**Document Properties Instructions:** Several document fields shown within “ < > “ on the cover page are file property values that need to be updated with relevant information by selecting the File tab from the menu bar and then selecting Info from the submenu to display the properties of the file. Update the following file properties: Sub-title, Subject, Keywords and Author.

**RFC Ciboodle Playbook**

Replace <Project Request # - Project name>. Enter the relevant PPM Central Project Number as the Keyword value in the file’s property list.

[Hidden text – does not print] Replace <Date> with the release date for the BRD.

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# Introduction

**Ciboodle Sessions**

A Call is made by a customer to an MSO agent either to create Service Order or to ask some query which may or may not be associated with Service Orders. These calls can be made through various platforms and the one made through Ciboodle platform are Ciboodle Session.

**RFC Ciboodle Sessions**

A Call or Session can have multiple interactions with same or different MSO agents. The interactions between the Customer and an MSO agent are ranked based on the classification of the action and outcome of the Customer’s request. The best interactions between the agent and Customer are chosen as RFC Sessions.

**Action Codes**

Action Codes represent the action taken by the MSO agent during the Session as the response to Customer

**Outcome Codes**

Outcome Code represent the reason for the action taken by MSO agent during the Session.

**RFC Mapping**

All the interactions in a sessions are tagged to action and outcome codes based on the Customer’s query or request. These action and outcome code frame the least level of hierarchy in RFC Mapping and are called RFC level 2. These are grouped to RFC level 2 and RFC Level 2’s further grouped to RFC Level 1 to project the data at various levels.

**Web Contact**

Web Self-Serve tool is brought in to serve the customer in a better, quicker way and to reduce the Contact rate made to MSO. It is used by the Customer to know or change the status of their Service Order and to create a new one.

**Service Orders**

Service Orders are created if customer requests for some repair or fix in their appliance or equipment. Service orders can be created through MSO Contacts, Online and at Retail Stores.

**Data Model**

The first three files has MYSQL Data Model. Last file has data model of SQL1 and Teradata Tables.

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**Design Document**

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**Metrics Overview**

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**Dimensions & Lookup Table Details**

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**ETL Process**

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**Reports**

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