Summary

This document outlines the collaboration between HS3C BI & A and the COPS team. The collaboration started in September 2017 when the COPS program team reached out to HS3C BI & A with requirements to create automated tableau dashboards. At the same time BI & A team had a discussion with Rajdeep during his visit to the USA on how to bend down the cost curve going forward using machine learning and forecasting opportunities for COPS. (Team members worked on this collaboration in Appendix 1).

Scope

The primary scope of this collaboration was to create an infrastructure to generate automated WBR, MBR and QBR tableau dashboards for COPS internal use for all nodes/regions, i.e. including all the marketplace with data back to 2015.

Redshift Cluster

Considering the primary scope and future opportunities the BI & A team spun up a 4 node Redshift cluster along with providing Tableau desktop licenses for the COPS BA's. This cluster also helped in program JIYU (Oracle to Redshift migration). After this BI & A and COPS team established a weekly meeting and project plan to on-board the necessary tables into the COPS cluster. The table onboarding was prioritized based on the greatest reduction of manual effort required to create the dashboards. The overall onboarding plan can be found in the Appendix 2.

Workflow

Based on the scoping COPS need 3 types of workflow to support the Data engineering needs based on their work stream

- 1) **HS3C Programs tables**: Main stream of work for COPS is ASINs sent via CPP tools for manual reviews. These tables are stored in program specific redshift cluster and only store summarized data in COPS cluster.
- 2) **Booker tables**: One stream of work for COPS is via tickets/SIMs and paragon for Rule writing and other subprogram task such as TAM tickets etc. These entire tables are stored in COPS cluster.
- 3) **Manual data:** For certain process such as Quality Audits COPS uses Excel spread sheets to store the data. The entire data sets are stored in the COPS cluster using S3 Loads.

A detailed workflow with an example can be found in Appendix 3.

Tableau Dashboard

After the tables are on-boarded, COPS BA's created the Tableau dashboards (<u>link</u>) with the guidance on the design and features from BI & A team. Screen shots can be found in Appendix 4.

Where we stand today:

The HS3C BI & A team have created a SIM folder to intake the COPS requests for any of the new data tables. We have also provided write access to COPS BA's to create summarized tables which will be helpful in creating Tableau dashboards.

Appendix: Appendix 1:

HS3C BI& A Team Members:

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Appendix 2: Project Plan: Excel link.

			HS3C BI & A owned				COP	S Owned					
Priority	Program Name	Task Name	Data Source (Table Name)	HS3C BIA ETA for migratio	on WBR	WBR Status	MBR	MBR Status	QBR	QBR Status	BA Owner	PM Owner	Ops Owner
	l .	Supplier Follow-up	O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL, D_REMEDY_TT_ACTIVITY	Completed	2018	Not Yet Started	2017	Not Yet Started	2018 TBD	Not Yet Started			ľ
		CLP Classification	ASIN_METRICS, EVENT_METRICS, REVIEW_ASINS_DETAIL	Completed	2018	Not Yet Started	2017	Not Yet Started	2018 TBD	Not Yet Started			
		CLPTicketing	O REMEDY TICKETS, O REMEDY AUDITRAIL D REMEDY TT ACTIVITY	Completed	2018		2017	Not Yet Started	2018 TBD	Not Yet Started			
		Rule Writing	RPS ASIN DATA	Completed	2018	Not Yet Started	2017	Not Yet Started	2018 TBD	Not Yet Started			
_		UPSC	TAMMETRICS_DOLD_CASE_DETAILS, O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL, D_REMEDY_TT_ACTIVITY	Completed	Dec-17	PILOT Launched	Dec-17	PILOT Launched	2018 TBD	Not Yet Started			
	rs	Recalls	O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL, O_REMEDY_TT_ACTIVITY	Completed	Dec-17	PILOT Launched	Dec-17	PILOT Launched	2018 TBD	Not Yet Started			
		Reinstatement requests	O_REMEDY_TICKETS, O_REMEDY_AUDITRAUL, O_REMEDY_TI_ACTIVITY	Completed	2018 TBD	WID	2018 TBD	WIP	2018 TBD	WID			
		Investigations	O_REMEDY_TICKETS, O_REMEDY_AUDITRAUL, O_REMEDY_TT_ACTIVITY	Completed	2018 TBD	Not Yet Started	2018 TBD	Not Yet Started	2018 TBD	Not Yet Started			
2		Copyright takedowns	O_REMEDY_TICKETS, O_REMEDY_AUDITITRAIL, O_REMEDY_TT_ACTIVITY	Completed	2018 TBD	Not Yet Started	2018 TBD	Not Yet Started	2018 TBD		Mihail (C-Ops BA RO)	Corina	Andreea Oniceanu
•		Andon	TAMMETRICS DOLD CASE DETAILS	Completed	2018 TBD	Not Yet Started	2018 TBD	Not Yet Started	2018 TBD	Not Yet Started	minan (o opa on no)	Comme	Andreas Officeatio
					_								
		Authority takedowns Food takedowns	O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL, O_REMEDY_TT_ACTIVITY	Completed	2018 TBD	Not Yet Started Not Yet Started	2018 TBD	Not Yet Started Not Yet Started	2018 TBD	Not Yet Started			
		Food takedowns	O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL, D_REMEDY_TT_ACTIVITY	Completed	2018TBD		2018 TBD			Not Yet Started			
_		Crisi	PS_CUSTOMER_REVIEWS	Completed	2018 TBD	Not Yet Started	2018 TBD	Not Yet Started	2018 TBD	Not Yet Started			
		ASIN Review	RESTRICTEOPRODUCTS: RPS_ASIN_DATA, RPS_ASIN_DATA, RPS_AUDIT, RPS_RULES, RPS_RULES_METADATA_CONFIG	Completed	2018TBD	WIP	2018 TBD	WIP	2018 TBD	Not Yet Started			
			RESTRICTEDPRODUCTS: RPS_ASIN_DATA, RPS_AUDIT, RPS_RULES, RPS_SAMPLE_ASINS, RULE_CONTACTS, RPS_SAMPLE_ASINS,		1								
			RPS_AUDIT_CADENCE_CHANGE, RPS_AUDIT_SCHEDULE, RPS_AUDIT_METRICS,		1	WIP		WIP		Not Yet Started			
			HSSC RP TABLES rp_stage audit_annotation_task, rp_stage audit_annotation_task_batch, rp_stage.audit_annotation_task_type,		1								
3	RP	Website Audits	rp_stage.audit_annotation_schedule	Completed	Feb-18		Feb-18		2018 TBD		Woj (BAPL)	Corina	Bart
	I	Ticketing	O_REMEDY_TICKETS, O_REMEDY_AUDITRAU, O_REMEDY_TT_ACTIVITY	Completed	Feb-18	WIP	Feb-18	WIP	2018 TBD	Not Yet Started			
		Rule Writing	O_REMEDY_TICKETS, O_REMEDY_AUDITRAU, O_REMEDY_TT_ACTIVITY	Completed	Feb-18	WIP	Feb-18	WIP	2019 TBD	Not Yet Started			
		AGS	O_REMEDY_TICKETS, O_REMEDY_AUDITRAIL, O_REMEDY_TT_ACTIVITY	Completed	Feb-18	Unknown	Feb-18	WIP	2018 TBD	Not Yet Started			
		Investigations	RESTRICTEDPRODUCTS, O_REMEDY_TICKTES, O_REMEDY_AUDITTRAIL, D_REMEDY_TT_ACTIVITY	Completed	2018 TBD	Unknown	2018 TBD	WIP	2018 TBD	Not Yet Started			
		DOC Review	TAMMETRICS_DDL.D_CASE_DETAILS	Completed	18-Feb	PILOT Launched	PILOT Launched	PILOT Launched	2018 TBD	Not Yet Started			
		INSPECTIONS	TAMMETRICS_DDLD_CASE_DETAILS	Completed	18-Feb	PILOT Launched	PILOT Launched	PILOT Launched	2018 TBD	Not Yet Started			
						PILOT Launched(ACC		PILOT Launched (ACC					
					1	EU Missing, SIM	PILOT Launched	EU Missing, SIM		Not Yet Started			
		ACC	TAMMETRICS_DOLD_CASE_DETAILS	Completed	18-Mar	HS3C_BI_A_COPS-4)		HS3C_BI_A_COPS-4)	2018 TBD				
		ANALYST	O_REMEDY_TICKETS	Completed	18-Feb	PILOT Launched	PILOT Launched	PILOT Launched	2018 TBD	Not Yet Started			
4	DI				1	Not yet started (Need		Not yet started (Need			Gulam (C-Ops BA IN)	Sid	Rajeev
					1	Playbook data in	Not yet started	Playbook data in redshift)		Not Yet Started			
					1	https://tt.amazon.co	inot yet atented	https://tt.amazon.co		HOLIEC STRINES			
		Rational Writing	Playbook	30-Aug	18-Mar	m/0137360533		m/0137360533	2018 TBD				
		Rule Writing	O_REMEDY_TICKETS	Completed	18-Feb	PILOT Launched	PILOT Launched	PILOT Launched	2018 TBD	Not Yet Started			
		Archive Table	Archive table	30-Jun									
		MANUAL CLASSIFICATION	CN: O_REMEDY_TICKETS, IN: Currently MYSQL Have raised a SIM to have the mysql table in redshift reporting cluster	Completed	18-Feb	PILOT Launched	PILOT Launched	PILOT Launched	2018 TBD	Not Yet Started			
_		Rule Writing	D REMEDY TICKETS, O REMEDY AUDITRAIL				Mar-18	WIP	2018 TBD	Not Yet Started			
				Completed	Mar-18	WIP						1	1
		Rule Refinement	O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL	Completed Completed	Mar-18 Mar-18	WIP	Mar-18	WIP	2018 TBD	Not Yet Started			
5	I	Rule Refinement Rationale	O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL				Mar-18 Mar-18		2018 TBD				
	TC		O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL	Completed Completed	Mar-18	WIP		WIP	2018 TBD 2018 TBD	Not Yet Started Not Yet Started	Hui (C-Ops BA CN)	Liming	Nannan
	TC	Rationale	O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL O_REMEDY_TICKETS, O_REMEDY_AUDITTRAIL	Completed	Mar-18 Mar-18	WIP	Mar-18	WIP	2018 TBD 2018 TBD	Not Yet Started Not Yet Started Not Yet Started	Hui (C-Ops BA CN)	Liming	Nannan
	TC	Rationale Manual Classification ICCO	O SEMBOT, TORETS, O, SEMBOT, ALDOTTRAM, O, SEMBOT, TORETS, O, SEMBOT, ALDOTTRAM, O, SEMBOT, TORETS, O, SEMBOT, ALDOTTRAM,	Completed Completed Completed Completed	Mar-18 Mar-18 Mar-18 Mar-18	WIP WIP	Mar-18 Mar-18 Mar-18	WIP WIP WIP	2018 TBD 2018 TBD 2018 TBD 2018 TBD	Not Yet Started Not Yet Started Not Yet Started Not Yet Started	Hui (C-Ops BA CN)	Liming	Nannan
_		Rationale Manual Classification ICCO Subcategory Analyses	O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL	Completed Completed Completed Completed Completed Completed	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18	WIP WIP WIP WIP	Mar-18 Mar-18 Mar-18 Mar-18	WIP WIP	2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD	Not Yet Started Not Yet Started Not Yet Started Not Yet Started Not Yet Started			
6	TC EPR	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification	O SMEED TOKETS, O SEMENT JUOTITAAL O SEMEND TOKETS, O SEMENT JUOTITAAL FINISTOOR	Completed Completed Completed Completed Completed 30-Aug	Mar-18 Mar-18 Mar-18 Mar-18	WIP WIP WIP WIP	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD	WIP WIP WIP WIP	2018 TBD 2018 TBD 2018 TBD 2018 TBD	Not Yet Started Not Yet Started Not Yet Started Not Yet Started Not Yet Started Not Yet Started	Hui (C-Ops BA CN) Woj (C-Ops BA PL)	Liming Corina	Nannan Raluca Afloarei
		Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting	O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL	Completed Completed Completed Completed Completed Completed 30-Aug Scoping	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD	WIP WIP WIP WIP WIP	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD	WIP WIP WIP WIP WIP	2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD	Not Yet Started Not Yet Started Not Yet Started Not Yet Started Not Yet Started Not Yet Started Not Yet Started	Woj (C-Ops BA PL)	Corina	Raluca Afloarei
7	EPR PC	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting Image Review	O_REMEDI_TICKETS, O_REMEDI_AUDITITAAL O_REMEDI_TICKETS, O_REMEDI_AUDITITAAL O_REMEDI_TICKETS, O_REMEDI_AUDITITAAL O_REMEDI_TICKETS, O_REMEDI_AUDITITAAL PROJOCO REMEDI_TICKETS, O_REMEDI_AUDITITAAL DISCOURCE ONLY DISCOURTES	Completed Completed Completed Completed Completed Completed Scoping Scoping	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD	WIP WIP WIP WIP WIP WIP FILOT Launched	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018	WIP WIP WIP WIP WIP WIP FILOT Launched	2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD	Not Yet Started Not Yet Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN)	Corina Liming	Raluca Afloarei Jack Wu
7	EPR	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting	O SMEED TOKETS, O SEMENT JUOTITAAL O SEMEND TOKETS, O SEMENT JUOTITAAL FINISTOOR	Completed Completed Completed Completed Completed Completed Sopping Scoping Scoping Scoping	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD	WIP WIP WIP WIP WIP WIP PILOT Launched	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 2018	WIP WIP WIP WIP WIP WIP PILOT Launched	2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD	Not Yet Started Not Yet Started	Woj (C-Ops BA PL)	Corina	Raluca Afloarei
7	EPR PC NAFN	Rationale Manual Classification (CCO Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting Image Review Document Review QA	O, REMEDY, INCRES, O, REMEDY, AUDITITARIA, O, PREMEDY, INCRES, O, REMEDY, AUDITITARIA, O, REMEDY, INCRES, O, REMEDY, AUDITITARIA, O, REMEDY, INCRES, O, REMEDY, AUDITITARIA, PROJECCIA MANUALS, SURCE ONLY DECOMINSCAL TRAMMETRICS, DOLD, CASE, DETAILS, TAMMETRICS, DOLD, CASE, QUEVE, TRAMSFERS ARKOLD	Completed Completed Completed Completed Completed Completed Scoping Scoping	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 2018 2018	WIP WIP WIP WIP WIP WIP PILOT Launched PILOT Launched	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD 2018 2018	WIP WIP WIP WIP WIP WIP FILOT Launched PILOT Launched	2018 TBD 2018 TBD	Not Yet Started Not Yet Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN)	Corina Liming Liming	Raluca Afloarei Jack Wu Jack Wu
7	EPR PC NAFN	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting Image Review	O SEMBOT, TOCETS, O, SEMBOT, AUDITRAIL O, SEMBOT, TOCETS, O, SEMBOT, AUDITRAIL O, SEMBOT, TOCETS, O, SEMBOT, AUDITRAIL O, SEMBOT, TOCETS, O, SEMBOT, AUDITRAIL PROSPOR MANUAL SOURCE ONLY OCCURRENCES DOLLO, CASE, DEFAUST, AUMERICAS, DOLLO, CASE, QUEUE, TRANSFERS	Completed Completed Completed Completed Completed Completed Sopping Scoping Scoping Scoping	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD	WIP WIP WIP WIP WIP WIP PILOT Launched	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 2018	WIP WIP WIP WIP WIP WIP PILOT Launched	2018 TBD 2018 TBD	Not Yet Started Not Yet Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN)	Corina Liming Liming	Raluca Afloarei Jack Wu
7	EPR PC NAFN	Rationale Manual Classification (CCO Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting Image Review Document Review QA	O, REMEDY, INCRES, O, REMEDY, AUDITITARIA, O, PREMEDY, INCRES, O, REMEDY, AUDITITARIA, O, REMEDY, INCRES, O, REMEDY, AUDITITARIA, O, REMEDY, INCRES, O, REMEDY, AUDITITARIA, PROJECCIA MANUALS, SURCE ONLY DECOMINSCAL TRAMMETRICS, DOLD, CASE, DETAILS, TAMMETRICS, DOLD, CASE, QUEVE, TRAMSFERS ARKOLD	Completed Completed Completed Completed Completed Completed Scoping Scoping Scoping Scoping Scoping	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 2018 2018	WIP WIP WIP WIP WIP WIP PILOT Launched PILOT Launched	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD 2018 2018	WIP WIP WIP WIP WIP WIP FILOT Launched PILOT Launched	2018 TBD 2018 TBD	Not Yet Started Not Yet Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN)	Corina Liming Liming	Raluca Afloarei Jack Wu Jack Wu
7	EPR PC NAFN	Rationale Manual Classification (CCO Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting Image Review Document Review QA	O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL O_REMEDY_TICKETS, O_REMEDY_AUDITITAAL PROPOSO MANUALS SOURCE ONLY DOCUMENSOLI TRAMMETRICS, DOLD_CASE_DETAILS, TAMMETRICS, DOLO_CASE_QUEUE_TRANSFERS AROUS MANUALS SOURCE ONLY	Completed Completed Completed Completed Completed Completed Scoping Scoping Scoping Scoping Scoping	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 2018 2018	WIP WIP WIP WIP WIP WIP PILOT Launched PILOT Launched	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD 2018 2018	WIP WIP WIP WIP WIP WIP FILOT Launched PILOT Launched	2018 TBD 2018 TBD	Not Yet Started Not Yet Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN)	Corina Liming Liming	Raluca Afloarei Jack Wu Jack Wu
7	EPR PC NAFN	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Parkaging, Batteries Reporting Image Review Document Review QA Tasks to be defined	O SEMBLE INCERS, Q. SEMBLEY_AUDITIVAL O SEMBLE INCERS, Q. SEMBLY_AUDITIVAL Filaphook MANUAL SUGKE ONLY DOCUMPISQUE TRANSFERS, DOLD, CASE_DETAILS, TAMMETRICS, DOLD, CASE_DUELE_TRANSFERS ASSUS MANUAL SUGKE ONLY AUDITS_OFF, AUDITS_STAGING, CONTACTS_OFF, CONTAINY_OFF, COMPANY_STAGING, FINDING, REVIEWS_OFF, FINDING, REVIEWS.	Completed Completed Completed Completed Completed Completed Scoping Scoping Scoping Scoping Scoping	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 2018 2018 TBD	WIP WIP WIP WIP WIP PILOT Launched PILOT Launched Unknown	Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD 2018 2018 2018 2018 TBD	WIP WIP WIP WIP WIP PILOT Launched PILOT Launched Unknown	2018 TBD 2018 TBD	Not Yet Started Not Yet Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN)	Corina Liming Liming	Raluca Afloarei Jack Wu Jack Wu
7 8 TBD	EPR PC NAFN	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Parkaging, Batteries Reporting Image Review Document Review QA Tasks to be defined	O REMEDI, TORETS, Q. BENEDY, AUDITTRAL O REMEDI, TORETS, Q. BENEDY, AUDITTRAL O, REMEDI, TORETS, Q. REMEDY, AUDITTRAL O, REMEDI, TORETS, Q. REMEDY, AUDITTRAL O, REMEDI, TORETS, Q. REMEDY, AUDITTRAL PROPOSO MANUAL SOURCE ONLY DECOMMISSION MANUAL SOURCE ONLY AUDITS, ORR. AUDITS, TAMMETICS, DOLO, CASE, QUEUE, TRANSFERS MANUAL SOURCE ONLY AUDITS, ORR. AUDITS, STAGING, CONTACTS, STAGING, COMPANY, ORR. COMPANY, STAGING, FINDING, REVIEWS, ORR. FINDING, REVIEWS J. SEARMO, STILL STAGING, OPPSITE, DETAILS, STAGING, SITES, OPR, STAGING, OR, SEMEDY, TOXETS, O. REMEDY, AUDITTRAL D, SEMEDY, LT., ACTIVITY	Completed Completed Completed Completed Completed Completed Sophing Scoping	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 2018 2018 TBD	WIP WIP WIP WIP WIP PILOT Launched PILOT Launched Unknown	Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD 2018 2018 2018 2018 TBD	WIP WIP WIP WIP WIP PILOT Launched PILOT Launched Unknown	2018 TBD 2018 TBD	Not Yet Started Not Yet Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN)	Corina Liming Liming Sid	Raluca Afloarei Jack Wu Jack Wu
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7 8 TBD	EPR PC NAFN FS	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Parkaging, Batteries Reporting Image Review Document Review QA Tasks to be defined	O SEMBLET, ITALETS, O SEMBLET, JUDITITALI, PISPOSO, MANALIA SOURCE ONLY DEDIDINISCAL TRAMITETERS, DOLLO, CASE, DETALS, TAMMETRICS, DOLLO, CASE, QUEUE, TRANSFERS JARGUET MANALIA SOURCE ONLY MANALIA SOURCE ONLY DETALIA SEMBLET, SEMBLET, SEMBLET, SEMBLES, STRES, OFF, STRES, STRESHING, O, REMEDY, TICKETS, O, PEMBLET, AUDITITALI, D SEMBLET, T. ACTIVITY AUDITS, OFF, AUDITS, STRESHING, CONTACTS, OFF, CONTACTS, STRESHING, O, REMEDY, TICKETS, O, PEMBLET, AUDITITALI, STRESHING, STRESHING, CONTACTS, OFF, CONTACTS, STRESHING, O, REMEDY, TICKETS, O, PEMBLET, AUDITITALI, STRESHING, STRESHING, CONTACTS, OFF, CONTACTS, STRESHING, COMPANY, OFF, COMPANY, STRESHING, REVIEWS, OFF, FINDING, REVIEWS, STRESHING, STRESHING, CONTACTS, STRESHING, STRESHING, SOMPANY, OFF, COMPANY, STRESHING, REVIEWS, OFF, FINDING, REVIEWS, STRESHING, STRESHING, CONTACTS, STRESHING,	Completed Completed Completed Completed Completed Completed Sophing Scoping	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 2018 2018 TBD	WIP WIP WIP WIP WIP WIP WIP FILOT Launched PILOT Launched Unknown	Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD 2018 2018 2018 2018 TBD	WIP WIP WIP WIP WIP PILOT Launched PILOT Launched Unknown	2018 TBD 2018 TBD	Not Yet Started Not Yet Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN) Gulam (C-Ops BA IN)	Corina Liming Liming Sid	Raluca Afloarei Jack Wu Jack Wu Faizan
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7 8 TBD	EPR PC NAFN FS	Rationale Manual Classification LCC Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting Innage Review Oocument Review QA Tasks to be defined SR OPERATIONS EICC AUDITS SR OPS INDIA	O SEMEDI, TOCETS, Q. SEMEDI, AUDITTALI, PROSPORI MANUAL SOURCE ONLY COMMITTANS DOLD, CASE, DETALIS, TAMMETHISS, DOLD, CASE, QUEUE, TRANSFERS ARGUS MANUAL SOURCE ONLY AUDITS, ORR AUDITS, STAGING, CONTACTS, STAGING, COMPANY, GRACING, FINDING, REVIEWS, ORR, FINDING, REVIEWS, STAGING, STITL, DETAILS, OPR, STIE, DETAILS, STAGING, SITES, OPR, STIES, STAGING, O, REMEDY, TOCETS, O, REMEDY, AUDITTALI, AUDITS, ORR AUDITS, STAGING, CONTACTS, STAGING, SITES, OPR, STIES, STAGING, O, REMEDY, TOCETS, O, REMEDY, AUDITTALI, AUDITS, ORR AUDITS, STAGING, CONTACTS, CORCONTACTS, STAGING, COMPANY, OPR, COMPANY, STAGING, FINDING, REVIEWS, OPR, FINDING, REVIEWS STAGING, STIE, DETAILS, OPR, STIE, DETAILS, STAGING, SITES, OF STIES, STAGING, O, REMEDY, TOXETS, O, REMEDY, AUDITTRAL, O, REMEDY, TJ. ACTIVITY	Completed Completed Completed Completed Completed Completed Society So	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD	WIP WIP WIP WIP WIP WIP WIP WIP FILOT Launched PILOT Launched Unknown Unknown Unknown Unknown	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 2018 2018 2018 2018 TBD	WIP WIP WIP WIP WIP WIP WIP FILOT Launched FILOT Launched Unknown Unknown Unknown Unknown	2018 TBD 2018 TBD	Not Yet Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN) Gulam (C-Ops BA IN)	Corina Liming Liming Sid	Raluca Afloarei Jack Wu Jack Wu Faizan
7 8 TBD	EPR PC NAFN FS CSR	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Ackaging, Batteries Reporting Image Review QA Tasks to be defined SIG OPERATIONS EICC AUDITS RUE AND SIGNAL RUE WHITING	O REMODI, TICKETS, Q. REMEDY JAJOHTHAN, O REMODI, TICKETS, Q. REMEDY JAJOHTHAN, O, REMODI, TICKETS, Q. REMEDY JAJOHTHAN, O, REMODI, TICKETS, Q. REMEDY JAJOHTHAN, O, REMODI, TICKETS, Q. REMEDY JAJOHTHAN, ROMANUS SOURCE ONLY TRAMMERICS, DOULD CASE, DETAILS, TRAMMERICS, DOULD CASE, QUEUE, TRAMSFERS MANUALS SOURCE ONLY ALIOTES, OR PALOTES, STAGING, CONTACTS, STAGING, COMPANY, OR COMPANY, STAGING, FINDING, REVIEWS, OR FINDING, REVIEWS, STAGNOS, STIL DETAILS, OP STITL, DETAILS, STAGING, STEES, STAGING, OR PERMOY, TICKETS, O. REMEDY, JAJOHTHAN, ALIOTES, ORR. JAJOHTS, STAGING, CONTACTS, STAGING, OMPANY, ORR. COMPANY, STAGING, FINDING, REVIEWS, OR, FINDING, REVIEW JO REMEDY, IT, ACTIVITY ALIOTES, ORR. JAJOHTS, STAGING, STEES, ORG. STEES, STAGING, O., REMEDY, JAJOHTS, OR. D. REMEDY, IT, ACTIVITY O, REMEDY, IT, ACTIVITY O, REMEDY, TI, AC	Completed Completed Completed Completed Completed Completed Completed Sopone So	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD 2018 TBD	WIP	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD	WIP	2018 TBD	Not l'et Stanted Not l'et Not l'et Not l'et Not l'et Not	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN) Gulam (C-Ops BA IN) Gulam (C-Ops BA IN)	Corina Liming Liming Sid	Ralura Afloarei Jack Wu Jack Wu Feizan Raymond
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7 8 TBD	EPR PC NAFN FS CSR	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting Image Review Quality Comment Review Quality Comment Review Quality Comment Review Guality Comment Review Guality Comment Review Guality Comment Review Quality Comment Review Quality Comment Review Quality Comment Review Review Comment Review Review Comment Com	O REMEDI, TICHETS, Q. BEMEDI, ALDITTRALL O, DEMODI, TICHETS, Q. BEMEDI, ALDITTRALL PRISPOSO MANUALS SOURCE ONLY DECOMPRISAL TRAMPETERS, DOLD, CASE, DETAILS, TRAMMETRICS, DOLO, CASE, QUEUE, TRAMSFERS MANUALS SOURCE ONLY ALDITS, OR ALDITS, STAGINIC, CONTACTS, STAGINIC, COMPANY, COMPANY, STAGINIC, FINOING, REVIEWS, ORP. FINOING, REVIEW STAGNICS, TICHETS, D. STAGINIC, CONTACTS, STAGINIC, STAGINIC, STAGINIC, D. BEMEDY, MICKETS, O. BEMEDY, ALDITTRALL D, SEMEDY, TI., ACTIVITY ALDITS, ORR. ALDITS, STAGINIC, CONTACTS, STAGINIC, STAGINIC, STAGINIC, D. BEMEDY, MICKETS, O. BEMEDY, ALDITTRALL D, SEMEDY, TI., ACTIVITY O, BEMEDY, TI., TICHETS, O, REMEDY, ALDITTRALL O, SEMEDY, TI., CETT, O, G. REMEDY, ALDITTRALL O, SEMEDY, TICHETS, O, REMEDY, TICHE	Completed Completed Completed Completed Completed Completed Completed Sopone So	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBO	WIP	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD	WIP	2018 TBD	Not l'et Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN) Gulam (C-Ops BA IN) Gulam (C-Ops BA IN)	Corina Liming Liming Sid	Ralura Afloarei Jack Wu Jack Wu Feizan Raymond
7 8 TBD	EPR PC NAFN FS CSR	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE Analysing Batteries Reporting Image Review QA Tasks to be defined SR OPERATIONS EICC AUDITS SR OPERATIONS RUE WAITING SAMPLE REVIEW	O SEMBLET LOCKETS, Q. SEMBOT JAUDITTAAL O SEMBLET, LOCKETS, Q. SEMBLET, JAUDITTAAL PROSPORT TAMMETRICES, DOLD, CASE, DETAILS, TAMMETRISS, DOLO, CASE, QUEUE, TRANSFERS ASSOUS MANUAL SOURCE ONLY AUDITS, OPR, AUDITS, STAGING, CONTACTS, STAGING, COMPANY, OPR, COMPANY, STAGING, FINDING, SEVIEWS, OPR, FINDING, SEVIEWS STAGING, STITL, DETAILS, OPR, SITT, DETAILS, STAGING, SITTS, OPR, SITTS, STAGING, O, REMEDY, TICKETS, O, REMEDY, AUDITTAAL AUDITS, OPR, AUDITS, STAGING, CONTACTS, STAGING, COMPANY, OPR, COMPANY, STAGING, FINDING, SEVIEWS, OPR, FINDING, SEVIEWS STAGING, SITT, DETAILS, OPR, SITT, DETAILS, STAGING, SITTS, OPR, SITTS, STAGING, O, REMEDY, TICKETS, O, REMEDY, AUDITTAAL O, SEMBLET, LOCKETS, DETAILS, STAGING, SITTS, OPR, SITTS, STAGING, O, REMEDY, TICKETS, O, REMEDY, AUDITTAAL O, SEMBLET, LOCKETS, OR REMEDY, AUDITTAAL O,	Completed Completed Completed Completed Completed Completed Completed Completed Sopping Sopping Sopping Sopping Sopping Sopping Completed Completed Completed Completed Completed Completed Completed	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD	WIP WIP WIP WIP WIP WIP WIP WIP FILOT Launched Unknown Unknown Unknown Unknown Unknown Unknown Unknown Unknown	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD	WIP WIP WIP WIP WIP WIP WIP WIP FILOT Launched PILOT Launched PILOT Launched Unknown Unknown Unknown Unknown Unknown Unknown Unknown Unknown Unknown	2018 TBD	Not l'et Started	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN) Gulam (C-Ops BA IN) Gulam (C-Ops BA IN)	Corine Uming Uming Sid	Raluca Afloarel Jack Wu Jack Wu Faltzan Raymond
7 8 TBD	EPR PC NAFN FS CSR	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting Image Review Quality Comment Review Quality Comment Review Quality Comment Review Guality Comment Review Guality Comment Review Guality Comment Review Quality Comment Review Quality Comment Review Quality Comment Review Review Comment Review Review Comment Com	O REMEDI, TICHETS, Q. BEMEDI, ALDITTRALL O, DEMODI, TICHETS, Q. BEMEDI, ALDITTRALL PRISPOSO MANUALS SOURCE ONLY DECOMPRISAL TRAMPETERS, DOLD, CASE, DETAILS, TRAMMETRICS, DOLO, CASE, QUEUE, TRAMSFERS MANUALS SOURCE ONLY ALDITS, OR ALDITS, STAGINIC, CONTACTS, STAGINIC, COMPANY, COMPANY, STAGINIC, FINOING, REVIEWS, ORP. FINOING, REVIEW STAGNICS, TICHETS, D. STAGINIC, CONTACTS, STAGINIC, STAGINIC, STAGINIC, D. BEMEDY, MICKETS, O. BEMEDY, ALDITTRALL D, SEMEDY, TI., ACTIVITY ALDITS, ORR. ALDITS, STAGINIC, CONTACTS, STAGINIC, STAGINIC, STAGINIC, D. BEMEDY, MICKETS, O. BEMEDY, ALDITTRALL D, SEMEDY, TI., ACTIVITY O, BEMEDY, TI., TICHETS, O, REMEDY, ALDITTRALL O, SEMEDY, TI., CETT, O, G. REMEDY, ALDITTRALL O, SEMEDY, TICHETS, O, REMEDY, TICHE	Completed Completed Completed Completed Completed Completed Sophing Completed Completed Completed Completed Completed Completed Completed	Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 Mar-18 2018 TBO	WIP	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD	WIP	2018 TBD	Not Yet Started Not Yet Starte	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN) Gulam (C-Ops BA IN) Gulam (C-Ops BA IN)	Corine Uming Uming Sid	Ralura Afloarei Jack Wu Jack Wu Feizan Raymond
7 8 TBD TBD	EFR PC NAFN PS CSR AGS	Rationale Manual Classification ICCO Subcistegray Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting Image Review Document Review QA Tasks to be defined SR OPERATIONS EICC AUDITS SR OPS INDIA RULE WRITING SAMPLE REVIEW PIR AUDIT	O SEMBLET LOCKETS, Q. SEMBOT JAUDITTAAL O SEMBLET, LOCKETS, Q. SEMBLET, JAUDITTAAL PROSPORT TAMMETRICES, DOLD, CASE, DETAILS, TAMMETRISS, DOLO, CASE, QUEUE, TRANSFERS ASSOUS MANUAL SOURCE ONLY AUDITS, OPR, AUDITS, STAGING, CONTACTS, STAGING, COMPANY, OPR, COMPANY, STAGING, FINDING, SEVIEWS, OPR, FINDING, SEVIEWS STAGING, STITL, DETAILS, OPR, SITT, DETAILS, STAGING, SITTS, OPR, SITTS, STAGING, O, REMEDY, TICKETS, O, REMEDY, AUDITTAAL AUDITS, OPR, AUDITS, STAGING, CONTACTS, STAGING, COMPANY, OPR, COMPANY, STAGING, FINDING, SEVIEWS, OPR, FINDING, SEVIEWS STAGING, SITT, DETAILS, OPR, SITT, DETAILS, STAGING, SITTS, OPR, SITTS, STAGING, O, REMEDY, TICKETS, O, REMEDY, AUDITTAAL O, SEMBLET, LOCKETS, DETAILS, STAGING, SITTS, OPR, SITTS, STAGING, O, REMEDY, TICKETS, O, REMEDY, AUDITTAAL O, SEMBLET, LOCKETS, OR REMEDY, AUDITTAAL O,	Completed Completed Completed Completed Completed Completed Completed Sopone So	Mar-18 Ma	WIP	Mar-18 Mar-18 Mar-18 2018 TBD	WIP	2018 TBD	Not Yet Started Not Yet Starte	Woj (COps BA PL) PAU (COps BA CN) Hui (COps BA CN) Hui (COps BA CN) Gulam (COps BA IN) Gulam (COps BA IN) Gulam (COps BA IN)	Corine Liming Liming Slid Slid Slid	Raluca Afloarel Jack Wu Jack Wu Falzan Raymond Sameer Raymond
7 8 TBD	EPR PC NAFN FS CSR	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Packaging, Batteries Reporting Image Review Document Review QA Tasks to be defined SR OPERATIONS BICCAUDITS SR OPS INDIA RULE WRITING SAMPLE REVIEW FIN AUDIT SIOCIFEP/Variation SWAN	O SEMEDI, TOCETS, O, SEMEDI, AUDITTALI, O SEMEDI, TOCETS, O, SEMEDI, AUDITTALI, O, SEMEDI, TOCETS, O, SEMEDI, AUDITTALI, O, SEMEDI, TOCETS, O, SEMEDI, AUDITTALI, O, SEMEDI, TOCETS, O, SEMEDI, AUDITTALI, PROPORO MANUAL SOURCE ONLY AUDITS, OPERADITS, STAGING, CONTACTS, STAGING, COMPANY, OPER, COMPANY, STAGING, FINDING, SEVIENS, OPER, FINDING, SEVIENS, STAGING, STILL, CETATUTY AUDITS, OPERADITS, STAGING, CONTACTS, STAGING, COMPANY, OPER, COMPANY, STAGING, FINDING, SEVIENS, OPER, FINDING, SEVIENS, STAGING, STILL, CATINITY AUDITS, OPERADITS, STAGING, CONTACTS, STAGING, SITES, OPER, STILLS, STAGING, O, SEMEDY, TOCETS, O, SEMEDY, AUDITTALI, O, SEMEDY, IT, ACTINITY O, SEMEDY, IT, ACTINITY O, SEMEDY, TOCETS, O, SEMEDY, AUDITTALI,	Completed Completed Completed Completed Completed Completed Sophing Sophing Sophing Sophing Sophing Sophing Sophing Sophing Completed Co	Mar-18 Ma	WIP WIP WIP WIP WIP WIP WIP WIP WIP FILOT Launched PILOT Launched Unknown	Mar-18 Mar-18 Mar-18 Mar-18 2018 TBD	WIP	2018 TBD 201	Not Yet Stanted Not Yet Stante	Woj (C-Ops BA PL) Hui (C-Ops BA CN) Hui (C-Ops BA CN) Gulam (C-Ops BA IN) Gulam (C-Ops BA IN)	Corine Liming Liming Slid Slid Slid	Raluca Afloarel Jack Wu Jack Wu Faltzan Raymond
7 8 TBD TBD TBD TBD	EPR RC NAFN PS CSR AGS CPEX	Rationale Manual Classification ICCO Subcategory Analyses WEEE Manual Classification WEEE, Ackaging, Batteries Reporting Image Review QA Tasks to be defined SR OPERATIONS EICC AUDITS SR OPS WIDLA RULE WRITING SIMPLE WRITING SIMPLE WRITING SIMPLE WRITING SIMPLE WRITING SIMPLE WRITING SIMPLE REVIEW FIX AUDIT	O SEMBLET TICKETS, Q. SEMBET JAJOTITAAL O SEMBLET, TICKETS, Q. SEMBET JAJOTITAAL O SEMBLET, TICKETS, Q. SEMBLET JAJOTITAAL SEMBLET,	Completed Completed Completed Completed Completed Completed Completed Sopping Sopping Sopping Sopping Sopping Sopping Sopping Sopping Completed Co	Mar-18 Ma	WIP	Mar-18 Ma	WIP WIPI WIPI WIPI WIPI WIPI WIPI WIPI	2018 TBO	Not Yet Started Not Yet Starte	Woj (COps BA PL) PAU (COps BA CN) Hui (COps BA CN) Hui (COps BA CN) Gulam (COps BA IN) Gulam (COps BA IN) Gulam (COps BA IN)	Corine Liming Liming Sld Sid Sid	Raluca Afloarel Jack Wu Jack Wu Falzan Raymond Sameer Raymond

Workflows

Appendix 3: DG data flow:

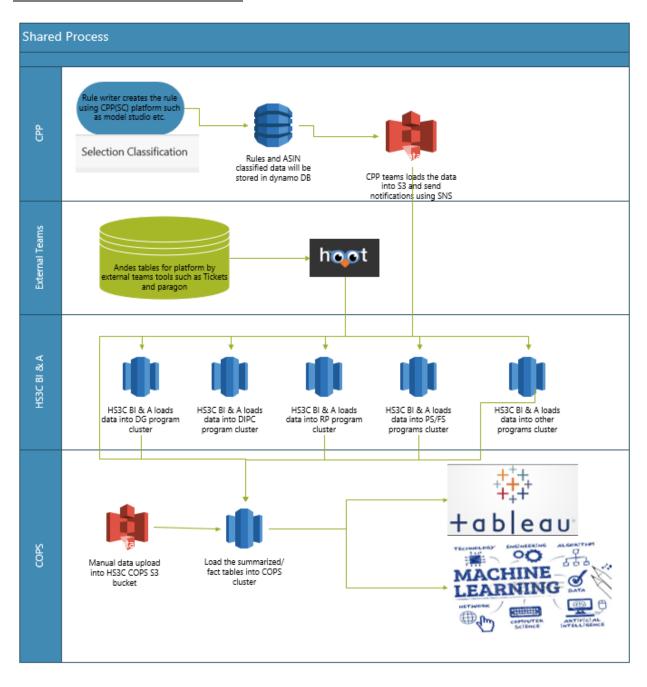
CPP DG UI classifies the ASIN and sends the ASINs to manual classification. DG rule writer create rules to bulk classify the ASINs. All these data sets are shared by CPP team to HS3C BI & A via S3 and SNS notifications. HS3C BI & A loads these data into DG redshift cluster. COPS uses these data to load summarized version of these tables, which contains information about

- 1) ASINs classified and their classification.
- 2) Classification Audit history
- 3) True/False positive and True/False negatives
- 4) Which team classified etc.

COPS also gets inflow in terms of tickets and paragon cases which are scoured from Andes tables to COPS redshift cluster. These data points helps in calculating metrics such as below

		Dange	roue Goode	WBR - Week	16	
Team	Week	Week- 13	Week- 14	Week- 15	Week- 16	Callouts
ream	Inflow	131,378	114,070			
	Classified	131,428	131,617	134,502	126,654	
	Pending	46,491	47,173	102,146		
	Gated SLA% (Business days) (Target: 90%) WW	81.4%	47,173 85.4%	82.5%		
Classification		97.21%	93.82%	99.12%		1
Classification	Gated SLA% (Business days) (Target: 90%) WW (excluding IN)	97.21%	93.82% 73.37%	99.12%	45.96%	1
	Gated SLA% (Business days) (Target: 90%) IN MP		73.37%	41.50%		
	Productivity WW	122 23.00%	141	176	179	
	UTC %			19.28%		
	Manual Audit Accuracy (Reviewers) . Target: 99.7%	99.87%	99.87%			
	ASIN Review -Inflow	14,000	6,146	5,484	12,298	
	ASIN Review - Classified	7,854	4,524	5,414		
Easyship	ASIN Review - Pending	6,146	1,622	70		
	Productivity	1,866	2,023	2,071		
	Order Monitoring Classification Inflow	61,112	60,716	61,311	53,154	
	Order Monitoring Classification Reviewed	29,459	35,940	46,292	39,671	
	Inflow	15140	14707	13365		
	Resolved	11928	10400	10878		target of 90% BLR node has missed its SLA for week 16 (61.21%) against the target of 90%
	Productivity	48	43			BLK node has missed its SLA for week 16 (61.21%) against the target of 90%
	SLA(Target: 90%)(10 Days)	86.24%	85.54%	84.82%		
DG Issue Resolution	TAT(Target 10 Days)	3.2	2.7	3.3	3.5	
Process (Ticketing)	Open cases	10247	9793	9951	8707	
Process (nicketing)	Open cases-Age wise breakup	Open Cases	Less than 7 Days	Between 5 & 10 Days	Greater than 10 days	
	Assigned	3614	3090	503	21]
	Pending	3019	1890	150	979	
	Researching	18	12	2	4	
	Work in Progress	181	160	11	10	
	-					
1						
	Inflow	1138	1304	976	2737	
	Inflow Respived	1138 743	1304 770	976 1635	2737 1732	
	Resolved	743	770	1635	1732	
	Resolved Productivity	743 15	770 16	1635 31	1732 37	
	Resolved Productivity Open cases	743 15 3469	770 16 3540	1635 31 4740	1732 37 5837	
	Resolved Productivity Open cases TAT(Target - 14 Days)	743 15 3469 10.4	770 16 3540 12.6	1635 31 4740 12.3	1732 37 5837 12.1	
Supplier Follow Up	Resolved Productivity Open cases TAT(Target = 14 Days) Open cases-Age wise breakup	743 15 3469 10.4 Open Cases	770 16 3540 12.6 Less than 6 Days	1635 31 4740 12.3 Between 6 & 14 Days	1732 37 5837 12.1 Greater than 14 days	
Supplier Follow Up	Resolved Productivity Open cases TATTraget – 14 Days) Open cases-Age wise breakup Merchant Action Completed	743 15 3469 10.4 Open Cases	770 16 3540 12.6 Less than 6 Days	1635 31 4740 12.3 Between 6 & 14 Days	1732 37 5837 12.1 Greater than 14 days	
Supplier Follow Up	Resolved Productivity Open cases TATTrarget = 14 Days) Open casesAge wike breakup Merchant Action Completed Pending Merchant Action	743 15 3469 10.4 Open Cases 311 1209	770 16 3540 12.6 Less than 6 Days	1635 31 4740 12.3 Between 6 & 14 Days 531 1648	1732 37 5837 12:1 Greater than 14 days 477 503	
Supplier Follow Up	Resolved Productivity Open cases TATTGTget – 14 Days) Open cases-Age wise breakup Merchant Action Completed Pending Merchant Action Recogned	743 15 3469 10.4 Open Cases	770 16 3540 12.6 Less than 6 Days	1635 31 4740 12.3 Between 6 & 14 Days	1732 37 5837 12.1 Greater than 14 days	
Supplier Follow Up	Resolved Productivity Open cases TAT(Target – 14 Days) Open case-Age wise breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Unassigned	743 15 3469 10.4 Open Cases 311 1209	770 16 3540 12.6 Less than 6 Days 538 2000 6	1635 31 4740 12.3 Between 6 & 14 Days 531 1648	1732 37 5837 12:1 Greater than 14 days 477 503	
Supplier Follow Up	Resolved Productivity Open cases TAT(Target = 14 Days) Open cases-Age wise breakup Merchant Action Completed Pending Merchant Action Reopend Unassigned Unassigned	743 15 3469 10.4 Open Cases 311 1209	770 16 3540 12.6 Less than 6 Days	1635 31 4740 12.3 Between 6 & 14 Days 531 1648	1732 37 5837 12:1 Greater than 14 days 477 503	
Supplier Follow Up	Resolved Productivity Open cases TAT(Target – 14 Days) Open case-Age wise breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Unassigned	743 15 3469 10.4 Open Cases 311 1209	770 16 3540 12.6 Less than 6 Days 538 2000 6	1635 31 4740 12.3 Between 6 & 14 Days 531 1648	1732 37 5837 12:1 Greater than 14 days 477 503	
Supplier Follow Up	Resolved Productivity Open cases TATTraget – 14 Days) Open cases-Age wike breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Work-in-Progress Pending Amszon Action	743 15 3469 10.4 Open Cases 311 1209 25 0	770 166 3540 12.6 Less than 6 Days 538 2000 6 0 15	1635 31 4740 12.3 Between 6 & 14 Days 1648 111 0 2	1732 373 5837 12.1 Greater than 14 days 477 503 1000 0	
Supplier Follow Up	Resolved Productivity Open cases TATTrarget – 14 Days) Open cases-Age wise breakup Merchant Action Completed Pending Merchant Action Resopened Unassigned Work-in-Progress Pending Amazon Action Not worked ASINS	743 15 3469 10.4 Open Cases 311 1209 25 0 0	770 166 3540 12.6 Less than 6 Days 538 2000 6 0 15 6	1635 31 4740 12.3 Between 6.8.14 Days 531 1648 111 0 2 2 0	1732 37 5837 12.1 Greater than 14 days 477 503 100 0 0 0	
Supplier Follow Up	Resolved Productivity Open cases TATTrarget – 14 Days) Open cases-Age wike breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Work-in-Progress Pending Amerchant Action Not worked ASINs Worked on ASINs	743 15 3469 10.4 Open Cases 311 1209 25 0 0 0 96,129 2766	770 166 3540 12.6 Less than 6 Days 538 2000 6 0 15 6 91.567	1635 31 4740 12.3 Between 6 8.14 Days 51 1648 0 0 2 0 78,797 10729	1732 37 5837 12.1. Greater than 14 days 477 503 100 0 0 0 124,505 5965	
	Resolved Productivity Open cases TAT(Target = 14 Days) Open cases-Age wise breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Work-In-Progress Pending Amazon Action Not worked ASINs Worked on ASINs Worked on ASINs So CLP Regulated	743 115 3469 10.4 Open Cases 311 1209 25 0 0 0 96,129 2766 27,26%	7700 16 3540 16 3540 12 12 15 15 15 16 17 15 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	1635 31 4740 4740 4740 58 8etween 6.8.14 Days 1648 11 0 2 0 78.797 10729 115.57%	1732 37 5837 5837 5837 5737 5033 100 0 0 0 0 124,505 5965 16,88%	
CLP Manual	Resolved Productivity Open cases TATTrarget – 14 Days) Open cases-Age wike breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Workin-Progress Pending Merchant Action Not worked AsiNs Worked on AsiNs Not worked AsiNs Worked on AsiNs S CUP Not Regulated	743 15 3469 10.4 Open Cases 311 1209 0 0 0 0 95.129 2766 27.26% 59.87%	770 166 3540 126 1255 than 6 Days Less than 6 Days 538 6 0 155 6 91,567 2388 36,70% 54,96%	1.6555 311 47-0 311 47-0 1648 1648 11 0 0 2 0 78.797 10729 11.5579 78.47%	17922 37 5837 5837 100 67 67 67 67 67 67 67 67 67 67 67 67 67	
	Resolved Productivity Open cases TATTraget = 14 Days) Open cases-Age wise breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Unassigned Work-in-Progress Pending Amazon Action Not worked ASINS Worked on ASINS S CLP Regulated S CLP Not Regulated S CP Regulated	7-83 115 3469 10.4 Open Cases 111 1209 0 0 0 95.129 27666 27.2696 59.87%	770 166 3540 11.6 12.6 Less than 6 Days 6 0 0 155 6 91.567 23999 36.70%	1635 3 1 4740 1740 1750 18etween 6 & 14 Days 1648 11 0 2 0 78.797 10729 15.57% 78.47% 5.96%	1732 377 8837 12.1 Greater tha 14 day 477 5030 0 0 100 124.505 59655 16.88% 80.40%	
CLP Manual	Resolved Productivity Coen cases TATTrarget = 14 Days) Open cases-Age wise breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Work-In-Progress Pending Merchant Action Not worked ASINS Worked on ASINS S CUP Regulated S CUP Not Regulated S Pending	743 15 3469 10.4 Open Cases 311 1209 0 0 0 0 95.129 2766 27.26% 59.87%	770 166 3540 126 1255 than 6 Days Less than 6 Days 538 6 0 155 6 91,567 2388 36,70% 54,96%	1.6555 311 47-0 311 47-0 1648 1648 11 0 0 2 0 78.797 10729 11.5579 78.47%	17922 37 5837 5837 100 67 67 67 67 67 67 67 67 67 67 67 67 67	
CLP Manual	Resolved Productivity Open cases TATTraget – 14 Days) Open cases, age wise breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Work-in-Progress Pending Amazon Action Not worked ASINs Worked ASINs Worked Open Cases Science Cases	7-83 115 3469 10.4 Open Cases 111 1209 0 0 0 95.129 27666 27.2696 59.87%	770 166 3540 11.6 12.6 Less than 6 Days 6 0 0 155 6 91.567 23999 36.70%	1635 3 1 4740 1740 1750 18etween 6 & 14 Days 1648 11 0 2 0 78.797 10729 15.57% 78.47% 5.96%	1732 377 8837 12.1 Greater than 14 days 477 5030 0 0 0 124,505 16.88% 16.88% 2.72% 99.67%	
CLP Manual	Resolved Productivity Coen cases TATTrarget = 14 Days) Open cases-Age wise breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Work-In-Progress Pending Merchant Action Not worked ASINS Worked on ASINS S CUP Regulated S CUP Not Regulated S Pending	7-83 115 3469 10.4 Open Cases 111 1209 0 0 0 95.129 27666 27.2696 59.87%	770 166 3540 11.6 12.6 Less than 6 Days 6 0 0 155 6 91.567 23999 36.70%	1635 3 1 4740 1740 1750 18etween 6 & 14 Days 1648 11 0 2 0 78.797 10729 15.57% 78.47% 5.96%	1732 377 8837 12.1 Greater tha 14 day 477 5030 0 0 100 124.505 59655 16.88% 80.40%	
CLP Manual	Resolved Productivity Open cases TATTrarget – 14 Days) Open cases-Age wike breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Work-in-Progress Pending Amazon Action Not worked ASINS Not worked ASINS Solven Asins	7-83 3469 3469 10.4 Open Cases 1311 25 0 0 0 0 95,129 2766 22,28% 11,87% 100,00% 0 0	770 166 3540 12.6 Less than GDys 6 0 15 15 6 9 155 6 9 93.4% 93.4% 93.4%	1.685 3.11 47-0 1.72 5.14 5.14 1.75 1.75 1.75 1.75 1.75 1.75 1.75 1.75	1732 377 121 3837 121 Greater than 24 days 170 170 170 170 170 170 170 170 170 170	
CLP Manual	Resolved Productivity Open cases TATTGTget = 14 Days) Open cases-Age wise breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Unassigned Work-in-Progress Pending Amason Action Not worked ASINS Worked on ASINS S CLP Regulated S CLP Not Regulated S CLP Not Regulated S CLP Repulsed S CLP Repulsed S CLP Repulsed The Pending Amason Action Cases Pending Ouality: Accuracy Reviewer F I Non-Hate Errors F N Hate Errors Cases Received	7-83 115 3469 10.4 Open Cases 311 1200 0 0 0 95.129 2766 27.26% 59.87% 1100.00% 0 0	770 166 3540 12.6 Less than 6 Days 6 0 155 6 91,567 23988 36,70% 54,96% 8,34% 99,34%	1635 31 4740 4740 4740 475 4740 475 475 475 475 475 475 475 478 478 438	1732 377 8837 12.1 Greater than 14 days 477 5030 0 0 0 124,5050 1588% 80,40% 2,72% 0 10 10 488	• input increased in input is cause by 2nd part of DE prioritization which
CLP Manual	Resolved Productivity Open cases TATTrarget – 14 Days) Open cases-Age wike breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Work-in-Progress Pending Amazon Action Not worked ASINS Not worked ASINS Solven Asins	7-83 3469 3469 10.4 Open Cases 1311 25 0 0 0 0 95,129 2766 22,28% 11,87% 100,00% 0 0	770 166 3540 12.6 Less than GDys 6 0 15 15 6 9 155 6 9 93.4% 93.4% 93.4%	1.685 311 4740 131 47	1732 377 121 3837 121 Greater than 24 days 170 170 170 170 170 170 170 170 170 170	• input: increased in input is cause by 2nd part of DE prioritization which accounts for \$1.15\$ additional ASINS
CLP Manual Classification	Resolved Productivity Open cases TATTGTget = 14 Days) Open cases-Age wise breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Unassigned Work-in-Progress Pending Amason Action Not worked ASINS Worked on ASINS S CLP Regulated S CLP Not Regulated S CLP Not Regulated S CLP Repulsed S CLP Repulsed S CLP Repulsed The Pending Amason Action Cases Pending Ouality: Accuracy Reviewer F I Non-Hate Errors F N Hate Errors Cases Received	7-83 115 3469 10.4 Open Cases 311 1200 0 0 0 95.129 2766 27.26% 59.87% 1100.00% 0 0	770 166 3540 12.6 Less than 6 Days 6 0 155 6 91,567 23988 36,70% 54,96% 8,34% 99,34%	1635 31 4740 4740 4740 475 4740 475 475 475 475 475 475 475 478 478 438	1732 377 8837 12.1 Greater than 14 days 477 5030 0 0 0 124,5050 1588% 80,40% 2,72% 0 10 10 488	• input: increased in input is cause by 2nd part of DE prioritization which accounts for \$1.15\$ additional ASINs
CLP Manual	Resolved Productivity Open cases TATTraret - 14 Days) Open cases-Age wike breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Work-in-Progress Pending Ameton Action Not worked ASINs Worked on ASINs Worked on ASINs Stock Regulated St CLP Not Regulated St Pot Not Regulated St Pot Not Not Not Not Not Not Not Not Not N	7-83 3-69 3-69 3-69 3-69 3-69 3-69 3-69 3-76 3-76 3-76 3-76 3-76 3-76 3-76 3-76	770 16.6 35-40 12.6 Less than 6Days 6 6 0.7 15.5 6 7 91,567 2398 36.70% 3.34% 9.34% 9.9.34% 9.9.34%	1.635 3.1 47-0 47-0 1.648 1.648 1.648 1.7 0 78,797 1.0729 1.5.579 1.5.579 1.5.799 1.5.599 1.5.799 1.438 1.1	1732 377 8837 12.1 Greater than 14 days 477 5030 0 0 0 124,5050 1588% 80,40% 2,72% 0 10 10 488	• input: increased in input is cause by 2nd part of DE prioritization which accounts for \$1.25\$ additional ASINS • Output: decrease from 10729 in W15 to \$965 in W16. This is caused by 2 main reasons:
CLP Manual Classification	Resolved Productivity Open cases TATTGTget = 14 Days) Open cases-Age wise breakup Merchant Action Completed Pending Merchant Action Reopened Unassigned Unassigned Work-in-Progress Pending Amason Action Not worked ASINS Worked on ASINS S CLP Regulated S CLP Not Regulated S CLP Not Regulated S CLP Repulsed S CLP Repulsed S CLP Repulsed The Pending Amason Action Cases Pending Ouality: Accuracy Reviewer F I Non-Hate Errors F N Hate Errors Cases Received	7-83 115 3469 10.4 Open Cases 311 1200 0 0 0 95.129 2766 27.26% 59.87% 1100.00% 0 0	770 166 3540 12.6 Less than 6 Days 6 0 155 6 91,567 23988 36,70% 54,96% 8,34% 99,34%	1635 31 4740 4740 4740 475 4740 475 475 475 475 475 475 475 478 478 438	1732 377 5837 12.1 Greater than 34 days 477 477 670 0 0 0 124,505 59565 1.6,88% 8.0,40% 0 1.0 1.0 0 1.0 1.0 0 0 1.0 0 0 0 0 0 0	• input: increased in input is cause by 2nd part of DE prioritization which accounts for \$135\$ additional ASINS • Output: decrease from 10729 in W15 to 5965 in W16. This is caused by 2 main reasons:

Overall data from CPP to COPS cluster:

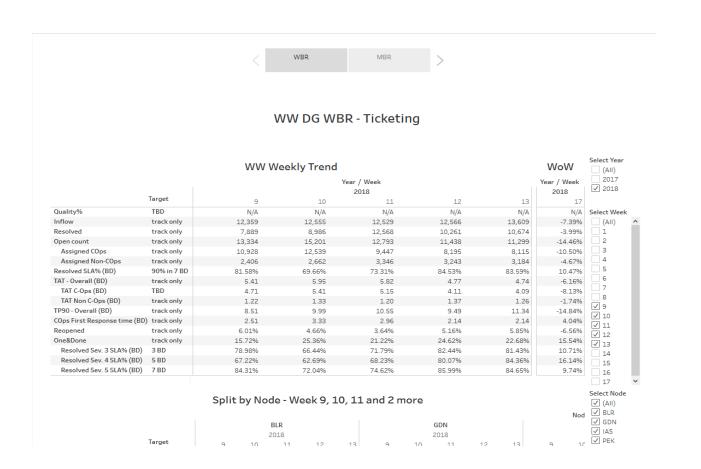


Appendix 4: Example COPS Tableau dashboard screenshot

All WorkBooks



WW DE WBR:



NAFN WBR:

