



# managed.ez

Request Management System Application

Simple. Efficient. Structured.

# Setting The Stage



## Problem Statement

To build an in-house Improvement Request Management Application to streamline the communication between CSMs and PMs.

## Our Solution



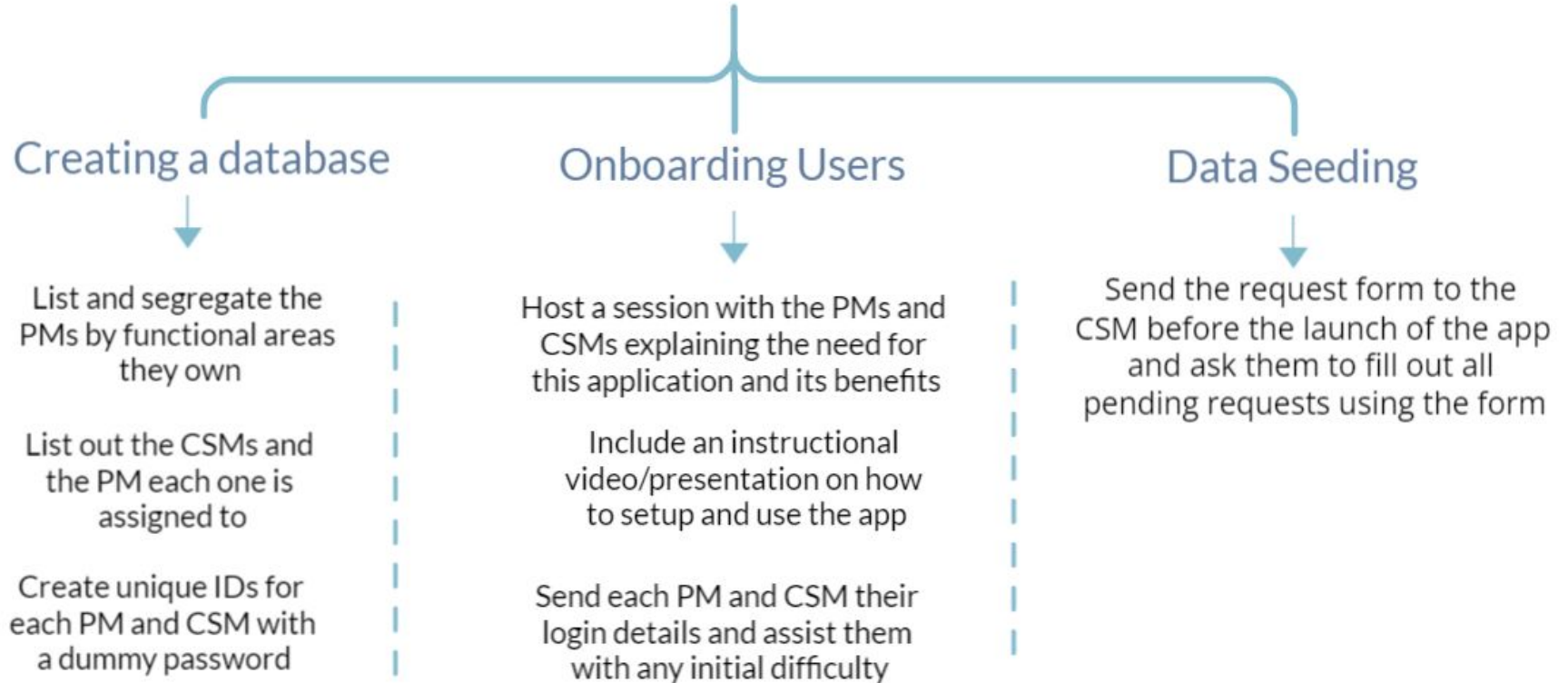
managed.ez

Our application provides **structured communication channels** between the PM and CSM

Allows CSMs to objectively communicate **crucial elements of a request** with the PM

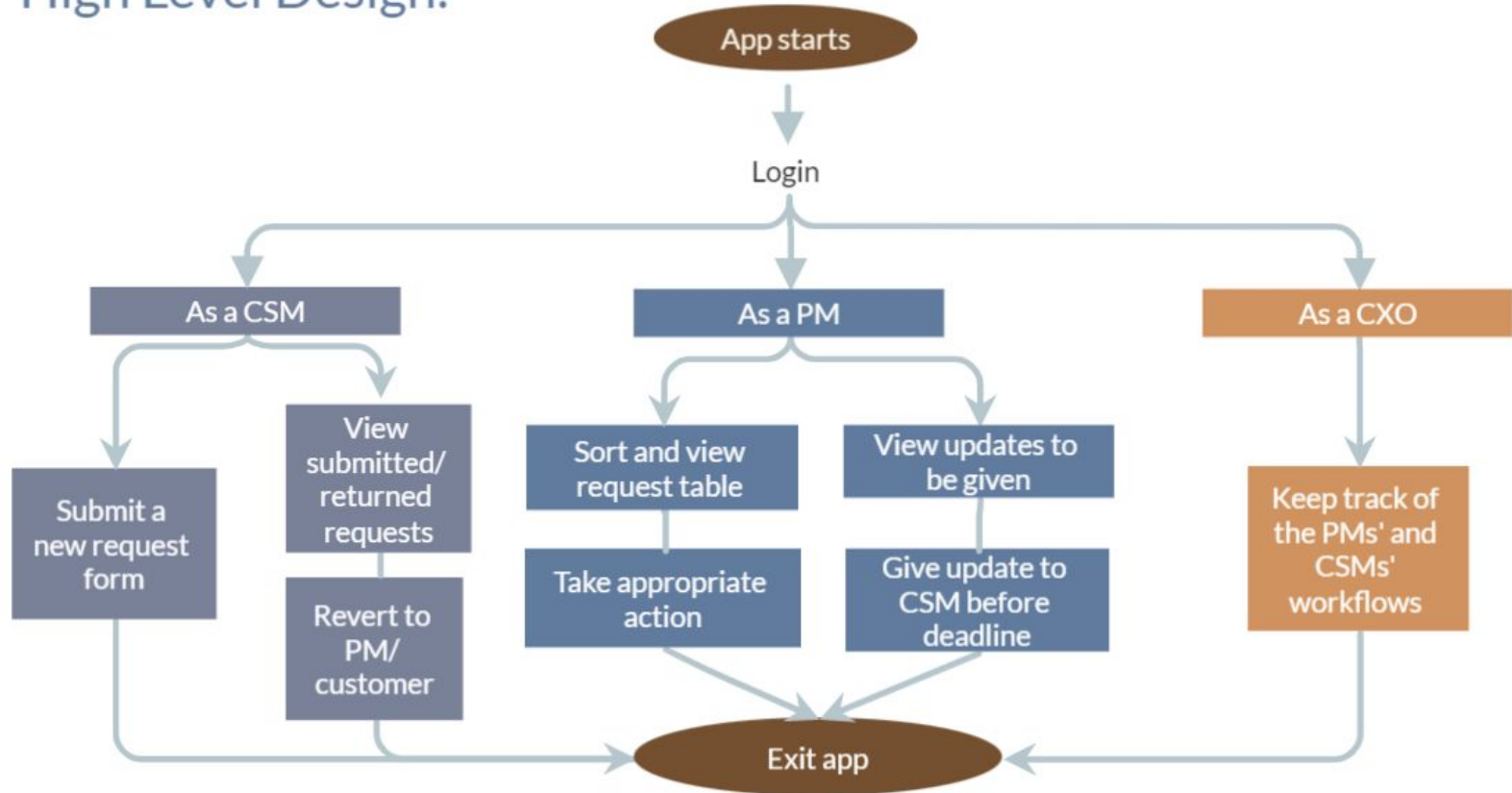
Allows the PM to further enhance/modify details of requests received and **take appropriate actions**

# Getting the App Up and Running



# Explaining The Application

## High Level Design:



# User Journey for a CSM

## Workflow 1: Submitting a new request

When does one fill the form?  
CSM fills out this detailed request form  
every time they wish to send a customer  
request to the PM



Purpose of questions?  
To capture a 360 degree view of the  
problem being faced by the Customer so  
that the PM can handle it best



End result?  
A more structured and effective  
communication between the CSM  
and PM

Request Form

Company Name

Subscription Type

Platinum

Functional Area

Product Development

Problem Summary (1 line)

Problem Keywords (comma separated)

Problem description (detailed)

Proposed Problem Solution by Customer

Temporary Workaround Used by Customer

Impact on Customer's Business

Upload Video Recordings, Screenshots, Log Files etc. of Problem Faced  
Optional, but recommended. Upload a Google Drive link

Submit Problem Report

Rajesh Kumar  
Employee ID: CSM12322

# User Journey for a CSM

## Workflow 2: Handling active requests

CSM can view requests submitted by them and sort by:

1. Date raised or keyword (as per request form)
2. Who's queue is the request currently in? Is the PM yet to make a decision, is the technical team building it, does the CSM have to submit additional info?

Select a request

Actions that can be taken by the CSM now:

1. Edit or delete already submitted request forms
  2. Submit customer's responses to the PM's further enquiries
  3. Confirm that certain information has been conveyed to the customer
- In (2) and (3), by performing these actions, the CSM will change the "Who's Queue" status of the request. It will now go back to the PM's queue

End result?

Reduces miscommunication about who has to do what between the PM and the CSM

View Requests

Sort by: ☐ Requesting CSM ☐ Concerned PM ☐ Who's Queue? ☐ Date Raised ☐ Keyword

Request ID	Title	Date Raised	Requesting CSM	Concerned PM	Who's Queue?

Done

# User Journey for a PM

## Workflow 1: Handling active requests

View Requests

Sort by: ☐ Requesting CSM ☐ Concerned PM ☐ Who's Queue? ☐ Date Raised ☐ Keyword ☐ Subscription Type

Request ID	Title	Date Raised	Requesting CSM	Concerned PM	Who's Queue?
	CLICK HERE				

Drill  
down  
into a  
request



Request Handling

Request Form as Submitted by the CSM

Company Name

Subscription Type

Functional Area

Problem Summary (1 line)

Problem Keywords (comma separated)

Problem description (detailed)

Proposed Problem Solution by Customer

Temporary Workaround Used by Customer

Impact on Customer's Business

Upload Video Recordings, Screenshots, Log Files etc. of Problem Faced  
Optional, but recommended. Upload a Google Drive link

PM's Notes

Action To Be Taken

- Tackle Request
- Further Enquiry
- Reject Request



## Action To Be Taken

Tackle Request

Need More Information

Reject Request

### Tackle Request

#### Assign To

- ☐ Product Development
- ☐ Marketing and Sales
- ☐ Business Strategy

Notes to Team Lead:

Timeline for CSM:

Done

### Further Enquiry

#### Parameters to Elaborate On:

- ☐ Problem Description
- ☐ Solution Proposed by Customer
- ☐ Workaround Used by Customer
- ☐ More detailed files uploaded

Notes to CSM:

Done

### Reject Request

Reason For Rejecting Request

Reject



# User Journey for a PM

## Workflow 2: Status Updates Back To The CSM

Keeping track of all requests issued: Every fourteen days, the PM must give updates to the CSMs on all pending requests

How does this help? Holds the PM accountable for going through all the request forms timely and taking appropriate actions

Deadlines

Updates That Need To Be Given To the CSM

Request 1 - 13 hours left to give update [Demo]

Request 2 - 19 hours left to give update

Request 3 - 2 days left to give update

Request 4 - 5 days left to give update

Finish

Select a request

Deadlines

Updates That Need To Be Given To the CSM

Request 1 - 13 hours left to give update [Demo]

Request 2 - 19 hours left to give update

Request 3 - 2 days left to give update

Request 4 - 5 days left to give update

Team Leader's Notes:  
Dummy text...

Status Update To CSM:

Done

Finish

# User Journey for a CXO

Workflow: Monitor the entire process

CXO can:

1. Sort by all the regular parameters and also by individual PMs
2. Leave comments on requests, and can specify whether the comment is for the CSM, PM or both

View PMs & CSMs

Sort by: ☐ Requesting CSM ☐ Concerned PM ☐ Who's Queue? ☐ Date Raised ☐ Keyword ☐ Subscription Type

Request ID	Title	Date Raised	Requesting CSM	Concerned PM	Who's Queue?
	CLICK HERE				

Exit

# Analytic Metrics

## Application Timeseries Metrics

### Error Rates

**HTTP Error %** - Web requests that ended in an error

**Logged Exceptions** - Number of unhandled and logged errors

**Thrown Exceptions** - Number of all exceptions that have been thrown

### Average Response Time

**Raise an alert** if the current response time is more than two standard deviations from the historical mean

**User Satisfaction Index (Apdex score)**  
Transactions are bucketed into satisfied (fast), tolerating (sluggish), too slow, and failed requests

$$Apdex_t = \frac{SatisfiedCount + \frac{ToleratingCount}{2}}{TotalSamples}$$

### Requests Per Minute

Which elements of the application are used most

Which team members are over, under or at capacity

# Thank you!



Himank Gupta  
Freshie, Economics



Priyam Garg  
Freshie, MEMS

Made with VISME