## **EBU Experience Assurance Assessment Portal**

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| **Proposed topic: *EBU Experience Assurance Assessment Portal.*** | | |
| The portal will be used by experience team in EBU to carry out quality evaluations and generate scorecard for assessed teams. | | |
| **Proposed work station and department** | ***Experience Assurance*** | |
| **Assignment focus** | ***To create an EBU Experience Assurance Assessment Portal. Which will encompass evaluation forms, quality reporting dashboards and scorecards.*** | |
| **Introduction** | | |
| Currently the team uses excel to carry out assessments. Then generate scorecard reports manually which is very tedious and time consuming. | | |
| **Problem Statement** | | |
| How do we simplify the evaluation process for the EBU Experience team and automate reports for real time reporting and action. | | |
| **Objectives** | | |
| Cut man hours used for evaluation and scorecard report generation. Provide real time quality performance reports. | | |
| **Which modules is my project related to?** | | |
| Devops | | |
| **User Story** | | |
| As an **Experience Assurance Analyst, I need** to do my assessments on excel and generate scorecard. This takes up most of my time and reports are usually delayed. With the delays and time consuming tasks its hard for us to give real time correction feedback to the teams.  Thus am looking at simplifying this in terms of man hours used to carry out the exercise. Once an analyst does an evaluation it generates a scorecard for the agent to see with all notes and details marks given , and also giving them a chance to raise an appeal to their manager in case its necessary.  The manager should be able to see an average score for the team month on month and also be able to drill down to a specific agent. In real time.  The performance reports should be easy to generate in terms as per the user requirements and rank. Eg, an agent should be able to generate their report depending on a duration chosen. A HOD should be able to generate a departmental report and be able to drill down to specific teams. They should also be exportable in either Excel, PDF, power point, word depending on the report format.  This means the only thing an analyst will do is just the evaluation and the reset the system takes care of.  The project will also be used as a stepping stone to modify and improve Retail Evaluation Portal too. | | |