



Nadia Diaz
Team Lead
Algorithm Results [7]

8/22 9:34 PM From: Nadia Diaz
Sent: To: [REDACTED]

Algorithm Results #1 Algorithm Results #2

Email

Chat

Help

Algorithm #1 Results

	Delivery Area	Miles Travelled	8:00 AM - 9:00 AM	9:00 AM - 10:00 AM	10:00 AM - 11:00 AM	11:00 AM - 12:00 PM	12:00 PM - 1:00 PM	1:00 PM - 2:00 PM	2:00 PM - 3:00 PM	3:00 PM - 4:00 PM	Total Deliveries
Route #1	East	150	8	9	8	7	11	10	13	13	77
Route #2	West	175	14	13	12	11	10	9	8	7	84
Route #3	East	160	8	8	7	8	11	12	11	12	77
Route #4	South	225	12	10	11	6	8	13	15	7	82
Route #5	North	215	5	6	10	14	13	13	8	9	78
Route #6	North	230	7	5	10	No Data	15	14	9	9	69
Route #7	South	215	14	11	12	7	6	13	14	6	83
Route #8	West	170	13	15	12	11	10	7	8	7	83
Total		1540	81	77	82	64	84	91	84	70	633

deliveries conducted over the past 3 days (recall that the

delivery drivers and our distribution system.

1. How would you like to proceed? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A Recommend gathering data for an additional 3 days before making a decision

Type here to search





Nadia Diaz
Team Lead
Algorithm Results

8/22 9:34 PM

From:
Sent:
To:

Nadia Diaz

Module 1 of 5
Time Remaining 3:58:07

Algorithm Results #1

Algorithm Results #2



Algorithm #2 Results

Route	Delivery Area	Miles Travelled	8:00 AM - 9:00 AM	9:00 AM - 10:00 AM	10:00 AM - 11:00 AM	11:00 AM - 12:00 PM	12:00 PM - 1:00 PM	1:00 PM - 2:00 PM	2:00 PM - 3:00 PM	3:00 PM - 4:00 PM	Total Deliveries
Route #1	East	190	8	8	8	8	8	8	8	8	64
Route #2	West	175	14	13	13	12	12	13	14	11	102
Route #3	East	195	9	8	9	8	9	10	9	10	72
Route #4	South	200	7	9	8	8	8	10	9	8	67
Route #5	North	210	10	11	10	11	12	11	10	9	84
Route #6	North	205	11	10	10	No data	12	9	10	11	73
Route #7	South	185	8	10	9	9	9	10	8	10	73
Route #8	West	180	12	14	13	12	12	12	11	12	98
Total		1540	79	83	80	68	82	83	79	79	633

deliveries conducted over the past 3 days (recall that the

delivery drivers and our distribution system.

1. How would you like to proceed? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A

Recommend gathering data for an additional 3 days before making a decision

Nadia Diaz 8/22 9:34 PM
Team Lead
Algorithm Results

- Email
- Chat
- Help

Remember our goals for the routes are:

- Enable 80 deliveries per day
- Should not exceed 200 miles

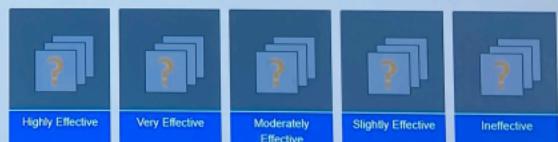
These goals support route efficiency, which reduces pressure on delivery drivers and our distribution system.

Which algorithm do you want to go forward with?

1. How would you like to proceed? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

- A Recommend gathering data for an additional 3 days before making a decision
- B Recommend algorithm #2 because the number of deliveries per hour is more consistent
- C Recommend algorithm #2 because the mileage goal is more consistently met
- D Recommend algorithm #1 because the goal for deliveries per route is more consistently met
- E Recommend algorithm #1 because the mileage per route is lower

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.



Type here to search





Nadia Diaz
Team Lead
Algorithm Results

8/22 9:34 PM

- Email >
- Chat >
- Help >

- Enable 80 deliveries per day
- Should not exceed 200 miles

These goals support route efficiency, which reduces pressure on delivery drivers and our distribution system.

Which algorithm do you want to go forward with?

1. How would you like to proceed? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A

B

C

D

E

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.



Submit



Type here to search





Module 1 of 5
Time Remaining 3:45:54

Nadia Diaz
Team Lead
Algorithm Results

8/22 9:34 PM

- Email
- Chat
- Help

Attached are the results of the two different algorithms as applied to deliveries conducted over the past 3 days (recall that the team developed the algorithms based on 100 days of delivery data):

- Hourly traffic, available routes
- Population density
- Number of available drivers in the area
- Number of deliveries per area

Remember our goals for the routes are:

- Enable 80 deliveries per day
- Should not exceed 200 miles

These goals support route efficiency, which reduces pressure on delivery drivers and our distribution system.

Which algorithm do you want to go forward with?

2. If you could request additional information, what would help you to determine the better algorithm? Select the two (2) most relevant response options.

- Data on the algorithm factors from the 100-day development timeframe
- Predicted future trends in data that may impact efficiency of the algorithms
- Map of the city and surrounding area
- Whether number of deliveries or mileage is the higher priority
- Driver performance during the 3-day timeframe

Submit



Type here to search



9:47 PM
8/22/2020

Nadia Diaz
Team Lead
Updated Traffic Data [?]

8/22 9:47 PM

From: Nadia Diaz
Sent: To: [REDACTED]

Email Chat Help

Original Traffic 100 days Avg | Traffic data past 3 days | Algorithm #1 Results | Algorithm #2 Results

Original Traffic Data- 100 Days Aggregate

Delivery Area	8:00 AM - 9:00 AM	9:00 AM - 10:00 AM	10:00 AM - 11:00 AM	11:00 AM - 12:00 PM	12:00 PM - 1:00 PM	1:00 PM - 2:00 PM	2:00 PM - 3:00 PM	3:00 PM - 4:00 PM
East	Med	Med	Low	Low	Low	Med	Med	Med
West	Low	Low	Low	Med	Med	Low	Low	Low
South	Med	Med	Low	Low	Low	Low	Low	Low
North	Med	Med	Med	Med	Med	Low	Low	Med

1 Results, Algorithm #2 Results

algorithms for the past 3 days. Take a look and see if this is traffic data used to build the algorithm. Remember that we

ponse option.

traffic patterns

stently met

ounted for by traffic patterns

is more consistently met

Submit



Nadia Diaz
Team Lead
Updated Traffic Data [d]

8/22 9:47 PM

From: Nadia Diaz
Sent: [REDACTED]
To: [REDACTED]

Original Traffic 100 days Avg Traffic data past 3 days Algorithm #1 Results Algorithm #2 Results

1 Results, Algorithm #2 Results

Nadia Diaz
Team Lead
Algorithm Re

Updated Traffic Data- Past 3 Days

Delivery Area	8:00 AM - 9:00 AM	9:00 AM - 10:00 AM	10:00 AM - 11:00 AM	11:00 AM - 12:00 PM	12:00 PM - 1:00 PM	1:00 PM - 2:00 PM	2:00 PM - 3:00 PM	3:00 PM - 4:00 PM
East	High	High	High	High	Med	Low	Med	Med
West	Low	Low	Low	Low	Med	High	Med	High
South	Low	Med	Med	High	Med	Low	Low	Med
North	High	High	Med	High	Low	High	Med	Med

algorithms for the past 3 days. Take a look and see if this is traffic data used to build the algorithm. Remember that we

ponse option.

traffic patterns

stently met

ounted for by traffic patterns

e is more consistently met

Submit



Module 1 of 5
Time Remaining 3:36:45

From: Nadia Diaz
Sent: [redacted]
To: [redacted]
Subject: Updated Traffic Data

Original Traffic 100 days Avg, Traffic data past 3 days, Algorithm #1 Results, Algorithm #2 Results

Hi,

I was able to get the updated hourly traffic information related to these algorithms for the past 3 days. Take a look and see if this is helpful in making your decision. I've also included the original aggregate traffic data used to build the algorithm. Remember that we need to launch this feature in the next 3 days.

Thanks,
Nadia Diaz
Team Lead

3. What is your final recommendation? Select the one (1) best response option.

Propose development of a new algorithm that better accounts for traffic patterns
 Recommend algorithm #2 because the mileage goal is more consistently met
 Recommend algorithm #2 because the variability in mileage is accounted for by traffic patterns
 Recommend algorithm #1 because the goal for deliveries per route is more consistently met
 No conclusive decision can be made with the given data

Submit



Jeff Spencer
Team Lead
New Features

8/22 9:56 PM

From: Jeff Spencer
Sent:
To:
Subject: NEW FEATURES

Preliminary Thoughts

Preliminary Thoughts

Feature 1:

- Allows us to establish a new relationship with 3rd party services
- Requires an Amazon product manager
- System only designed to interact with Social media platform A and B, so needs extensive re-factoring to generalize to other social media platforms
- Social media platform B has a rapidly growing user-base and is largely comprised of a younger demographic
- Interacting with Social Media platform B could generate more revenue for Amazon

Feature 2:

- Introduces crashes to the application when shared on certain devices
- Research shows that there is a correlation between crashing and order abandonment
- External team has aligning interest to implement this option – more on board with Feature 2
- Doesn't require as much coordination across team
- Takes approximately half the time to implement as Feature 1

portunity for us to really have a positive interactions with our website! I ask we have defined and created (see team's roadmap for routine releases.

Select four (4) advantages of imple

- Allows for more engagement across multiple social media platforms
- Would be a good opportunity to boost revenue
- More revenue for Amazon
- Potentially develops long term relationships with a younger demographic



Preliminary Thoughts

Feature 1:

- Allows us to establish a new relationship with 3rd party services
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portunity for us to really have a positive impact on customer interactions with our website! I asked the external team to we have defined and created (see attachment). In order to am's roadmap for routine releases.

Select four (4) advantages of implementing Feature 1.

- Allows for more engagement across multiple social media platforms
- Would be a good opportunity to boost revenue
- More revenue for Amazon
- Potentially develops long term relationship with a younger demographic



Module 2 of 5

Time Remaining 3:35:37

Jeff Spencer
Team Lead
New Features

8/22 9:56 PM

Preliminary Thoughts

Hello,

Thanks for the great meeting earlier today. I think this is a good opportunity for us to really have a positive impact on customer experience as we continue to develop features to improve customer interactions with our website! I asked the external team to review and provide some preliminary thoughts on each feature that we have defined and created (see attachment). In order to implement any of these features, we'll need to get on the external team's roadmap for routine releases.

Please review and then we can discuss further.

Thanks!

Jeff Spencer
Team Lead
Retail Website Team

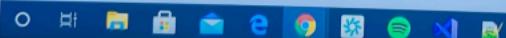
1. Which of the following are pros of implementing Feature 1? Select four (4) advantages of implementing Feature 1.

- Scalable across multiple platforms
- Doesn't require reconfiguring existing code
- Allows for more engagement across multiple social media platforms
- Would be a good opportunity to boost revenue
- More revenue for Amazon
- Potentially develops long-term relationships with a younger demographic
- Allows opportunity to network with Amazon colleagues/external vendors

Submit



Type here to search





Jeff Spencer
Team Lead
New Features [?]

8/22 9:56 PM

- Email >
- Chat >
- Help >

Preliminary Thoughts

Module 2 of 5
Time Remaining 3:32:55

Hello,

Thanks for the great meeting earlier today. I think this is a good opportunity for us to really have a positive impact on customer experience as we continue to develop features to improve customer interactions with our website! I asked the external team to review and provide some preliminary thoughts on each feature that we have defined and created (see attachment). In order to implement any of these features, we'll need to get on the external team's roadmap for routine releases.

Please review and then we can discuss further.

Thanks!

Jeff Spencer
Team Lead
Retail Website Team

1. Which of the following are pros of implementing Feature 1? Select four (4) advantages of implementing Feature 1.

- Scalable across multiple platforms
- Doesn't require reconfiguring existing code
- Allows for more engagement across multiple social media platforms
- Would be a good opportunity to boost revenue
- More revenue for Amazon
- Potentially develops long-term relationships with a younger demographic
- Allows opportunity to network with Amazon colleagues/external vendors

Submit



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10:00 PM
8/22/2020



Module 2 of 5
Time Remaining 3:31:09



Jeff Spencer
Team Lead
New Features []

8/22 9:56 PM

Email

Chat

Help

hello,

Thanks for the great meeting earlier today. I think this is a good opportunity for us to really have a positive impact on customer experience as we continue to develop features to improve customer interactions with our website! I asked the external team to review and provide some preliminary thoughts on each feature that we have defined and created (see attachment). In order to implement any of these features, we'll need to get on the external team's roadmap for routine releases.

Please review and then we can discuss further.

Thanks!

Jeff Spencer
Team Lead
Retail Website Team

2. Which of the following are pros of implementing Feature 2? Select two (2) advantages of implementing Feature 2

- Significant potential for increased revenue/sales
- Allows for a better customer experience due to the reduction/elimination of crashes
- Easier to implement than Feature 1, so it should be prioritized
- Opportunity to build a good working relationship with the external team
- The external team will likely be more willing to assist with Feature 2

Submit



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10:02 PM
8/22/2020

- Jeff Spencer Team Lead New Features 8/22 10:04 PM
- Jeff Spencer Team Lead New Features 8/22 9:56 PM

From: Jeff Spencer
Sent: [REDACTED]
To: [REDACTED]
Subject: [REDACTED]



I just had a follow-up meeting with the external team. There is only enough room on the team's upcoming system release to accommodate one of the features. The team's senior engineer, Kelly Ling, would like you to provide a recommendation on which feature to implement.

Thanks,

Jeff Spencer
Team Lead
Retail Website Team

3. Which feature would you recommend?

- Feature 1
 Feature 2

Submit

Module 2 of 5
Time Remaining 3:28:31



- Kelly Ling
Sr. Engineer
New Feature 8/22 10:04 PM
- Jeff Spencer
Team Lead
New Features 8/22 10:04 PM
- Jeff Spencer
Team Lead
New Features [?] 8/22 9:56 PM

- Email
- Chat
- Help

From: Kelly Ling
Sent:
To:
Subject: New Feature

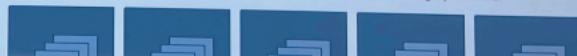
Jeff just told me that you're recommending we go with Feature 1. I know you're new in this role and I appreciate your input, but I think we should go with Feature 2. Let me know if you want to discuss and we can talk things through.

Thanks,
Kelly
Sr. Engineer
Retail Website Team

4. What is the FIRST step you should take to resolve this disagreement? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

- A Go with Kelly Ling's recommendation since she is more experienced than you
- B Ask your manager for guidance on the decision
- C Go with your own option because you've already weighed the pros and cons and know what will have most impact for Amazon
- D Meet with the senior engineers and other high-level decision makers (e.g., manager, directors) to get their input
- E Take a vote on your team because both approaches have pros and cons
- F Set up meeting with Kelly Ling and external team to decide which feature to implement

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind



Email

Chat

Help

- Kelly Ling
Sr. Engineer
New Feature
8/22 10:04 PM
- Jeff Spencer
Team Lead
New Features
8/22 10:04 PM
- Jeff Spencer
Team Lead
New Features [J]
8/22 9:56 PM

Thanks,
Kelly
Sr. Engineer
Retail Website Team

4. What is the FIRST step you should take to resolve this disagreement? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A	
B	
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F	

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.



Submit



Type here to search



10:06 PM
8/22/2020



Module 2 of 5
Time Remaining 3:25:17

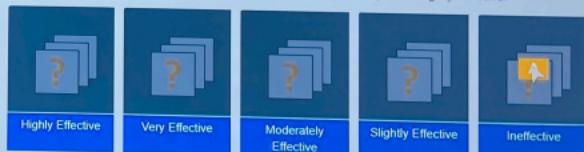
- Miranda Levy
Vice President
New Feature
8/22 10:06 PM
- Kelly Ling
Sr. Engineer
New Feature
8/22 10:04 PM
- Jeff Spencer
Team Lead
New Features
8/22 10:04 PM
- Jeff Spencer
Team Lead
New Features [?] 8/22 9:56 PM

Best,
Miranda
Vice President, Retail Website Team

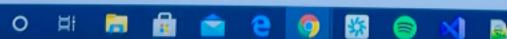
5. Given this new information, what do you need to do in order to deliver the new feature within the given timeline? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

- A Plan to work overtime alone in order to get it done
- B Do not extensively test in order to meet the deadline and be able to deliver results within the deadline
- C Start working on it even though you know it probably won't get it done. After a few weeks, report your progress to your manager and request additional resources
- D Tell your manager that you cannot complete this by yourself and suggest your manager bring in additional resources
- E On your own, ask other team members if they can pitch in and help
- F Prioritize social media platforms and work on the most critical first and delay other platforms until after the deadline
- G Push back on the requirements and suggest only integrating with 1 or 2 additional social media platforms

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.



Type here to search



Module 2 of 5
Time Remaining 3:19:58

-  Miranda Levy
Vice President
New Feature
8/22 10:06 PM
-  Kelly Ling
Sr. Engineer
New Feature
8/22 10:04 PM
-  Jeff Spencer
Team Lead
New Features
8/22 10:04 PM
-  Jeff Spencer
Team Lead
New Features 

Best,
Miranda
Vice President, Retail Website Team

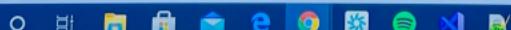
5. Given this new information, what do you need to do in order to deliver the new feature within the given timeline? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A	
B	
C	
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G	

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.



Type here to search



Module 3 of 5
Time Remaining 3:18:53

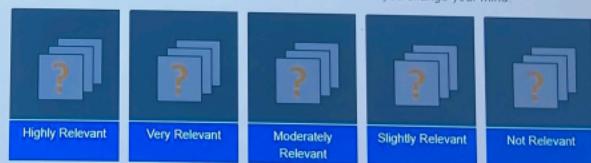
Some customers have told me that they are unable to log-in or view products on our new website. I have also verified that these pages do not load. I will send you a ticket that shows the last 20 requests to the website as well as the log report to the page. Can you figure out what is causing the pages to break?

Ok, I will look into that.

1. What additional information would be helpful to better understand this problem? Rate the relevance of each response option by dragging the item into the bins below. Each bin can hold multiple items.

- A Customer session ID
- B Screenshot of the error page
- C Customer browser versions
- D Customer region
- E URL for the page

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.



Submit

Module 3 of 5
Time Remaining 3:17:07

Some customers have told me that they are unable to look up certain products on our website. I have also verified that these pages do not load. I will send you a ticket that shows the last 20 requests to the website as well as the log report to the page. Can you figure out what is causing the pages to break?

Ok, I will look into that.

1. What additional information would be helpful to better understand this problem? Rate the relevance of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A

B

C

D

E

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.



Highly Relevant



Very Relevant



Moderately Relevant



Slightly Relevant



Not Relevant

Submit



Type here to search



10:16 PM
8/22/2020

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Module 3 of 5
Time Remaining 3:16:57

20 requests to the website as well as the log report to the page. Can you figure out what is causing the pages to have this issue?

Customer will look into that.

2. How would you go about finding the issues with the resources available to you? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

- A Immediately ask a more experienced engineer for assistance since it is an urgent issue
- B Analyze the logs for specific requests that might have failed
- C Go to the code directly and try to find the bug manually
- D Look at metrics (e.g., latency, throughput, error counts, number of requests in the last hour) and look for any strange behavior
- E Investigate the failed requests but ignore the valid requests
- F Search the logs for errors in the timeframe that the error occurred
- G Tell the technician this is a one-time glitch and should resolve itself

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.

Highly Effective Very Effective Moderately Effective Slightly Effective Ineffective

Type here to search

10:16 PM 8/22/2020



Arjun Rampal
Customer Service Technician

8/22 10:13 PM

- Email >
- Chat >
- Help >

Q: I am looking into that.

2. How would you go about finding the issues with the resources available to you? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A

B

C

D

E

F

G

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.



Submit



Type here to search



10:20 PM
8/22/2020



- Email >
- Chat >
- Help >

- Arjun Rampal Customer Service Technician RE: Customer Issues 8/22 10:21 PM
- Arjun Rampal Customer Service Technician RE: Customer Issues 8/22 10:20 PM
- Arjun Rampal Customer Service Technician Customer Issues 8/22 10:20 PM

From: Arjun Rampal
Sent: 8/22/2020 10:21 PM
To: [REDACTED]
Subject: [REDACTED] issues

Hello,

I sent you the Log Report and List of Recent Requests.

Best,
Arjun Rampal
Customer Service Technician

3. After investigating the available resources what do you think is the root cause? Select the one (1) best response option.

- Requests that have an even request id number are causing issues
- Requests in which customer-reviews and the customer-rating arrays do not have the same number of elements are causing issues
- Requests that have two spaces in the product name are failing their service calls and throwing UnableToLoadPageException
- There is no issue, it was a fluke
- Requests that have the product-name as 'Fire TV' are causing issues or requests that are less than 10 seconds apart are causing issues
- Requests that have the color set to grey are causing issues

Submit



Type here to search



10:21 PM
8/22/2020

Robin | 30+ | Men | Search | Play | (1) Br | (1) H | (1) C | Team | Resul | G Search | M NEXT | a https | +

Amazon

Email >

Chat >

Help >

Arjun Rampal Customer Service Technician RE: Customer Issues 8/22 10:21 PM

Arjun Rampal Customer Service Technician RE: Customer Issues 8/22 10:20 PM

Arjun Rampal Customer Service Technician Customer Issues 8/22 10:20 PM

Module 3 of 5 Time Remaining 3:07:38

From: Arjun Rampal
Sent: 8/22/2021 10:20 PM
To:
Subject: issues

Hello,

I sent you the Log Report and List of Recent Requests.

Best,
Arjun Rampal
Customer Service Technician

3. After investigating the available resources what do you think is the root cause? Select the one (1) best response option.

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Requests that have two spaces in the product name are failing their service calls and throwing UnableToLoadPageException

There is no issue, it was a fluke

Requests that have the product-name as "Fire TV" are causing issues or requests that are less than 10 seconds apart are causing issues

Requests that have the color set to grey are causing issues

Submit

Type here to search

10:25 PM 8/22/2020

amazon

Module 3 of 5
Time Remaining 3:07:37

From: Arjun Rampal
Sent: 8/22/2020 10:21 PM
To: [REDACTED]
Subject: RE: Customer Issues

Hello,

I sent you the Log Report and List of Recent Requests.

Best,
Arjun Rampal
Customer Service Technician

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Requests that have the product-name as "Fire TV" are causing issues or requests that are less than 10 seconds apart are causing issues

Requests that have the color set to grey are causing issues

Submit

Type here to search

10:25 PM
8/22/2020

Module 4 of 5
Time Remaining 3:05:21

Sudhakar Bhartu, Team Lead

Hi. It looks like Keith has a lot of concerns. I think you should follow up with him before publishing that code.

1. How do you respond to Keith? Choose the one best option.

- Visit Keith's workspace and explain the justification for your approach
- Address Pax and Jada's feedback to get agreement from the majority and publish the code
- Set up a meeting with Keith offline to understand what his specific concerns are
- Respond to the email saying that you don't see any issues with the way you have written the code
- Ask Keith what his approach would be, and go with his suggestions
- Set up a group meeting with all peers to present both views and come to a group consensus

Submit

Type here to search

10:28 PM
8/22/2020

M Robin x 30+ x A Me... x P... x (1) B... x (1) H... x (1) H... x (1) G... x Team x Resu x G Se... x M NEXI x a h... x + - X



Email >

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Module 4 of 5
Remaining 3:04:44

2. You have the notes from the meeting, but you're still confused on the implementation details. How do you respond? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

- A Because of the complexity of the new approach, implement your original code
- B Schedule a meeting with the full team to solidify the implementation details
- C Use the notes you have and implement based on your best interpretation of the information
- D Ask Pax or Jada for help so that you're considerate of Keith's time
- E Ask Keith to stay an additional 30 minutes to walk through the areas that need clarification
- F Look through the notes you took during the meeting, do as much as you can, and clarify any remaining ambiguity with Keith tomorrow

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.



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10:28 PM
8/22/2020

amazon

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Module 4 of 5
Remaining 2:59:37

2. You have the notes from the meeting, but you're still confused on the implementation details. How do you respond? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A

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Highly Effective

Very Effective

Moderately Effective

Slightly Effective

Ineffective

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O D E Google Chrome Spotify X

10:33 PM 9/22/2020



- Sally Martin Product Manager 8/22 10:34 PM
- Dingxiang Wu Manager 8/22 10:33 PM

Sally Martin, Product Manager

Hey, I'm just checking on that bug. It's causing issues for a small subset of customers. I need you to push a fix by the end of the day.

I will try my best, but I do not think I will have time to properly test the code.

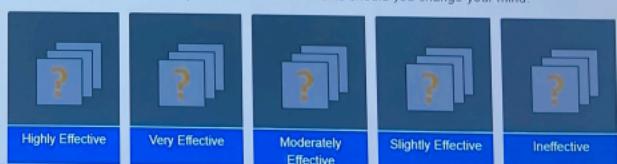
Sally Martin, Product Manager

I know it is just a small subset of customers now, but it could become a much larger issue at any time. I don't think you need to do any tests, it seems like it should be an easy fix.

1. How should you proceed? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

- A Set up a quick meeting with the product manager, your manager, and you to decide how to handle this issue
- B Talk to a senior engineer who has a better understanding of the risks before deciding how to proceed
- C Release the change only when the tests are ready
- D Push the code change without testing since it is a very easy change
- E Since both the product manager and your manager have valid concerns, push the decision back on your manager

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.





Module 5 of 5
Time Remaining 2:55:58

Sally Martin, Product Manager 8/22 10:34 PM

Dingxiang Wu, Manager 8/22 10:33 PM

Sally Martin, Product Manager

Hey, I'm just checking on that bug. It's causing issues for a small subset of customers. I need you to push a fix by the end of the day.

Dingxiang Wu, Manager

I'll do my best, but I do not think I will have time to properly test the code.

Sally Martin, Product Manager

I know it is just a small subset of customers now, but it could become a much larger issue at any time. I don't think you need to do any tests, it seems like it should be an easy fix.

1. How should you proceed? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A

B

C

D

E

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.

Highly Effective

Very Effective

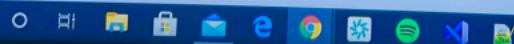
Moderately Effective

Slightly Effective

Ineffective



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Sally Martin, Product Manager 8/22 10:34 PM

Dingxiang Wu, Manager 8/22 10:33 PM

Email Chat Help

Sally Martin, Product Manager

Hey, I'm just checking on that bug. It's causing issues for a small subset of customers. I need you to push a fix by the end of the day.

I will try my best, but I do not think I will have time to properly test the code.

Sally Martin, Product Manager

I know it is just a small subset of customers now, but it could become a much larger issue at any time. I don't think you need to do any tests, it seems like it should be an easy fix.

2. Next week, a similar situation occurs. Sally is pressuring your coworker, Dai Wang, who is considering pushing out the code without properly testing. You advised him not to push out the code without proper testing, but he insists that the risk is low and is not worried about it. How should you respond? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A Let Dai make the mistake and stay out of it since it is not your project

B Advise him to check with his manager or a senior engineer on his team before moving forward

C Ask a senior engineer or others from your team how to handle this situation where coworker wants to push out code without properly testing

D Set aside your work and offer to help test the code

E Show Dai error reports from previous attempts to push code without testing

F Report this situation to Dai's manager

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.

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10:38 PM 8/22/2020



Sally Martin
Product Manager

8/22 10:34 PM

Dingxiang Wu
Manager

8/22 10:33 PM

Email >
Chat >
Help >

Module 5 of 5

Time Remaining 2:50:40

I know it is just a small subset of customers now, but it could become a major charge issue at any time. I don't think you need to do any tests, it seems like it should be an easy fix.

2. Next week, a similar situation occurs. Sally is pressuring your coworker, Dai Wang, who is considering pushing out the code without properly testing. You advised him not to push out the code without proper testing, but he insists that the risk is low and is not worried about it. How should you respond? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A

B

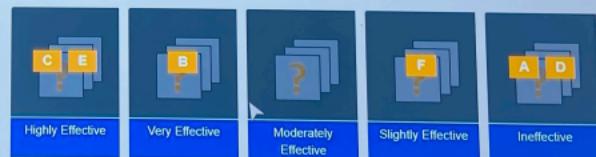
C

D

E

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BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.



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Module 5 of 5
Time Remaining 2:50:10

Dai Wang 8/22 10:42 PM
what issues are you seeing? I'm not familiar with this code.

Sally Martin Product Manager 8/22 10:34 PM
Some customers are not able place orders.

Dai Wang 8/22 10:33 PM

3. What is your FIRST step to respond to this situation? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A Work with Dai to push another code change to fix Dai's problem immediately

B Work with Dai to revert the code change

C Ask Dai to provide more information regarding the severity of the issue and customer impact

D Tell Dai that you told him that was a bad idea

E Try to contact a senior engineer on how best to proceed to fix the issue

F Ignore Dai's instant message and sign off

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind.

Highly Effective Very Effective Moderately Effective Slightly Effective Ineffective

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10:43 PM 8/22/2020

- Dai Wang 8/22 10:42 PM
- Sally Martin Product Manager 8/22 10:34 PM
- Dingxiang Wu Manager 8/22 10:33 PM

What issues are you seeing? I'm not familiar with this code.

Dai Wang

Some customers are not able place orders.

3. What is your FIRST step to respond to this situation? Rate the effectiveness of each response option by dragging the item into the bins below. Each bin can hold multiple items.

A

B

C

D

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F

BEFORE YOU CLICK "SUBMIT", you can move your selection to other bins should you change your mind



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Dingxiang Wu
Manager
Code Severity Issue

8/22 10:50 PM

From: Dingxiang Wu
Sent: 8/22/2020 10:50 PM
To: [REDACTED]
Subject: Code Severity Issue



Hello,

I heard about the issue with Dai, I know you ran into similar situation a few weeks ago. Would you be able to come up with a plan to make sure this doesn't happen again? I would like you to prioritize this so we can ensure this situation doesn't happen again.

Thanks!
Dingxiang Wu
Manager

4. How would you respond to this request? Select the one (1) best response option.

- Tell your manager that you'll try to get to it after you get other work finished
- Ask Dai to work on this since he was more closely involved in the incident
- Discuss the risks of pushing code without proper testing with your manager and Sally
- Write up a document to share the knowledge of what happened and how to fix the issue so it doesn't happen again
- Set up automations which prevent deployments without testing
- Require every code change to undergo at least one peer review

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