:52 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | no->i want the i guess the <b>original</b> big hot ham and cheese and a doctor pepper and then i want a cheeseburger extra ketchup extra mustard->make that a large fry doctor pepper->sure->>nothing else thats all->  |
| 12 | 2024-09-30 19:05:34 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | chicken->get the <b>original</b> hot ham and cheese->yes->hi c->medium->a number eight with no cheese->sweet tea->medium->thats all->yes  |
| 13 | 2024-09-30 19:02:48 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | can i get a small hot ham and cheese sandwich please->oh yeah <b>original</b> <b>original</b> i guess a small one just the sandwich no thats all->no->and a the menu dont   |
| 14 | 2024-09-30 18:52:47 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | can i do the <b>original</b> bag->can i just do two double cheeseburger->can i have a diet doctor pepper->large->no thank you->thatll be all->yes   |
| 15 | 2024-09-30 18:47:52 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | can i get a <b>original</b> hot ham and cheese meal->a doctor pepper->no thanks->i would also like to get a number three meal please->can i make can i large size that one with curly fry and a sweet tea to drink->a medium please->>that will be it->yes thats correct->and then that will be it->thanks->alright thanks  |
| 16 | 2024-09-30 18:42:43 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | and id like to get an <b>original</b> bag->with a double cheeseburger and a hot ham and cheese->with a coke->and another <b>original</b> bag->two double cheeseburger->and a coke->thats all->yes   |
| 17 | 2024-09-30 18:42:04 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | no maam i need a four <b>original</b> hot ham and cheese sandwich and a strawberry shake->no maam->no but i do want to order a small diet doctor pepper->thatll be all  |
| 18 | 2024-09-30 18:39:32 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | im wanna get the the big meal with the hot ham and cheese and a ranch tender wrap with a sprite to drink->i want the meal the the <b>original</b> hardee bag the pick any two->can i speak to someone->team member  |
| 19 | 2024-09-30 18:28:41 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | a <b>original</b> big bag two hot ham and cheese a doctor pepper->no thank you  |
| 20 | 2024-09-30 18:23:14 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | hold on one second->let me get a number one meal with a coke->a medium be fine->do get->no->>give me the <b>original</b> fine the <b>original</b> hot ham and cheese double cheeseburger with pickle tomato only->no drink->let me get another <b>original</b> bag->with a ranch chicken wrap->>let me get the <b>original</b> bag->with the ranch chicken wrap->and the chee...<br>i     |
| 21 | 2024-09-30 18:04:48 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | i wanna take the <b>original</b> bag with a double cheeseburger and a hot ham and cheese->and doctor pepper to drink->no thank you->thats it->yes->a->->thats all->three  |
| 22 | 2024-09-30 18:00:56 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | yeah let me get a an <b>original</b> bag->with a double cheese and a hot ham and cheese with a coke drink please->the double cheese and the hot ham and cheese->no thank you->no thank you->thats it  |
| 23 | 2024-09-30 17:55:43 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | i->i need two <b>original</b> bag->with two hot ham and cheese->a root beer to drink with all->i need an <b>original</b> bag with two hot ham and cheese root beer to drink->i need an <b>original</b> bag->with a hot ham and cheese and a honey mustard chicken wrap->and root beer to drink->and i need an <b>original</b> bag->with a one double cheeseburger plain->one double ch... |
| 24 | 2024-09-30 17:55:32 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | just a minute please->okay->i want the <b>original</b> bag->a hot ham and cheese sandwich->and a a hand breaded chicken tender wrap ranch->and a large coke->thats all->yes->thank you  |
| 25 | 2024-09-30 17:53:24 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | i->can i get the <b>original</b> big with the hot ham and cheese and a double cheeseburger with only cheese and ketchup->>medium with a sprite no ice->no thank you->can i get a chicken ranch wrap with no lettuce->ranch->thats it->what do you got->thats all  |
| 26 | 2024-09-30 17:43:53 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | no->okay i would like a a monster burger meal->the number four->one->coke zero->a large could i get curly fry with that->no thank you->ok i would like an <b>original</b> big->with a hot ham and cheese->and a a chicken tender wrap->a ranch please->a medium thats fine->i->could i make the fry in the <b>original</b> bag also curly fry->a doctor pepper please->thats i...         |
| 27 | 2024-09-30 17:28:15 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | no->i want a <b>original</b> hot ham and cheese->and then a->and a one honey mustard chicken tender wrap thatll be all->  |
| 28 | 2024-09-30 17:26:21 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | i need an <b>original</b> bag with hot ham and cheese and and a chicken wrap->with a cherry coke and curly fry->thats all->thats all  |
| 29 | 2024-09-30 17:14:42 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | hold on one moment please->->i need the <b>original</b> six ninety nine bag->i guess thats it->>i guess a fry and a sprite->hot ham and cheese->can i speak to a team member  |
| 30 | 2024-09-30 17:12:32 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | no->with the <b>original</b> bag two ninety nine->two hot ham and cheese->a coke->medium please->thank you->thats all->->yeah   |
| 31 | 2024-09-30 17:05:01 | <span style="color: blue;">🔗</span> <span style="color: grey;">...</span> | no maam->can we get two <b>original</b> hot ham and cheese meal->one with the water and one with a diet coke->i->thats it   |

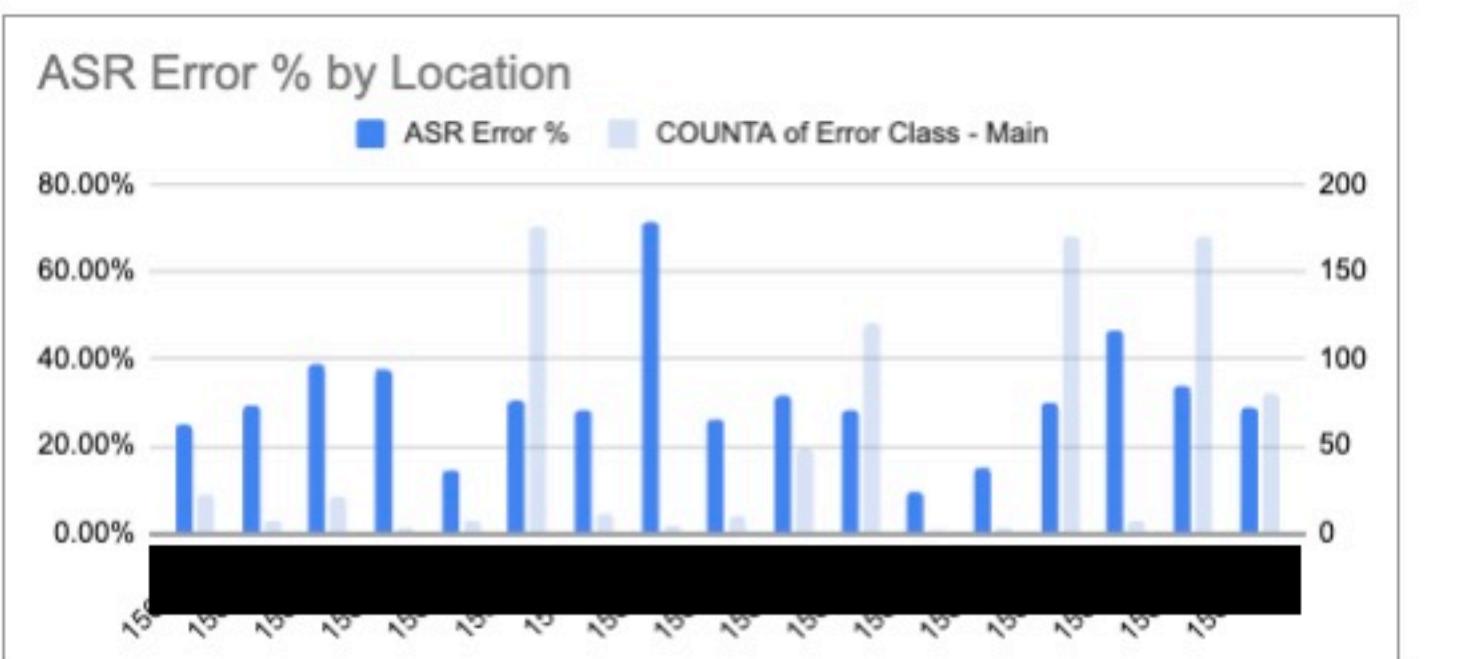


## Completed P0 Tasks vs Relative Weight Towards Goal





| Store id           | COUNTA of Error Class | COUNTA of Error | ASR Error %   | Count of Errors | % of Total Errors | selected    corre                  | COUNTA of Ses | COUNTA of Ses  |
|--------------------|-----------------------|-----------------|---------------|-----------------|-------------------|------------------------------------|---------------|----------------|
| 15                 | 23                    | 2.48%           | 25.27%        | 91              | 2.93%             | bluebird    lionslair              | 22            | 9.02%          |
|                    | 7                     | 0.76%           | 29.17%        | 24              | 0.77%             | bluebird    misha                  | 39            | 15.98%         |
|                    | 21                    | 2.27%           | 38.89%        | 54              | 1.74%             | lionslair    bluebird              | 28            | 11.48%         |
|                    | 3                     | 0.32%           | 37.50%        | 8               | 0.26%             | lionslair    misha                 | 89            | 36.48%         |
|                    | 7                     | 0.76%           | 14.58%        | 48              | 1.55%             | mishawaka    blt                   | 32            | 13.11%         |
|                    | 176                   | 18.99%          | 30.34%        | 580             | 18.70%            | mishawaka    lio                   | 31            | 12.70%         |
|                    | 12                    | 1.29%           | 28.57%        | 42              | 1.35%             | null                               | 3             | 1.23%          |
|                    | 5                     | 0.54%           | 71.43%        | 7               | 0.23%             | <b>Grand Total</b>                 | <b>244</b>    | <b>100.00%</b> |
|                    | 10                    | 1.08%           | 26.32%        | 38              | 1.23%             |                                    |               |                |
|                    | 48                    | 5.18%           | 31.58%        | 152             | 4.90%             | Transcription Selection Error      |               |                |
|                    | 120                   | 12.94%          | 28.30%        | 424             | 13.67%            | mishawaka incorrect and selected   |               | 25.82%         |
|                    | 2                     | 0.22%           | 9.52%         | 21              | 0.68%             | mishawaka correct and not selected |               | 52.46%         |
|                    | 3                     | 0.32%           | 15.00%        | 20              | 0.64%             |                                    |               |                |
|                    | 170                   | 18.34%          | 29.72%        | 572             | 18.44%            |                                    |               |                |
|                    | 7                     | 0.76%           | 46.67%        | 15              | 0.48%             |                                    |               |                |
|                    | 171                   | 18.45%          | 33.66%        | 508             | 16.38%            |                                    |               |                |
|                    | 81                    | 8.74%           | 29.14%        | 278             | 8.96%             |                                    |               |                |
|                    | 61                    | 6.58%           | 27.73%        | 220             | 7.09%             |                                    |               |                |
| <b>Grand Total</b> | <b>927</b>            | <b>100.00%</b>  | <b>29.88%</b> | <b>3102</b>     |                   |                                    |               |                |





Files

A<sup>z</sup> +

Run



importData ▾

Execution log



insertBlankRows.gs



exportData\_ASR\_noRespon...



exportData\_d2c\_useCase\_...



exportData\_nparserDrops.gs



importData.gs



overwriteData.gs



clearDataTest.gs



LookerAPI.gs



retryAndAssistAPI.gs



toggleAll\_leftPanel.gs



findToggle\_leftPanel.gs



toggleAll\_rightPanel.gs



findToggle\_rightPanel.gs

Libraries



Services



```
1 function importData() {
2     var target = SpreadsheetApp.getActiveSpreadsheet().getSheetByName("Target Sheet");
3     var sender = SpreadsheetApp.openById("1I4PYik80-BCWfpISxvAUDXk-Q7XXXXXXXXXX");
4
5     var targetData = target.getDataRange().getValues();
6     var senderData = sender.getDataRange().getValues();
7
8     for (var i = 1; i < targetData.length; i++) {
9         for (var j = 1; j < senderData.length; j++) {
10            if (targetData[i][3] == senderData[j][1]) {
11                target.getRange(i+1, 21).setValue(senderData[j][6]);
12                target.getRange(i+1, 19).setNumberFormat("@").setValue(String(senderData[j][6]));
13                target.getRange(i+1, 19).setValue(String(senderData[j][3]));
14                target.getRange(i+1, 22).setValue(senderData[j][12]);
15                target.getRange(i+1, 23).setValue(senderData[j][13]);
16                target.getRange(i+1, 18).setValue(senderData[j][16]);
17
18                if (targetData[i][4] != "N/A") { // Check if column E in the target sheet is not "N/A"
19                    target.getRange(i+1, 5).setValue(senderData[j][5]);
20                }
21
22                break; // exit the loop once a match is found
23            }
24        }
25    }
26}
27
```