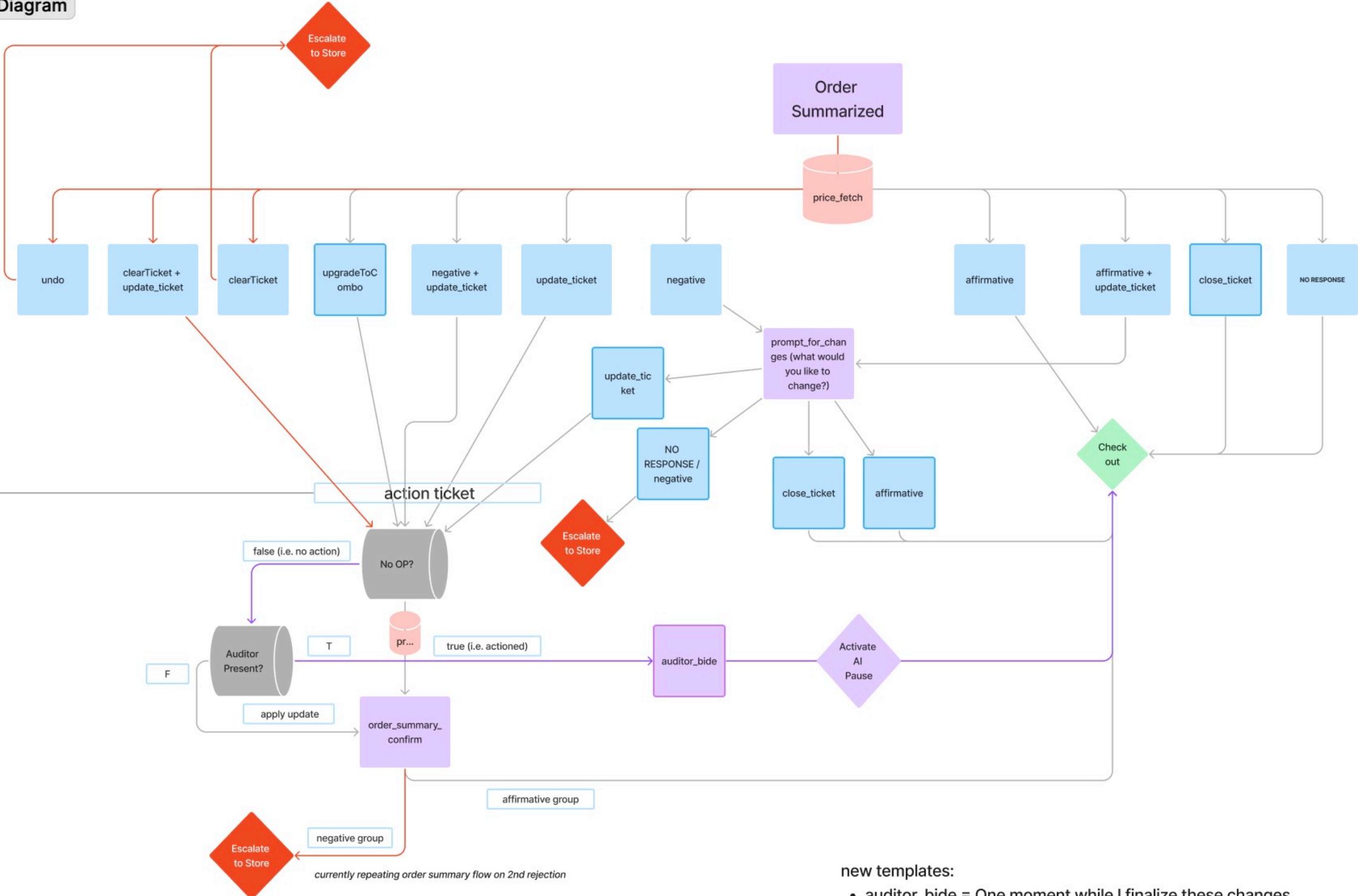


Events

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

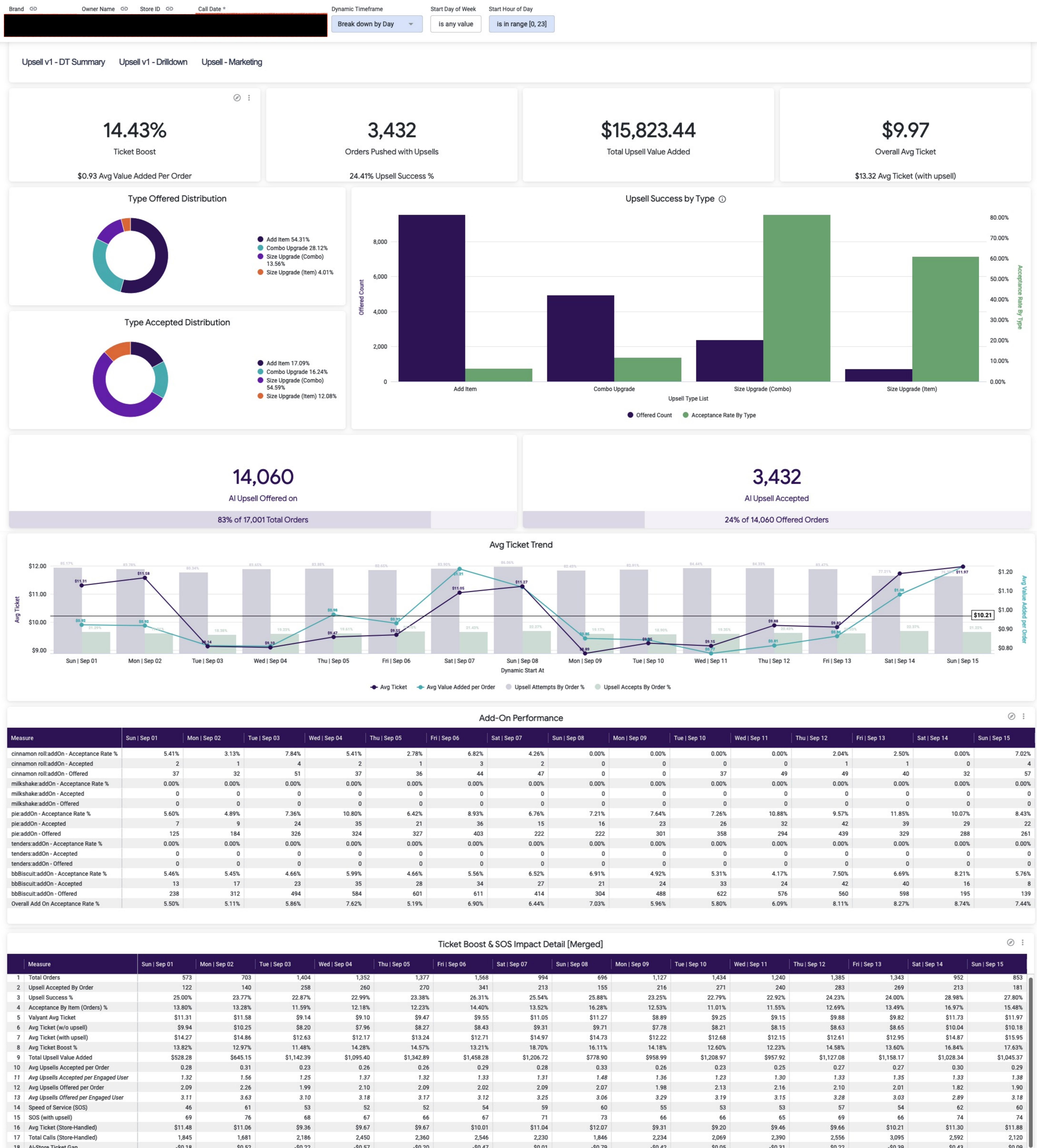
Context

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%	Ticket Boost	3,432	Orders Pushed with Upsells	\$15,823.44	Total Upsell Value Added	\$9.97	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:bbBiscu - Offered	add:bbBiscu AR %	add:cinnam - Offered	add:cinnam AR %	add:milksha - Offered	add:milksha AR %	add:applePik - Offered	add:applePik AR %	add:tenderP - Offered	add:tenderP AR %	add:item:ten - Offered	add:item:ten AR %	combo:biscu - Offered	combo:biscu AR %	combo:burg - Offered	combo:burg AR %	combo:f_toast - Offered	combo:f_toast 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%	69	21.74%	42	33.33%	0	0.00%	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%	55	18.18%	47	46.81%	0	0.00%	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%	52	19.23%	27	33.33%	0	0.00%	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%	36	13.89%	20	15.00%	0	0.00%	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%	36	13.89%	12	25.00%	0	0.00%	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%	46	8.70%	21	28.57%	0	0.00%	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%	27	7.41%	17	64.71%	0	0.00%	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%	52	17.31%	24	33.33%	0	0.00%	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%	26	11.54%	16	37.50%	0	0.00%	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%	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%	5	0.00%	0	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

Upsell Success by Order Value									
\$0.00 Orders Removed]									
Order Value - Group	Total Orders								
<th

Upsell - Marketing Insight ❤️ ⓘ

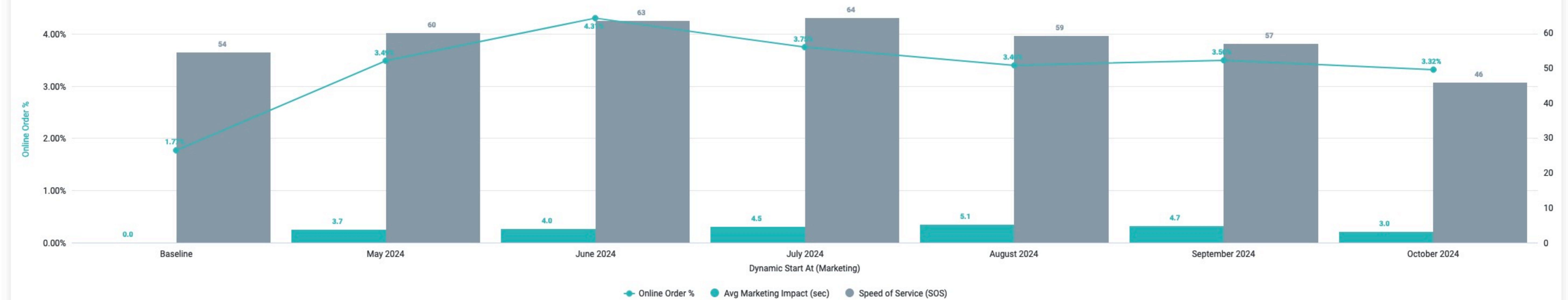
Brand * ⓘ	Store ID	Owner Name ⓘ	Call Date	Dynamic Timeframe	Start Day of Week	Start Hour of Day	
				Break down by Month	is any value	is in range [0, 23]	

[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	Owner Name	Start Date	End Date	Call Date	Dynamic Threshold	Start Day of Week	Start Hour of Day			
Upsell Success by Order Value								(39,932 Orders Retrieved)		
Order Value - Decile	Total Orders	Percent of Total Orders	Avg Ticket	%	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	34
4 to 6	248	20%	\$8.47	83.47%	6.43%	6.03%	5.28	12	218	218
7 to 9	245	21%	\$8.70	91.84%	28.95%	23.67%	5.58	58	287	287
10 to 12	188	16%	\$11.47	88.01%	23.88%	26.88%	5.48	48	201	201
13 to 15	162	14%	\$14.42	92.14%	44.12%	31.46%	5.75	58	176	176
16 to 18	80	6%	\$17.80	96.02%	48.80%	38.93%	5.92	74	118	118
19 to 21	59	5%	\$20.42	99.21%	57.63%	40.51%	2.22	57	121	121
22 to 24	30	3%	\$23.39	99.81%	58.87%	44.78%	2.33	30	67	67
25 to 27	21	2%	\$26.28	95.21%	21.45%	49.62%	2.42	25	51	51
28 to 30	7	1%	\$28.75	100.00%	71.43%	38.89%	2.57	7	18	18
31 or Above	26	2%	\$37.37	100.00%	89.22%	46.10%	3.08	26	76	76
Total	1,007	100%	\$11.35	69.67%	29.34%	24.49%	5.62	425	1,745	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

Valyant - Sprint 11 +3

More fields

Due date

None

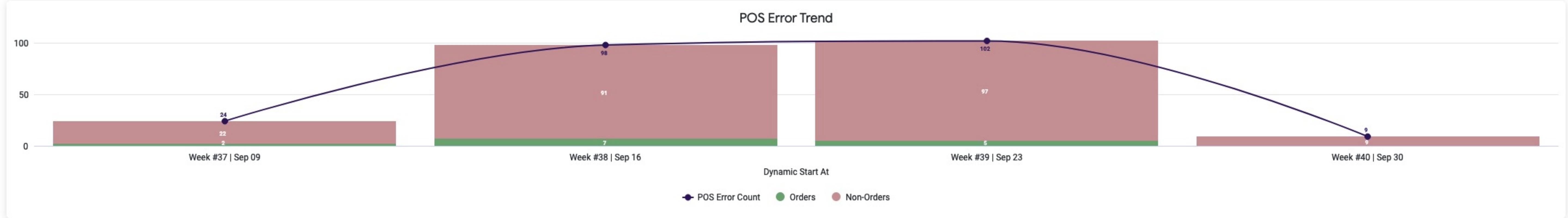
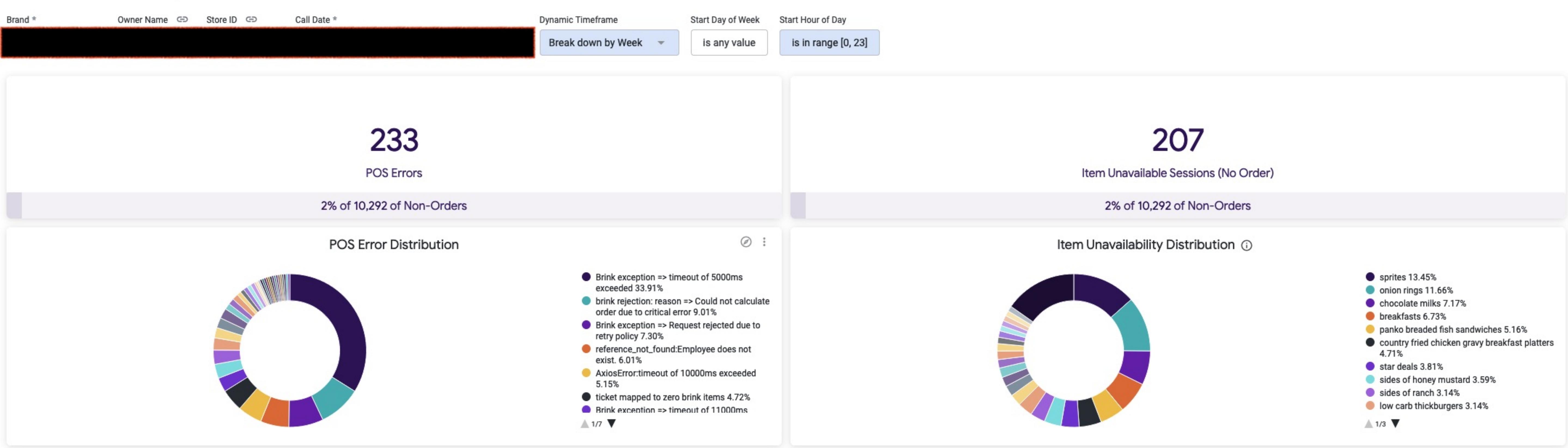
Automation



Rule...

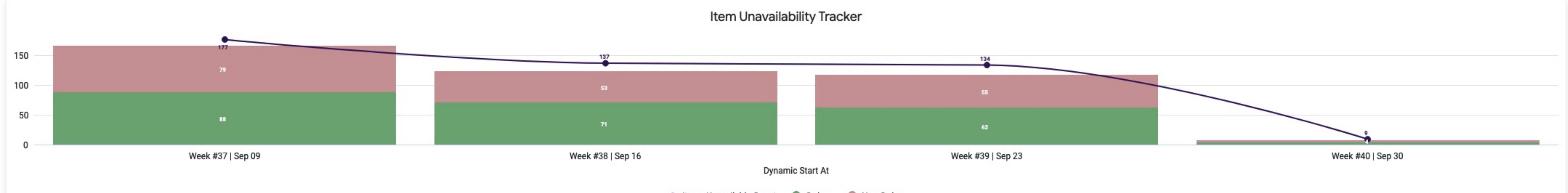
Checklist





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	∅	∅	∅	3
4 bacon egg cheese burritos	∅	3	3	∅
5 bacon ranch fries	2	2	5	2
6 barbecue chicken combos	∅	∅	∅	1
7 barbecue chickens	5	5	1	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

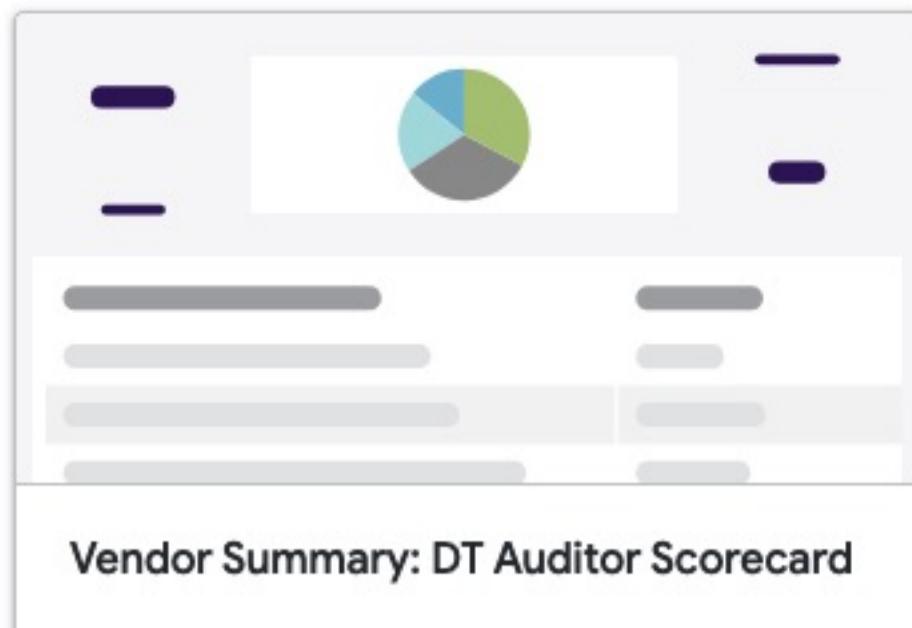
Item Unavailability by Location

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

Valyant DT

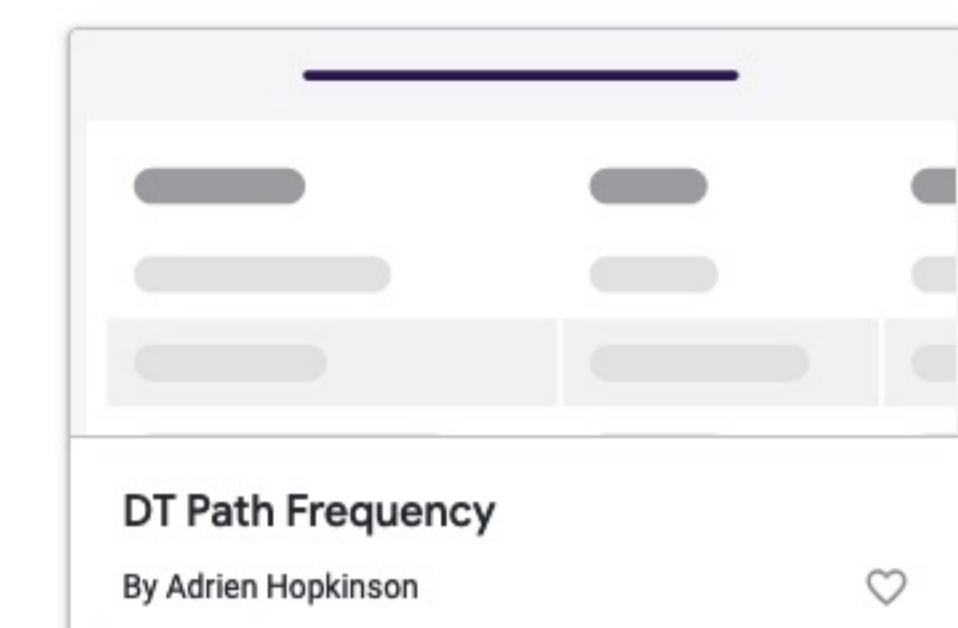
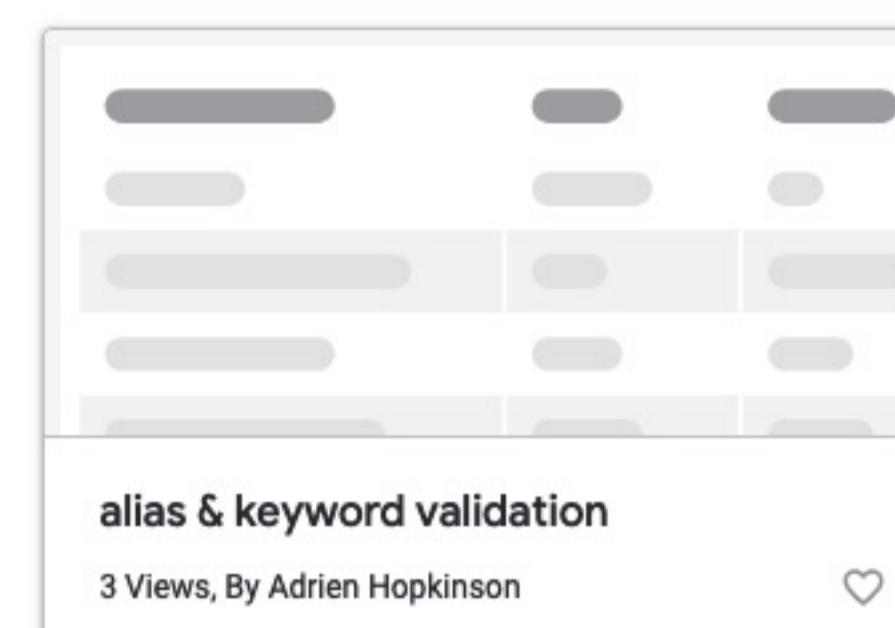
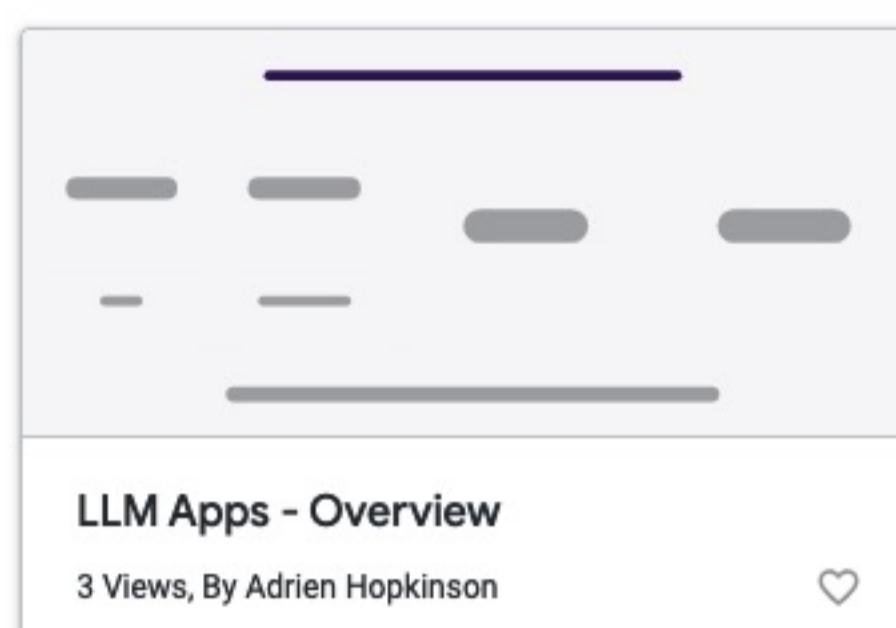
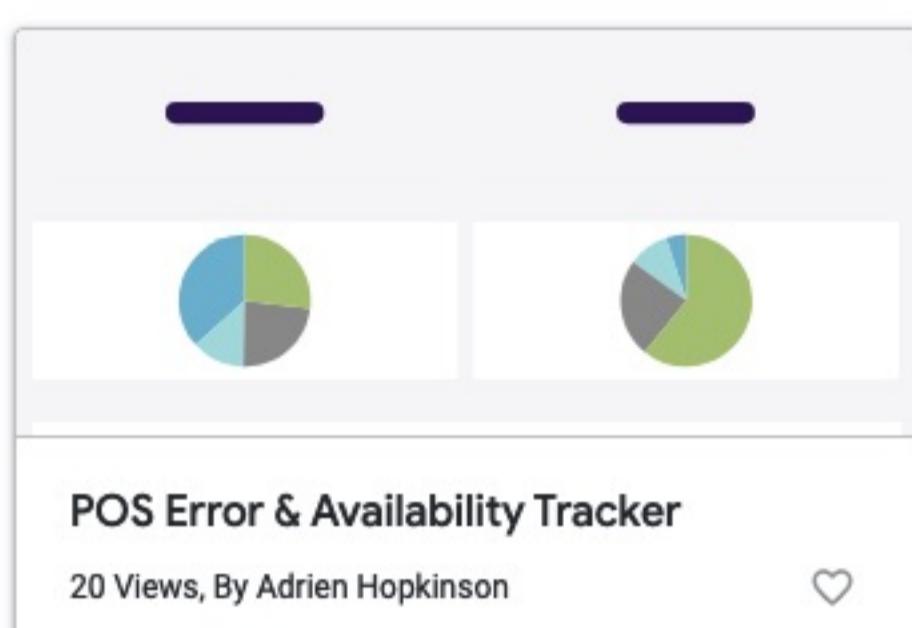
Auditor

Add description...



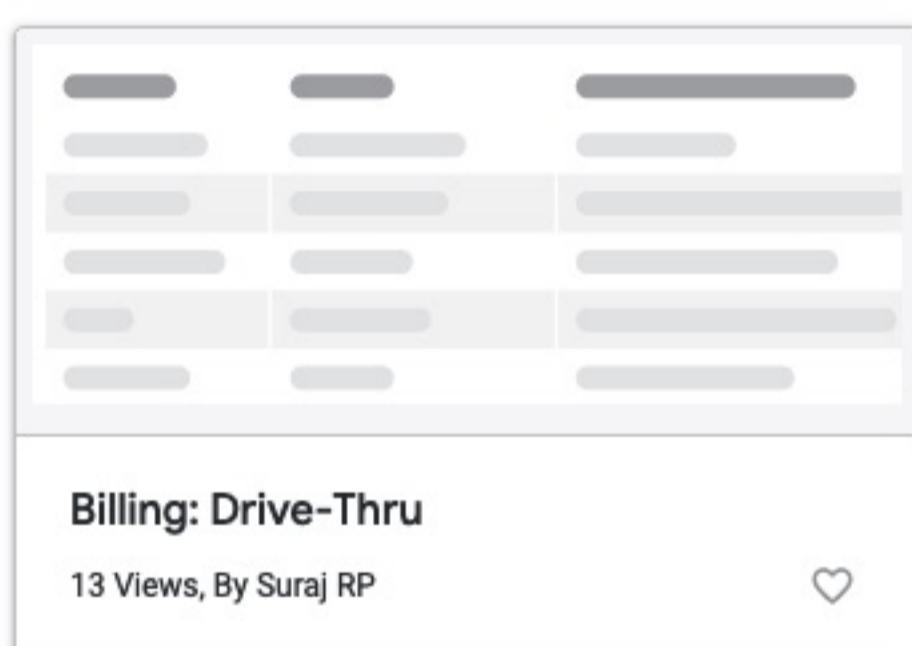
Analysis (Paths, POS Errors, etc.)

Add description...



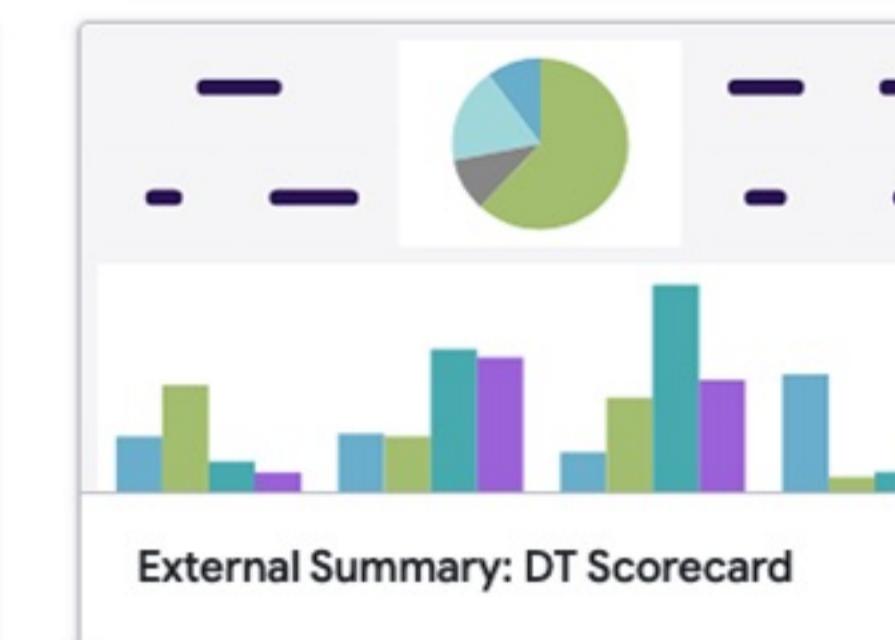
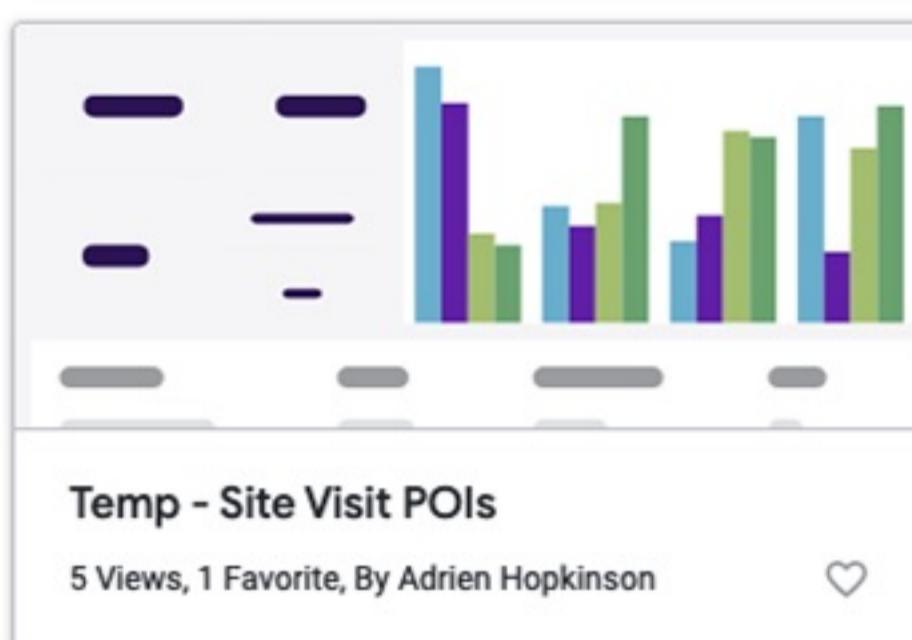
Billing

Add description...



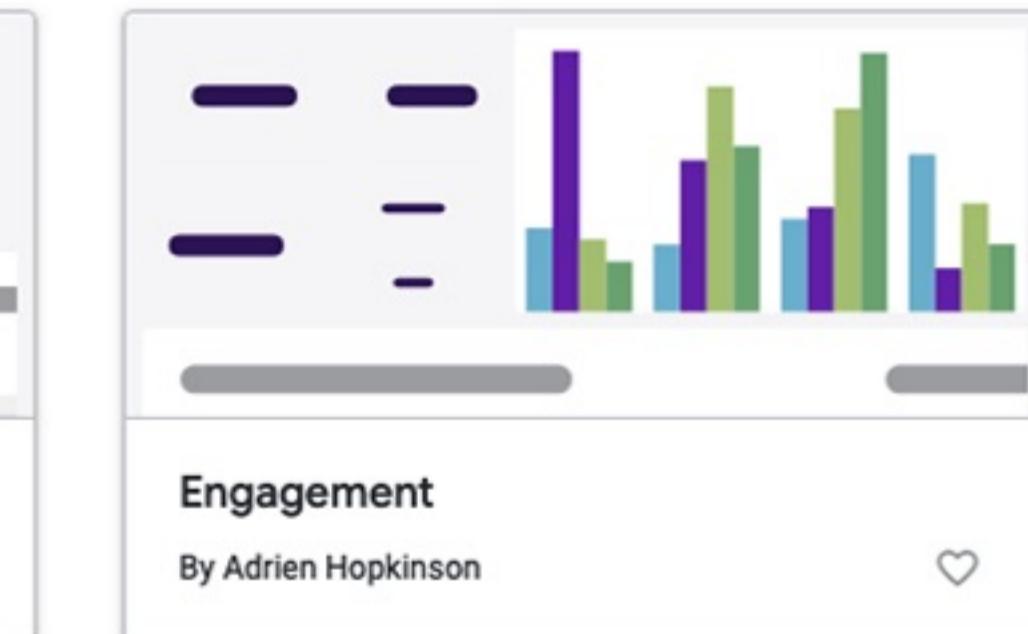
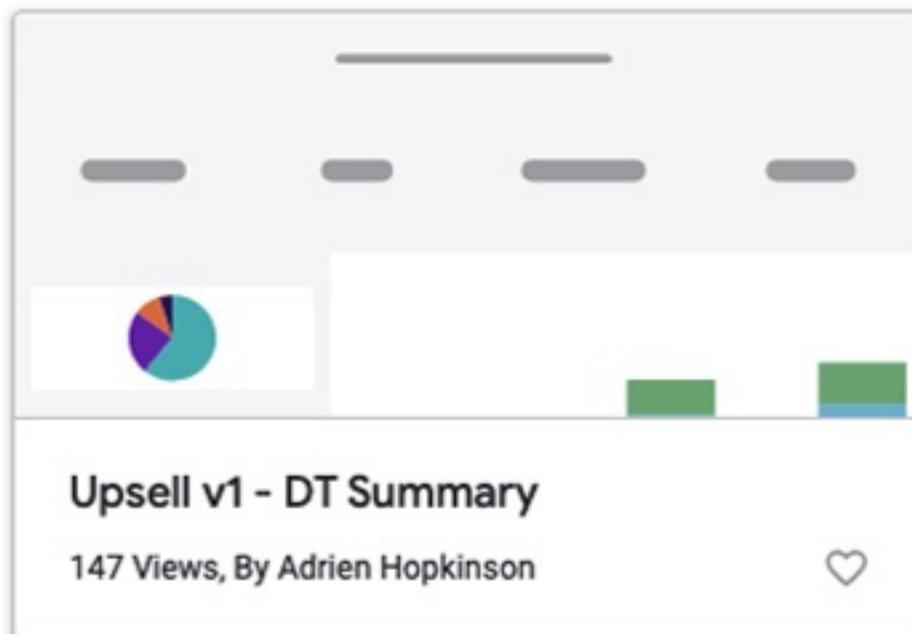
Performance Tracking

Add description...



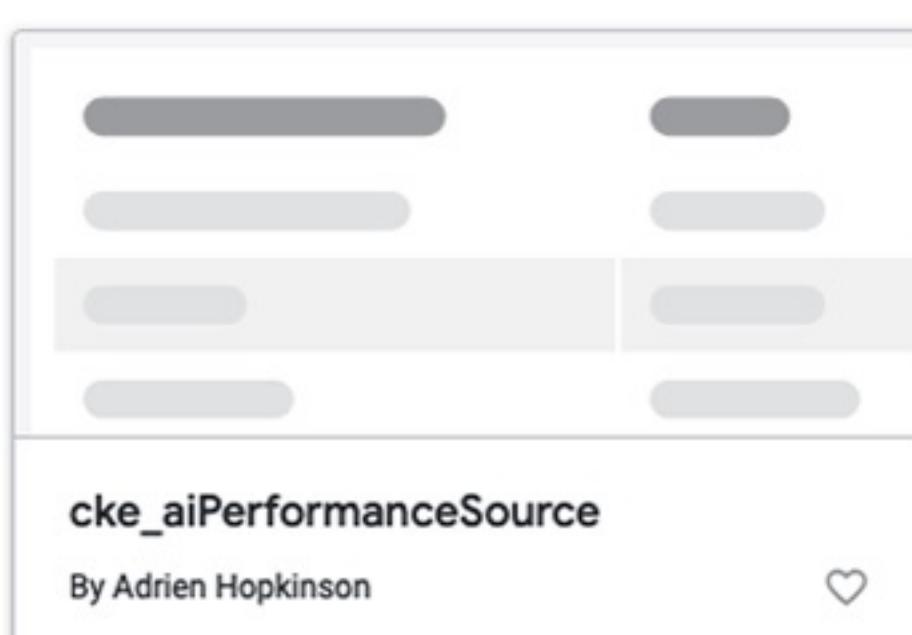
Upsell & Engagement

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 dot), SOS (AI Only) (green diamond), Avg Auditor SOS Impact (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

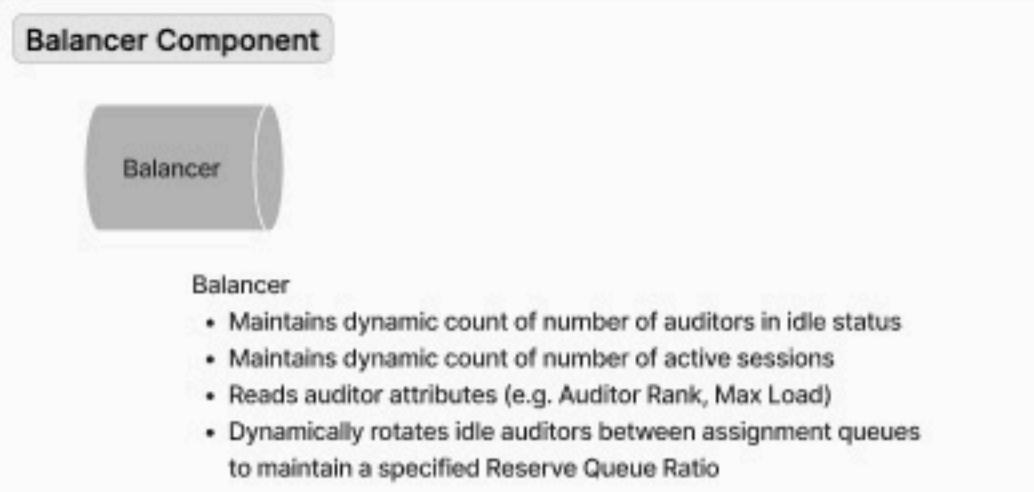
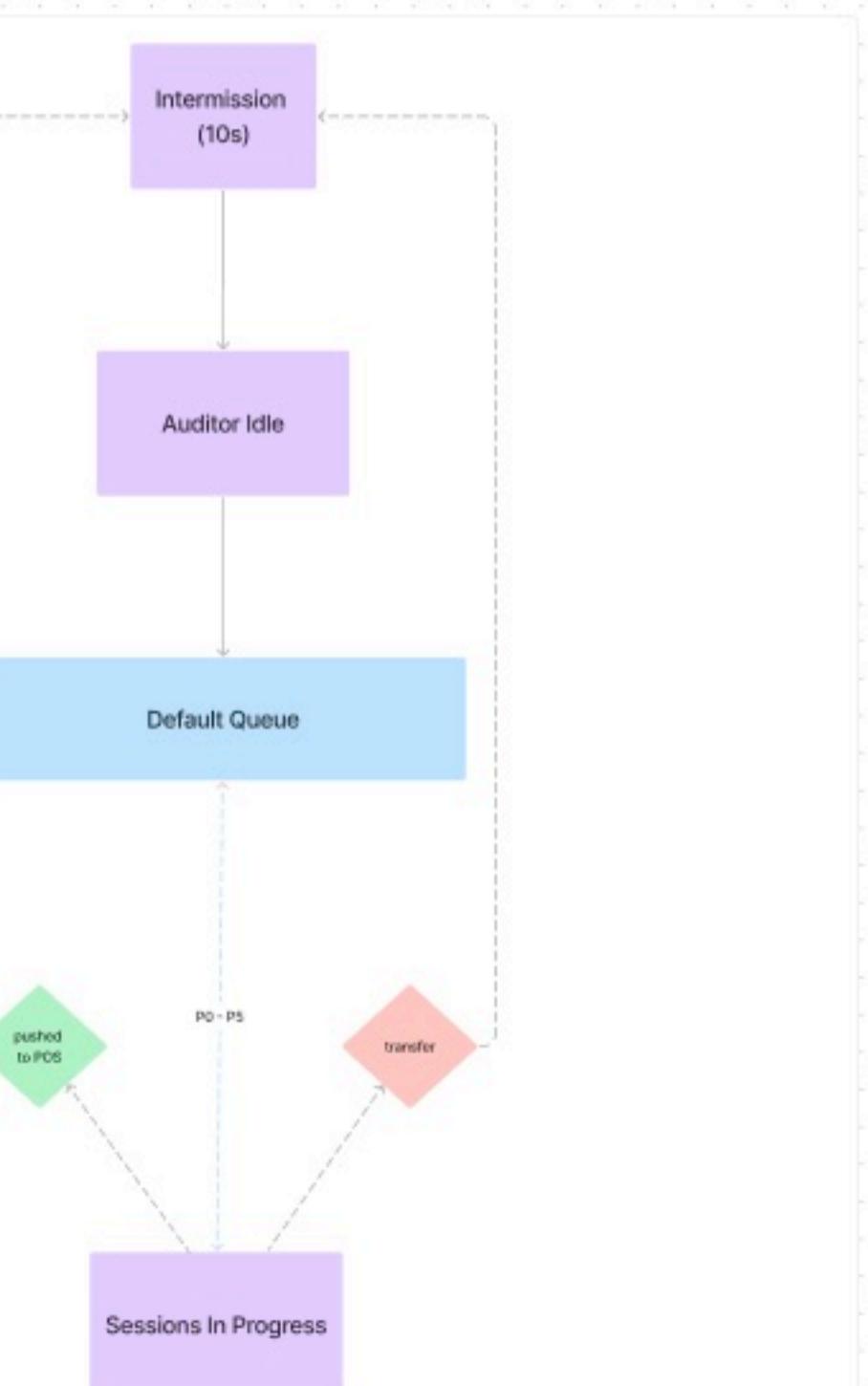
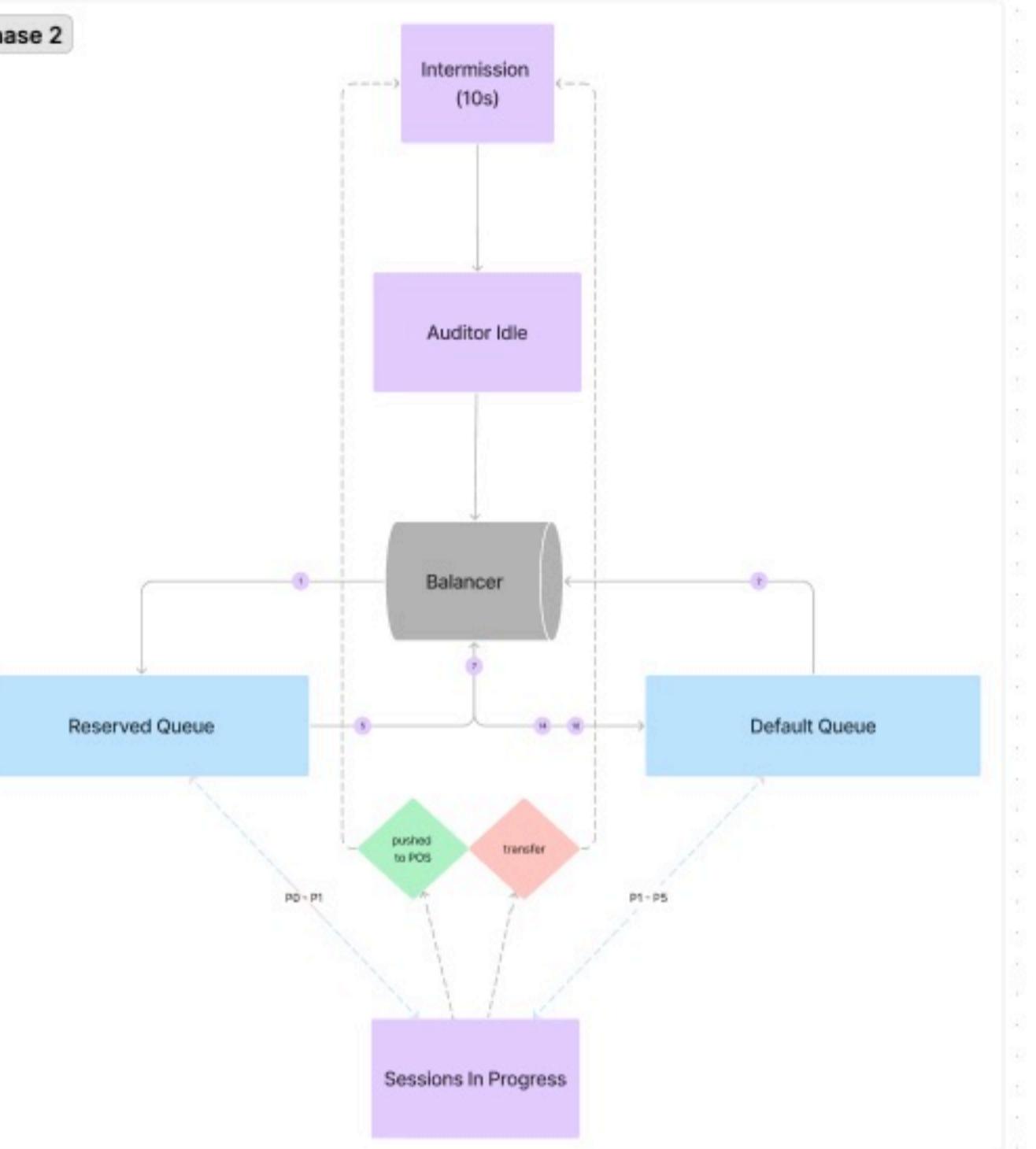
Key Innovations:
Balancer - the pre-processing mechanism for real-time queue assignment
Auditor Rank - a number attribute manually assigned to each auditor based on Auditor Efficiency Score (rankings to be updated weekly by CC Ops)
Confidence Score (CS) - a weighted average representing the probability 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



Framework

Rebalancing occurs whenever the amount of auditors in the reserve queue drops below the Reserved Queue Ratio (RSR). The first goal of the **Balancer** is to normalize to the RSR the ratio of active sessions (S) to auditors currently in the reserved queue (AC) by moving auditors from one queue to another.

$[S/AC] = RQR$

$AN = \text{auditors needed in reserved queue} / AM = \text{auditors to move}$

$AN = [S \times RQR]$

$AM = AN - AC$

The second goal of the **Balancer** is to select auditors for session and queue assignment:

- Selection Criteria:
 - Auditor Rank (AR) - a measure of an auditors effectiveness
 - Queue Time (QT) - a duration in seconds of time spent in Idle (resets upon reentry)
 - Max Load (LM) - the max number of concurrent sessions an auditor can handle
 - Current Load (LC) - the number of sessions an auditor is currently handling (unidirectional but resets to 0 upon entering Idle)

Pretext: We will eventually have an optimized auditing product, performance AI and experienced auditing personnel. These conditions present an opportunity to improve ROI on human-in-the-loop costs via multi-session handling.

Auditors are to be sorted for assignment based on AR, QT and LC (where $LC < LM$). When rebalancing, the Balancer will select those auditors with the highest AR for the Reserved Queue. Within each respective queue auditors will be sorted for injection based on QT.

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

Dynamic Timeframe

Start Day of Week

Start Hour of Day

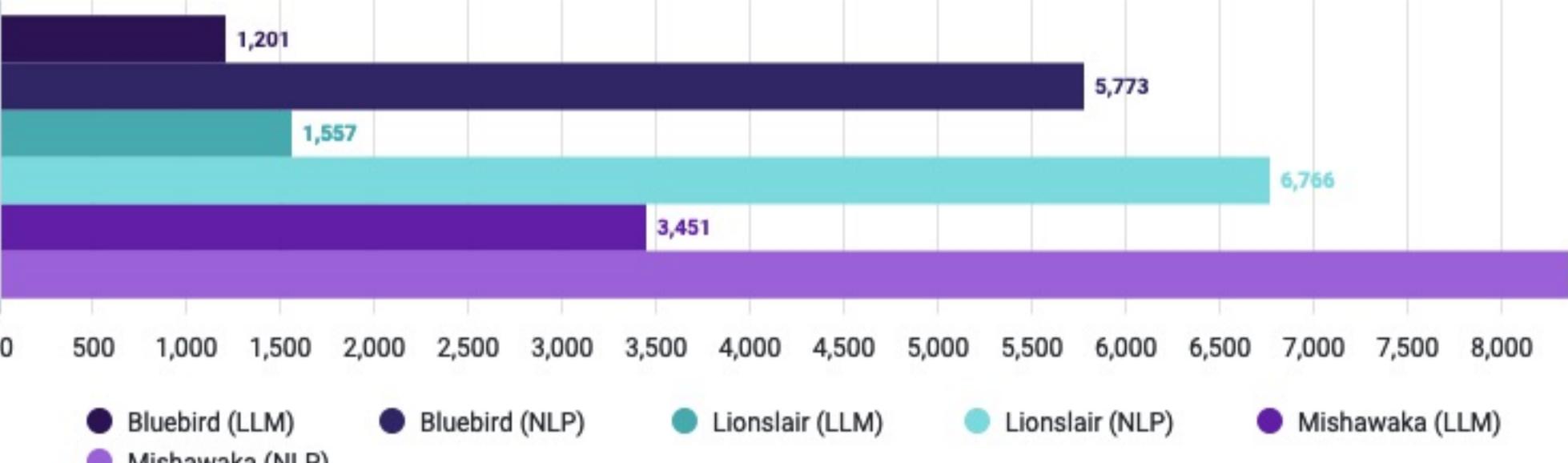
Break down by Day

is any value

is in range [0, 23]

Transcript Voting

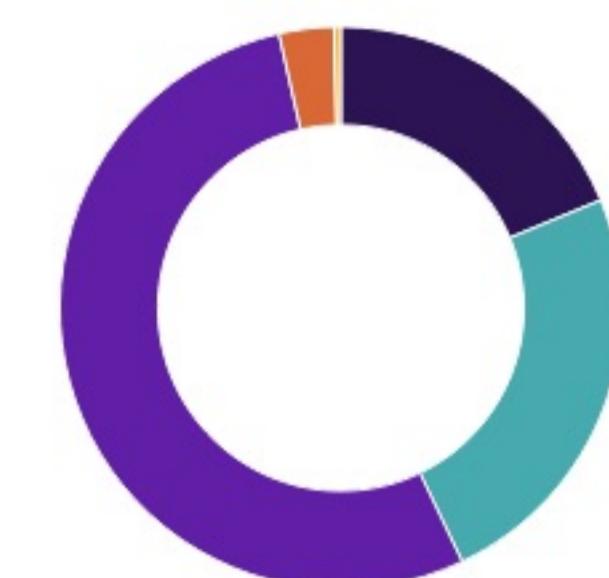
Selected Provider Breakup



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

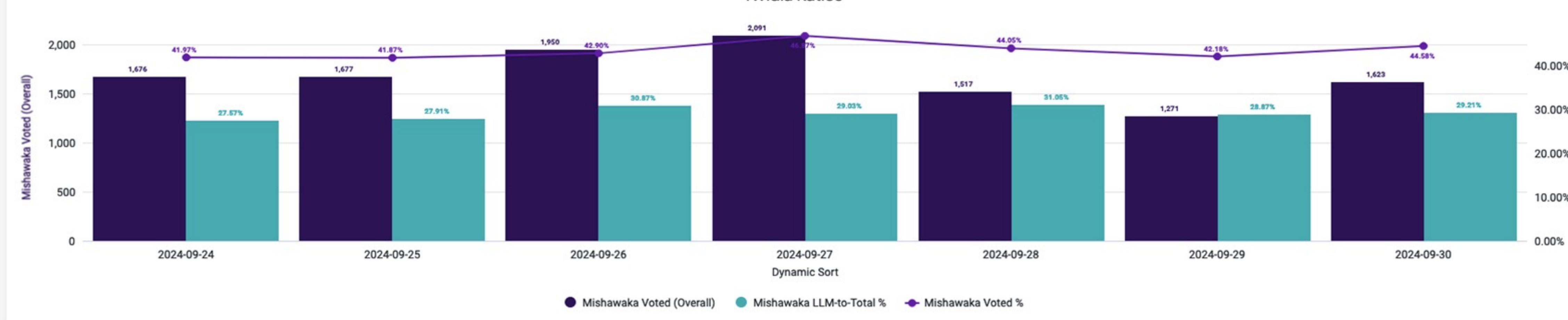
LLM Voting Overview

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 & keyword validation ❤️ +

Brand *

Utterance Path *

alias & keyword validation

	Start Time	Recordings	Utterance Path
1	2024-09-30 21:21:37		let get one of those original 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		can i get the the original bag the pick me two->yeah->two hot ham and cheese->hi c->i need another original 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		okay i need an original 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		no->ill have a frisco sandwich only a large sweet tea->no thank you->ill have the original 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		->give me two of your original hot ham and cheese sandwich->no->no thank you->thats all
6	2024-09-30 19:50:53		let me have the original 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		ok i want a original bag with a with a wrap->and a hamburger->>a sprite to drink->and then i want another original bag->hello->another original 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		can i get the hardees original 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		->i->i guess can i get the original 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		->give me a double cheeseburger original bag->one and get that ham beer for
11	2024-09-30 19:15:52		no->i want the i guess the original 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		chicken->get the original 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		can i get a small hot ham and cheese sandwich please->oh yeah original original i guess a small one just the sandwich no thats all->no->and a the menu dont
14	2024-09-30 18:52:47		can i do the original 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		can i get a original 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		and id like to get an original bag->with a double cheeseburger and a hot ham and cheese->with a coke->and another original bag->two double cheeseburger->and a coke->thats all->yes
17	2024-09-30 18:42:04		no maam i need a four original 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		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 original hardee bag the pick any two->can i speak to someone->team member
19	2024-09-30 18:28:41		a original big bag two hot ham and cheese a doctor pepper->no thank you
20	2024-09-30 18:23:14		hold on one second->let me get a number one meal with a coke->a medium be fine->do get->no->>give me the original fine the original hot ham and cheese double cheeseburger with pickle tomato only->no drink->let me get another original bag->with a ranch chicken wrap->>let me get the original bag->with the ranch chicken wrap->and the chee... i
21	2024-09-30 18:04:48		i wanna take the original 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		yeah let me get a an original 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		i->i need two original bag->with two hot ham and cheese->a root beer to drink with all->i need an original bag with two hot ham and cheese root beer to drink->i need an original bag->with a hot ham and cheese and a honey mustard chicken wrap->and root beer to drink->and i need an original bag->with a one double cheeseburger plain->one double ch...
24	2024-09-30 17:55:32		just a minute please->okay->i want the original 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		i->can i get the original 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		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 original 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 original bag also curly fry->a doctor pepper please->thats i...
27	2024-09-30 17:28:15		no->i want a original 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		i need an original 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		hold on one moment please->>i need the original 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		no->with the original 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		no maam->can we get two original hot ham and cheese meal->one with the water and one with a diet coke->i->thats it

	A	D	E	G	H	L	N	O	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD
1	Issue Basket	Task	Assignee	Jira	Priority Level	= AI % of Goal	Notepad	Spillover? (Y/N)	Due Date	DUD		i Latest Sprint = 11	FILTERS 🎯	Last Seen After:	2024-06-01	Sprint:	10			
2	DT Ops (≈ 4%)	Provision up-to-date hardware for locations with poor ASR performance	Adam Steinman	ENG-6925	P0	15%		Yes	2024-09-03	-53		COUNTA of Status (Consolidated)	Priority Level							
3												Status (Consolidated)	P0	P1	P2	P3	Grand Total			
4												Backlog	7	8	3	2	20			
5												Blocked	4	1			1	6		
6												Done	12	19	2		1	34		
7	ASR - System (≈ 18%)	ASR and STT Optimization for Reducing False Positives	Petra Vanickova	ENG-6874	P0	30%		Yes	2024-09-26	-30		Inprogress	2	6	2		10			
8		Iterative Development of LLM Transcript Voting	Petra Vanickova	ENG-6859	P0	30%		Yes	2024-08-27			Obsolete	1	1			2			
9		Extend NLP Logging to Surface which Model Would Be Selected	Petra Vanickova	ENG-6732	P2	n/a		Yes				Production Observation	8	18	3		29			
10		Review CN boromir library for viable non-contextual keyword replacements	Adrien Hopkinson	ENG-6475	P3	2%		Yes				Testing Required	1	3			4			
11		[Spike] Validate that contextual hints will impact ASR model	Petra Vanickova	ENG-6922	P0	n/a	1/2 days work to validate impact of contextual hints	Yes	2024-08-27	-60										
12		Review waveforms of locations with poor ASR stats and raise/lower input volume as needed	Petra Vanickova	ENG-6977	P0	3%		Yes	2024-08-23											
13		Model retraining with more weight to shorter utterances and noisy environments	Petra Vanickova	ENG-6978	P0	6%		Yes	2024-09-26	-30										
14		Implement contextual hints to boost ASR performance with closed domain questions	Petra Vanickova	ENG-6664	P0	15%		Yes	2024-09-03	-53										
15																				
16																				
17	CC Ops (Routing & Tools) (≈ 18%)	[Auditor] Also don't AI Pause when Searching the menu	Jake Shelton	ENG-6910	P0	15%		No	2024-08-13											
18		[Auditor] With new Apple Sauce 4th slot on Kids Meal for Brink, we need to get it to show up properly in the Auditor UI (currently two French fries showing)	Alex Trill	ENG-6909	P4	3%		No												
19		[Auditor] Disable simulated intent buttons and Checkout and Summarize/Finalize buttons when response is in flight	Jake Shelton	ENG-6871	P0	3%		No	2024-08-20											
20		[Auditor] Just remove the "Order Changes Detected" modal and show the CHECKOUT btn	Jake Shelton	ENG-6828	P0	3%		Yes	2024-08-13											
21		[Rept] Define negative outcomes + Session importer changes to reveal auditor event details in event messages	Adrien Hopkinson	ENG-6822	P1	n/a		Yes												
22		[Auditor] Send transfer requests to the store immediately without requiring auditor approval	Jake Shelton	ENG-6817	P0	n/a		No												
23		[Auditor] Further UI/UX Changes for Improved Auditor Efficiency pt3	Jake Shelton	ENG-6772	P0	30%		Yes	2024-08-27	-60										
24		[Ops] Auditor Training Items - Sprint 10 (Site Visit)	Marie Coleman	ENG-6926	P0	15%		Yes	2024-08-30	-57										
25		[Auditor] Prevent deletion of nested entrees when an auditor edits the order	Nico Pampe	ENG-6814	P0	3%		No	2024-08-29											
26		Critical bug fixes for 8/20 release	Ben Thielker	ENG-6962	P0	n/a		No	2024-08-22											
27																				
28	Entity Extraction (≈ 7%)	drinks not getting consumed within meals	Adrien Hopkinson	ENG-6269	P1	5%		Yes												
29		bzp failing to parse some multi-part instructions	Ben Thielker	ENG-6294	P0	6%		Yes	2024-09-05											
30		Friseo breakfast burger build out and support	Alex Trill	ENG-6878	P0	n/a		Yes	2024-08-08											
31		Discontinued menu needed for SE6 location	Alex Trill	ENG-6811		n/a		Yes												
32		Sausage egg and cheese being rung in incorrectly at Brink locations	Alex Trill	ENG-6751		n/a		Yes												
33		GKE aliases and keywords for review - W/E 6/16	Alex Trill	ENG-6666	P0	6%		Yes	2024-08-27											
34		Prompt LLM to Generate List of Missing Aliases	Adrien Hopkinson	ENG-6661		n/a		Yes												
35		Reconfigure soda families and items to include traits	Alex Trill	ENG-6645		n/a		Yes												
36		[Spike] Data gaps for most frequently transferred items	Adrien Hopkinson	ENG-6927	P0	6%	Blocked by work from Suraj	Yes	2024-08-27	-60										
37		SEC Mapping Issues (Sausage egg & cheese biscuit)	Korey	ENG-6992	P1	3%		No	2024-09-03											
38	Intent (≈ 0%)	#N/A		#N/A	#N/A	n/a	#N/A	#N/A												
39																				
40																				
41																				
42																				
43	Post-Summary Issues/POS (≈ 21%)	Enable additions and editions post-summary	Ben Thielker	ENG-6246	P0	61%		Yes	2024-09-05	-51		COUNTA of Pts	Jira Status							
44		Brink Extra fee	Michael Moore	ENG-6912		n/a		No				Assignee	Backlog	Blocked	Done	Inprogress	Production Obse	Testing Required	Grand Total	
45		Brink Falling Orders with Critical Error	Michael Moore	ENG-6905	P0	6%		No	2024-08-12			Adam Steinman	0				1		1	
46		Brink Kid's Meals - Missing Side 2 Combo Slot	Alex Trill	ENG-6876		n/a		Yes				Adrien Hopkinson	0	1	4	2		2	9	
47		Update Error Handling for Brink and Omnivore	Michael Moore	ENG-6850	P0	3%		Yes	2024-08-29			Alex Trill		2	3	2	1	8		
												Ben Thielker	1		4	2	3		10	

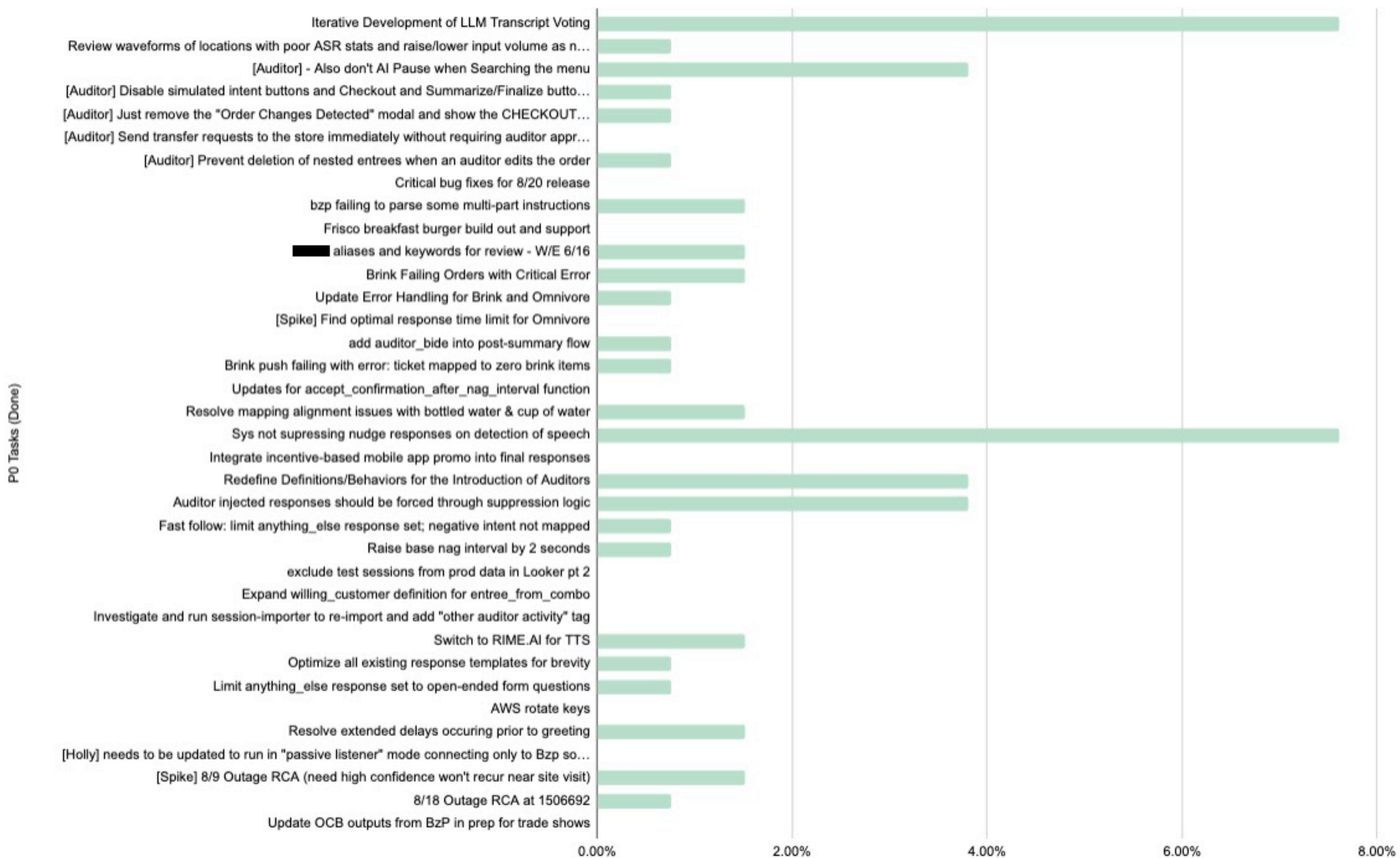
Priority	Percentage
P3	3.8%
P1	9.5%
P0	53.3%
Backlog	19.0%
Inprogress	27.6%
Obsolete	1.9%
Blocked	5.7%

Theme	Count
DT Ops (≈ 4%)	18
ASR - System (≈ 18%)	18
CC Ops (Routing & Tools) (≈ 18%)	18
Entity Extraction (≈ 7%)	7
Post-Summary Issues/POS (≈ 21%)	21
Flow/Logic - Other (≈ 20%)	20
Reporting (≈ 1%)	1
Naturalness/UX (≈ 4%)	4
Other/Onboarding (≈ 4%)	4

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Naturalness/UX (≈ 4%)	4
Other/Onboarding (≈ 4%)	4

<img alt="Table

Completed P0 Tasks vs Relative Weight Towards Goal



filter.Brand filter.startDate filter.endDate

Error Class vs RC of Failure

[secondary issues excluded]

Error Class - Main	COUNTA of Error Clas	% Breakdown
ASR	790	28.0%
CC Operation	83	2.9%
CS Tools	22	0.8%
Dialog	503	17.8%
DT Ops	3	0.1%
Integrations	24	0.9%
Menu	15	0.5%
N/A	525	18.6%
NLU - Entity/Other	555	19.7%
NLU - Intent	189	6.7%
Other	10	0.35%
Platform	53	1.88%
POS	48	1.70%
Total	2820	100.00%

AI Perf Moving Avg

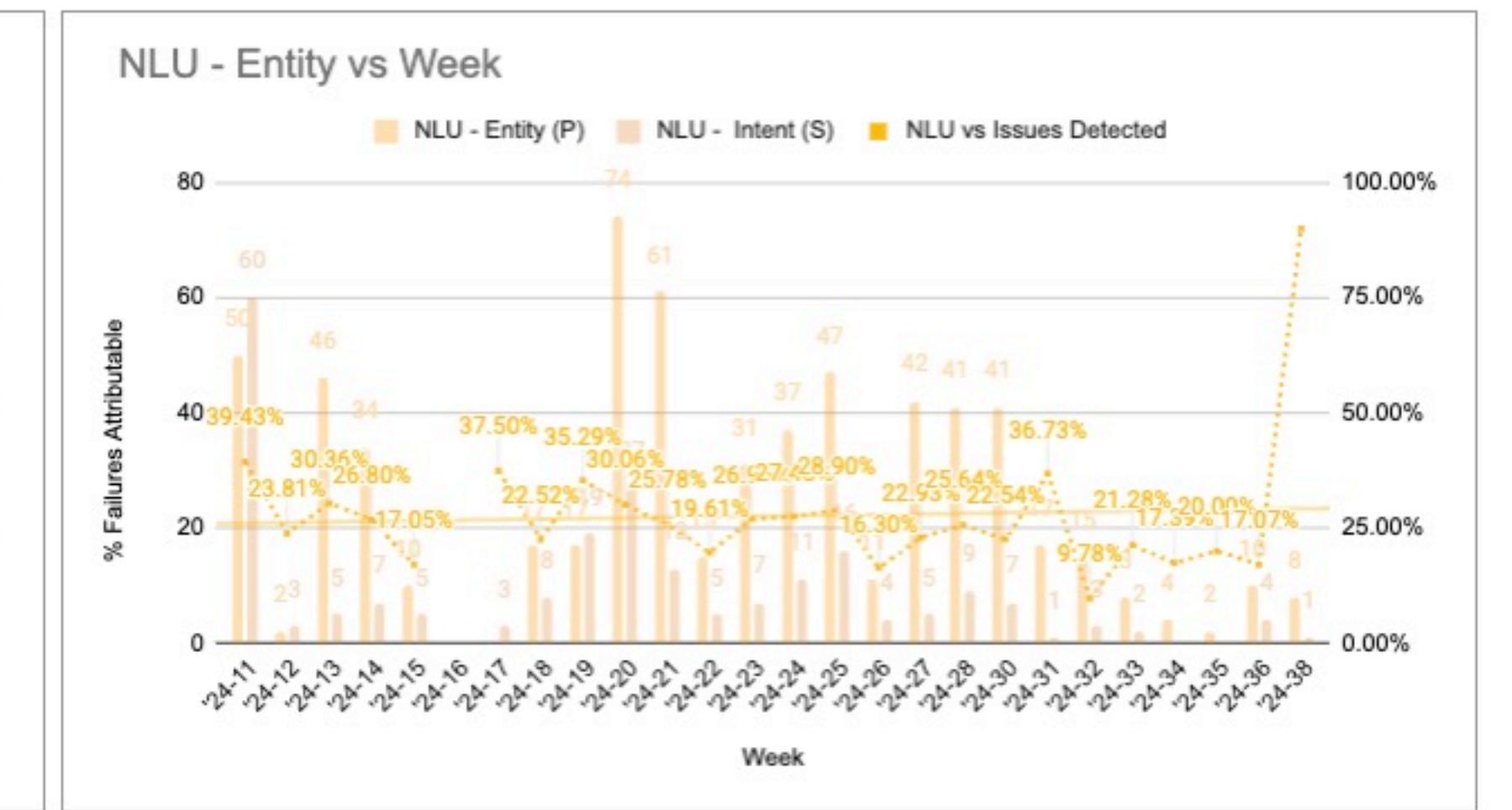
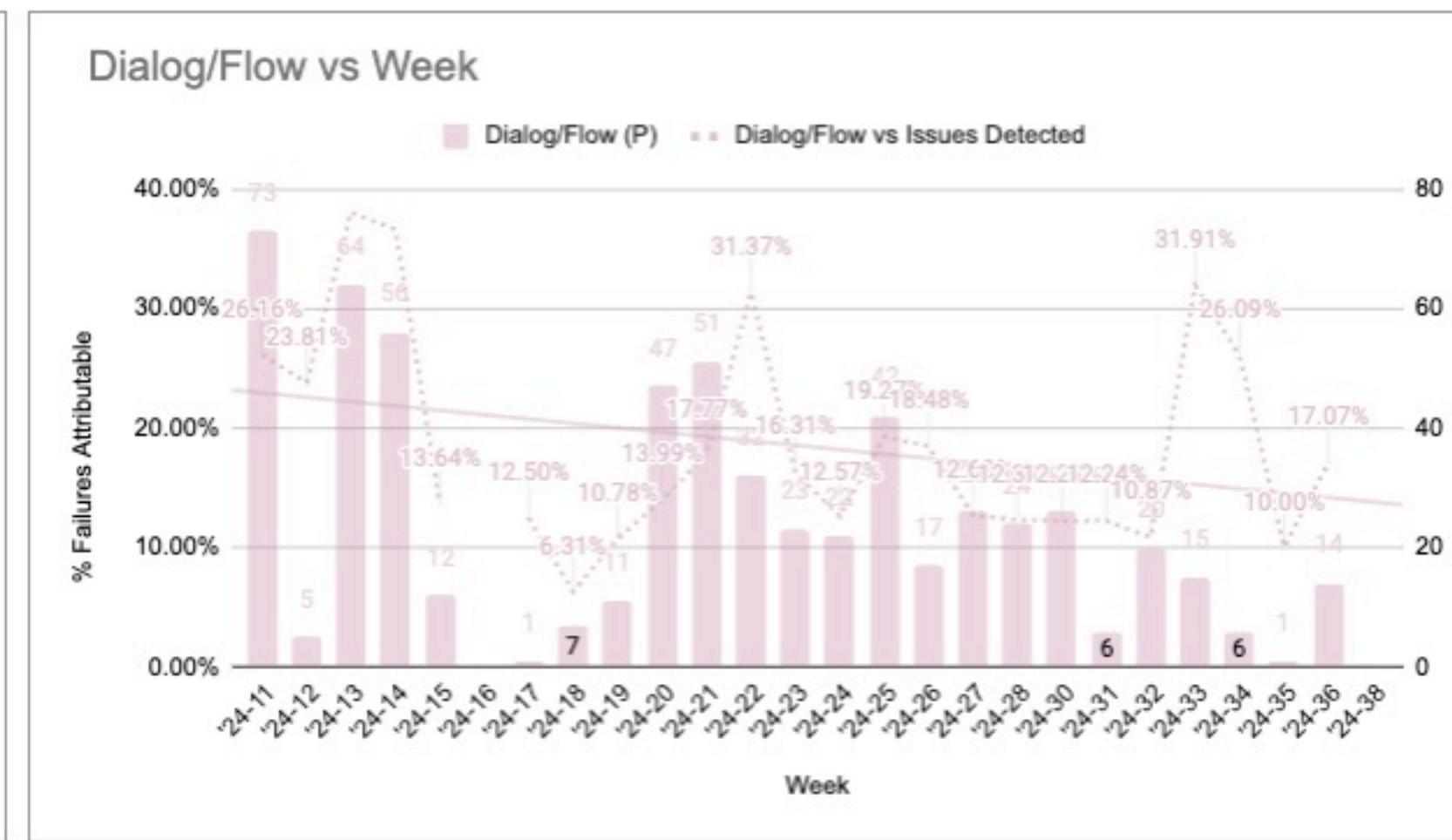
AI Perf Moving Avg	87.93%
Opportunity	12.07%
Solvable AI Errors (SAIE)	100.00%

Bars of Opportunity

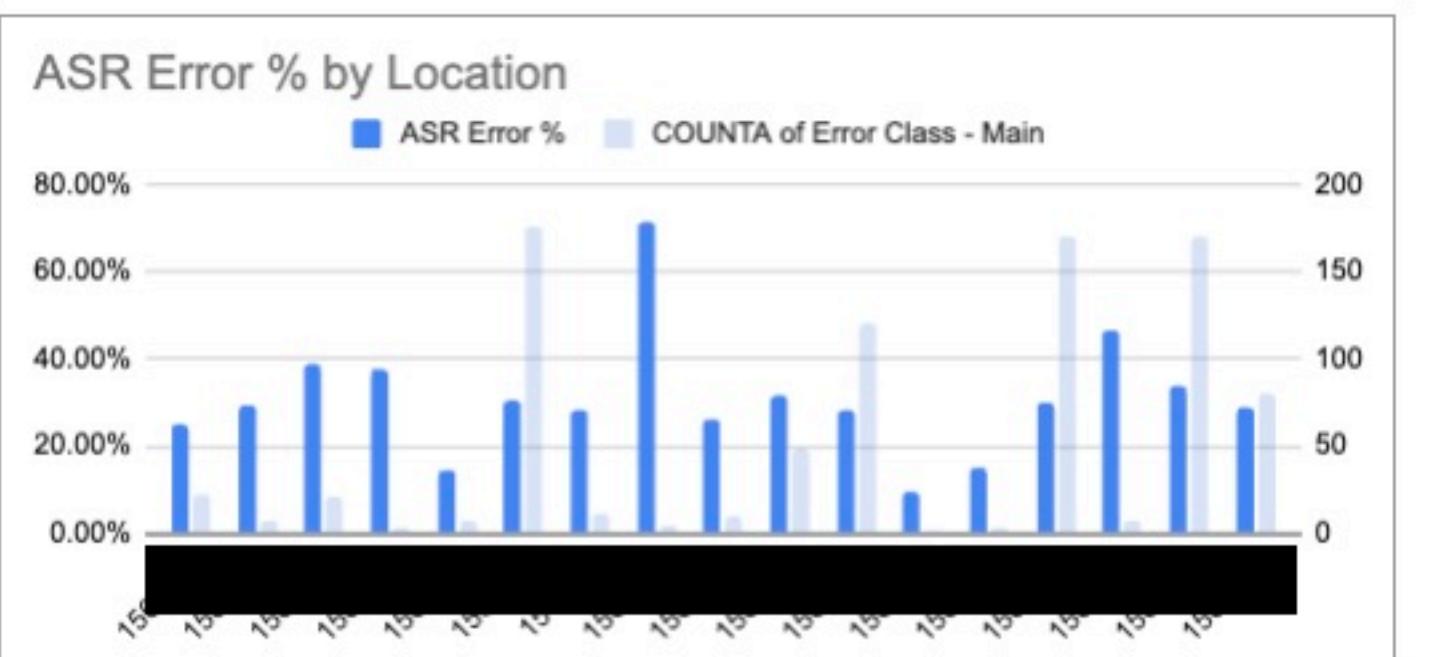
Error Class	Bars of Opp	% Error (w/o nWTAI)
AI Closed	88%	-
ASR	3.4%	28.0%
Dialog	2.2%	17.8%
NLU - Intent	0.8%	6.7%
NLU - Entity/Other	2.4%	19.7%
Platform	0.2%	1.9%
Other/Integrations/Menu/POS/DT Ops	0.9%	7.3%
N/A	2.2%	18.6%
Totals	100.0%	100.0%

NLU - LLM/Content

NLU - LLM/Content	0.00%
N/A - No Issue	0.00%
N/A - Non-Order	#NUM!
N/A - nWTAI	0.00%
N/A - RTAIN/A	0.00%
N/A - Unresponsive	0.00%
Intractable Total	0.00%



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 lionsla	22	9.02%
	15		7	0.76%	29.17%	24	0.77%		bluebird misha	39	15.98%
	15		21	2.27%	38.89%	54	1.74%		lionslair bluebi	28	11.48%
	15		3	0.32%	37.50%	8	0.26%		lionslair misha	89	36.48%
	15		7	0.76%	14.58%	48	1.55%		mishawaka bli	32	13.11%
	15		176	18.99%	30.34%	580	18.70%		mishawaka lio	31	12.70%
	15		12	1.29%	28.57%	42	1.35%		null	3	1.23%
	15		5	0.54%	71.43%	7	0.23%		Grand Total	244	100.00%
	15		10	1.08%	26.32%	38	1.23%				
	15		48	5.18%	31.58%	152	4.90%				
	15		120	12.94%	28.30%	424	13.67%				
	15		2	0.22%	9.52%	21	0.68%				
	15		3	0.32%	15.00%	20	0.64%				
	15		170	18.34%	29.72%	572	18.44%				
	15		7	0.76%	46.67%	15	0.48%				
	15		171	18.45%	33.66%	508	16.38%				
	15		81	8.74%	29.14%	278	8.96%				
	15		61	6.58%	27.73%	220	7.09%				
	Grand Total	927	100.00%	29.88%	3102						





Files

A^z +

Run

Debug

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
```