

Project Name: P_31

Timeline: 11/08/2020 – 02/10/2020

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Business objective: To predict the impact of an incident raised by customers.

(Prioritising concerns raised by customers/end users as high/medium/low)

Data collection: To predict the impact of the incident raised by customers we need data that captures the following details:

1. Query is raised for which particular service/product?(category Id)
2. Which particular domain expert/s are handling the issue?(Support group)
3. How many times the same customer have raised the same query/different queries?(ID + count_updated)
4. Did customer requested for a priority service? (confirmation check)
5. How many customers in general are raising a similar query? (is it same as count_updated?)
6. Number of unsatisfied customers and repeated grievance reporting on the same service/product.(could not find a matching attribute)
7. Which location is getting this particular query?(location)
8. What is the timeline to resolve the query?(created_at + updated_at)
9. What is the current status of the query?(ID_status + active)
10. Customer satisfaction/feedback on the resolved query. (user_symptom / count_opening)
11. Was the query reported before? Was the query resolved using some existing document/already documented solution process(referring to document depicts rare and critical query, that is not simply solved by executives know-how)? (Doc_knowledge)
12. How many service executives were changed while solving a problem? (Denotes how many people failed to solve the query) (count_reassign)