Case 1:

Expectations: To uphold deactivation or reactivate customer account.

Data Exploration

1. Actions recorded are:
   - App claim
   - App time change
   - App unassign
   - App verify
   - Customer_cancel_filled
   - No_call_no_show
   - User cancel
   - Lead Time

However, the details provided in the pdf did not capture some information here. Therefore, based on assumption,

   - App unassign: System fault. The app did not assign shift.
   - App time change: Error in App start logs.
2. Lead Time: standardized duration.
3. Is Excused Column: Incomplete entry

Findings

The spreadsheets data does not contain enough information to conclude on what further steps to take.

The facility must provide Brett's records from their end to reconcile with the dates in our records. This will help determine whether Brett was excused on certain days or not. Also, the facility's records will help determine if the app unassigned to recording was an error or not.

The stardardized lead time did not provide enough information because there were no reasons attached to the actions; Does it mean that the date created as shown on the spreadsheet was created by the customer (EC) or the (ESP), himself? Clarity must be provided.

This made it hard to determine whether customers_cancel_filled fields were due to lateness, or other reasons. Also, were there any complaints made by customers after cancellation?

Using the number of App_claims, Brett had consistently claimed quite a high number of shifts within the period but the App_unassigned must have discredited him. This could have been the reason for suspensions. However, he never complained or reported the issue of suspensions or perhaps he did. Further checks must be made to clarify this problem as this is an assumption.

On the other hand, any point deducted shows when shifts are cancelled before confirming cancellation indicating cancellation was not accidental. He already had 3 suspensions on AS due to excessive cancellation, duplicated accounts as per the checks made on his account. (The attached note).

Conclusions

Brett's account should be upheld for deactivation until further notice.

Email to compose

Date: Tue, Dec 20, 2022 at 12: 38PM

From: Terms Team

To: Brett (Arizona)

Dear Brett,

We understand how frustrating it is for you to have your account deactivated. However, after reviewing your request, we are sorry to uphold our policy on deactivation until the 12-month deactivation period is served, affirming our previous reasons communicated on the excessive cancellations.

We will advise that you cancel appointments before they start as with your case and advise that you visit our terms policy on cancellations to help resolve such issues in future events.

Thank you.