# SPOT Validation Spreadsheet Analysis

## Assumptions

1. The percentages and deltas defined by Roger in the expected results are reasonable based on his expertise.

## Conclusions

1. The tests in the spreadsheet are testing what is defined in the Data Validation Process document.
2. The formulas and calculations are sound.
3. The count of agents tested against = 65. This is a sample size of 11%.
4. They have stated that the next round of tests will be run against 2 different days and 2 sets of agents.
5. Looks good to us.

## Formulas

1. Agent\_Perf Apr 12&15
   1. Item 1 = Process Check 1
      1. Sum All
         1. =(X5+Z5+AA5+Y5+AE5+AH5+AJ5+SUM(AK5:AW5))
         2. = HDS.TALK\_TIME +HDS.HOLD\_TIME + HDS.RING\_TIME + HDS.WORK\_TIME + HDS.READY\_TIME + HDS.EXT\_DURATION + HDS.INT\_DURATION + NOT\_READY\_TIME + BREAK + LUNCH + RESTROOM + SUPER\_MEETING + TRAINING + SME + SPECIAL\_PROJECTS + MENTOR + TECHNICAL\_PROBS + RMACTIVITY + NHO + UNKNOWN
   2. Process Check 2a
      1. BP talk + hold = BP Talking
      2. HDS Talk Hold Ring = HDS.TALK\_TIME + HDS.HOLD\_TIME + HDS.RING\_TIME
   3. Process Check 2b
      1. Sum
         1. =X5+Z5+AA5+Y5+AE5+SUM(AK5:AW5)
         2. = HDS.TALK\_TIME +HDS.HOLD\_TIME + HDS.RING\_TIME + HDS.WORK\_TIME + HDS.READY\_TIME + NOT\_READY\_TIME + BREAK + LUNCH + RESTROOM + SUPER\_MEETING + TRAINING + SME + SPECIAL\_PROJECTS + MENTOR + TECHNICAL\_PROBS + RMACTIVITY + NHO + UNKNOWN
   4. Process Check 3
      1. Validates that the data in the staging table for # Calls Answered and Call Handle Time matches the data in the switch
      2. =IF(INDEX(Rollup!$A:$CV,MATCH($A5,Rollup!$A:$A,0),11)=W5,"True",(INDEX(Rollup!$A:$CV,MATCH($A5,Rollup!$A:$A,0),11)))
         1. If you can match the compound column of date and agent id from the master sheet to a value in the compound column in the rollup sheet, sum the values in column 11 which is “CallsAnswered” and compare to the HDS.Total\_Calls column
      3. =IF(INDEX(Rollup!$A:$CV,MATCH($A5,Rollup!$A:$A,0),73)=X5,"True",(INDEX(Rollup!$A:$CV,MATCH($A5,Rollup!$A:$A,0),73)-X5))
         1. If you can match the compound column of date and agent id from the master sheet to a value in the compound column in the rollup sheet, sum the values in column 11 which is “HandledCallsTime” and compare to the HDS.Talk\_Time column

## Questions

1. General
   1. Why pick a subset of 50-100 agents? Why not run against all?
   2. What is the source of the data on each tab? Is this pulled directly from source or from staging tables?
      1. Agent\_Perf Apr 12&15?
         1. Staging
      2. Raw Data?
         1. Switch - HalfHour
2. Process Check 1
   1. The expected result references 70% of agents and an overall delta of 2%. What is the source for those two numbers?
      1. 2% is a general rule of thumb for loss of time. Decreasing amount of seconds is a narrowing tests.
   2. What is the source of AK – BM? Blue Pumpkin?
   3. Are NOT\_READY\_TIME through UNKNOWN the Not Ready codes referenced in the data validation process documentation?
      1. Yes
3. Process Check 2b
   1. Why is this test meaningful?
      1. If process check 1 = a+b+c+d+e=f, why should a+b+c<f produce meaningful results?
      2. Internal and external calls are handled differently. They can be double counted.
4. Process Check 3

# Interval Data Questions

1. What are the metrics that we want to derive from interval data?
   1. Are there any from the Reporting Metrics Dictionary?
   2. For our effort, do we care about half hour interval reporting?
      1. At the corporate data mart, we assume we only care about the daily aggregate?
      2. At the project data mart, what should the fact grain be, half hour interval or day?
   3. Do we want to report on # of calls Abandoned within interval X?
   4. Do we want to report on # of calls Answered within interval X?
2. Metrics from Interval Data 5 14 2013.xlsx (Call\_Type\_Half\_Hour?)
   1. Calls\_Handled
   2. Calls\_Abandoned
   3. Calls\_Offered
   4. Sys\_Out\_Calls
   5. AnsIntervalX
      1. What are the intervals set to?
   6. AbandIntervalX
      1. What are the intervals set to?
3. Roger & Stephen to wrap up test 4 and then move on to developing a formal requirements document for capturing interval data.

# EB question

1. The rumor is that Enrollment Broker may be getting their own switch.
2. Will EB and ES share a project data mart?