ISE 560 Project Proposal

Shawn Markham, Melissa Wong, Shrikanth Yadav & Lekhana Yennam

October 22, 2019

1 Overview

1.1 Model

1.2 Metrics

2 NPS & Telemetry

3 Key Variables and Parameters

- Three variables of interest
  - ferr

4 Critical Uncertainties

5 Markov Decision Process

6 Preliminary Data Analysis

Segment	Total Products	Products w/both Sentiment and NPS	w/Battery	w/Wifi	w/Driver Reliabity
Consumer	TBD	73	TBD	TBD	TBD
Commercial	238	46	TBD	TBD	TBD
SMB	59	18	TBD	TBD	TBD

6.1 Customer Sentiment

6.2 Telemetry