

Exercise 1

R:

The first step would be to confirm to the client that the email/ticket has been received and set expectations for resolution time according to the company's SLAs, for example.

Hello Mr. X,

I hope you are doing well. This email is to confirm that we have received your incident. We are currently investigating what may have caused that result in the reconciliation report.

Within less than 24 hours, we will contact you again to inform you of the results of the investigation.

Thank you very much in advance, and we apologize for any inconvenience caused.

Oscar Morao
T.S.E. - Simetrik.

The second step is to begin the investigation. Based on the data received, it is evident that there is a discrepancy between the dates when the records were created and the DATE field (*which so far we do not have clear context on how and where it is submitted in the tool*).

SKT_ID	SKT_CREATED_AT	SKT_CREATED_DATE	ID	FIRST_NAME	LAST_NAME	EMAIL	VALUE	DATE	FILE_ID	FILENAME	FILE_ROW_NUM
20230608-141629363-ffffe8a9-e04a-43dd-ac71-79be92c63f76	2023-06-08 14:16:29.363	2023-06-08	359	Konstantin	Ruffell	kruffel9y@skyrack.com	47	2023-02-12	1745894	MOCK_DATA.csv	575359
20230612-213226126-58843d77-c8f2-4bfe-aa91-8aeb329233df	2023-06-12 21:32:26.126	2023-06-12	1	Marybeth	Abeles	mmedgewick0@yahoo.co.jp	47	2023-12-02	1766270	test 2.csv	1

Starting from this hypothesis, my first question is whether this reconciliation is monthly or if it follows another date range, since 2023-02-12 and 2023-12-02 are February and December dates, different from the logs in skt_id and skt_created_at.

Assuming I had access to the database and obtained the client's information in the file conciliation_sample.csv (created randomly).

There are several ways to approach the problem; the easiest would be using a pivot table to identify any discrepancies in the data.

DATE	VALUE	Count - SKT_ID
2023-02-12	47	1
2023-06-01	47	17
2023-06-02	47	14
2023-06-03	47	11
2023-06-04	47	24
2023-06-05	47	18
2023-06-06	47	22
2023-06-07	47	22
2023-06-08	47	23
2023-06-09	47	15
2023-06-10	47	15
2023-06-11	47	17
2023-12-02	47	1
Total Result		200

Clearly, the dates are outside the normal evaluation pattern, considering that the sweep includes DATE and VALUE. In this case, it is important to check whether those data points are manually entered or automatically generated, in order to continue the investigation. If the information is manually entered, it is necessary to respond to the client explaining the date differences and assess why those dates are outside the expected range.

The second approach, being more scalable, would be using a script that retrieves the information and automatically evaluates parameters and values. If this is a frequent task, manual work in Excel would consume unnecessary time, considering the programming tools available today.

```
omorao@PE07FN6G:~/Desktop/Test-Simetrik$ 
• omorao@PE07FN6G:~/Desktop/Test-Simetrik$ python conciliate.py

===== RESUMEN DE CONCILIACIÓN =====

[NO MATCH] DATE=2023-02-12 | VALUE=47 | SKT_ID_COUNT=1
[MATCH OK] DATE=2023-06-01 | VALUE=47 | SKT_ID_COUNT=17
[MATCH OK] DATE=2023-06-02 | VALUE=47 | SKT_ID_COUNT=14
[MATCH OK] DATE=2023-06-03 | VALUE=47 | SKT_ID_COUNT=11
[MATCH OK] DATE=2023-06-04 | VALUE=47 | SKT_ID_COUNT=24
[MATCH OK] DATE=2023-06-05 | VALUE=47 | SKT_ID_COUNT=18
[MATCH OK] DATE=2023-06-06 | VALUE=47 | SKT_ID_COUNT=22
[MATCH OK] DATE=2023-06-07 | VALUE=47 | SKT_ID_COUNT=22
[MATCH OK] DATE=2023-06-08 | VALUE=47 | SKT_ID_COUNT=23
[MATCH OK] DATE=2023-06-09 | VALUE=47 | SKT_ID_COUNT=15
[MATCH OK] DATE=2023-06-10 | VALUE=47 | SKT_ID_COUNT=15
[MATCH OK] DATE=2023-06-11 | VALUE=47 | SKT_ID_COUNT=17
[NO MATCH] DATE=2023-12-02 | VALUE=47 | SKT_ID_COUNT=1

===== FECHAS FUERA DEL MES =====

[OUT OF MONTH] SKT_ID=20230608-141629363-fffffe8a9-e04a-43dd-ac71-79be92c63f76 | DATE=2023-02-12 | DATE_MONTH=2023-02 | EXPECTED_MONTH=2023-06
[OUT OF MONTH] SKT_ID=20230612-213226126-58843d77-c8f2-4bfe-aa91-8aeb329233df | DATE=2023-12-02 | DATE_MONTH=2023-12 | EXPECTED_MONTH=2023-06

=====
```

Script named as conciliate.py.

Response to the client if the data is manually entered:

Hello Mr. X,

I hope you are doing well. We have detected two values that are outside the expected range. The dates 2023-02-12 and 2023-12-02 do not appear to belong to the month of June, which is why our engine is not processing these values correctly.

```
===== FECHAS FUERA DEL MES =====

[OUT OF MONTH] SKT_ID=20230608-141629363-fffffe8a9-e04a-43dd-ac71-79be92c63f76 | DATE=2023-02-12 | DATE_MONTH=2023-02 | EXPECTED_MONTH=2023-06
[OUT OF MONTH] SKT_ID=20230612-213226126-58843d77-c8f2-4bfe-aa91-8aeb329233df | DATE=2023-12-02 | DATE_MONTH=2023-12 | EXPECTED_MONTH=2023-06
```

Please check if these dates are correct and try generating the reconciliation report again.

SKT_ID	SKT_CREATED_AT	SKT_CREATED_DATE	ID	FIRST_NAME	LAST_NAME	EMAIL	VALUE	DATE	FILE_ID	FILENAME	FILE_ROW_NUM
20230608-141629363-fffffe8a9-e04a-43dd-ac71-79be92c63f76	2023-06-08 14:16:29.363	2023-06-08	359	Konstantin	Ruffell	kruffelby@skyrock.com	47	2023-02-12	1745894	MOCK_DATA.csv	575359
20230612-213226126-58843d77-c8f2-4bfe-aa91-8aeb329233df	2023-06-12 21:32:26.126	2023-06-12	1	Marybeth	Abeles	mmedgewick0@yahoo.co.jp	47	2023-12-02	1766270	test 2.csv	1

If the error persists with the correct dates, please contact us again and send us more details so we can identify the issue more quickly.

Looking forward to your response and hoping to assist you further.

Regards,
Oscar Morao
TSE – Simetrik.

Response to the client if the data is generated automatically by our system:

Hello Mr. X,

I hope you are doing well. We have detected two values that are outside the expected range. The dates 2023-02-12 and 2023-12-02 do not appear to belong to the month of June, which may have been caused by an internal error in our reconciliation engine.

```
===== FECHAS FUERA DEL MES =====
[OUT OF MONTH] SKT_ID=20230608-141629363-fffffe8a9-e04a-43dd-ac71-79be92c63f76 | DATE=2023-02-12 | DATE_MONTH=2023-02 | EXPECTED_MONTH=2023-06
[OUT OF MONTH] SKT_ID=20230612-213226126-58843d77-c8f2-4bfe-aa91-8aeb329233df | DATE=2023-12-02 | DATE_MONTH=2023-12 | EXPECTED_MONTH=2023-06
```

Our development team is already aware of your case and we expect a resolution within 24 hours. Once it is resolved, we will let you know.

We apologize for the inconvenience. This channel is open for any additional information you would like to share.

Regards,
Oscar Morao
TSE – Simetrik.

Exercise 2

R:

Hello Mr. X,

Thank you for your message and for the patience you've shown these past days.

We completely understand the frustration this situation has caused, especially considering that your operation depends on the system functioning properly.

I want to assure you that your case has been escalated as the highest priority, and our technical team is already working on it. At the moment, we cannot provide an exact resolution time, but to give you clear visibility of the process, we have assigned an engineer exclusively dedicated to your incident, and we will send you updates every 3 hours with the current status.

Our goal is to deliver a definitive solution as soon as possible. However, if our engineering team finds a temporary workaround, we will let you know as soon as it becomes available.

We genuinely appreciate that you voiced your concern about switching providers.

We deeply value our relationship with you, and we are committed to regaining your trust with concrete actions.

I remain attentive to any additional details you wish to share.

Thank you again for your understanding and for giving us the opportunity to correct this.

Warm regards,
Oscar Morao
TSE – Simetrik

Exercise 3

R:

First, I would inform the client that the incident has been received and that I am working on it.

Then, I would try to generate a report manually, and depending on the result, approach the issue based on the findings, as it could be any kind of error — so it will depend on the information obtained.

If the error lies in how our system is processing the data, but the data in the database is correct, I would extract the information manually for the audit and explain to the client that we are currently experiencing technical difficulties, but that temporarily the manually extracted information can be used.

In the worst-case scenario, if the data in the database is incorrect or there is no immediate solution, it is important to inform the client that the incident will be escalated and try to obtain an ETA from the development team to pass on to the client.

Exercise 4

Response B, because it is more specific and provides more information to help the client detect the error, although the language is less formal.

What would you improve in the one you consider less appropriate?

I would add more technical details about the incident. It lacks formality and does not clearly explain how to make the required changes. It would also be useful to include documentation of the process, if it exists, in both responses.

What observations do you have about the tone, clarity, and technical accuracy of each?

- Both responses lack formality, as they address the client directly using “tu,” “avísanos,” “asegurándote,” “ayudarte.”
- They lack documentation explaining the process to guide the client through the correct steps.
- The second response is clearer and allows the client to know exactly which data to review, while the first is too vague and leaves nothing clear for the client.