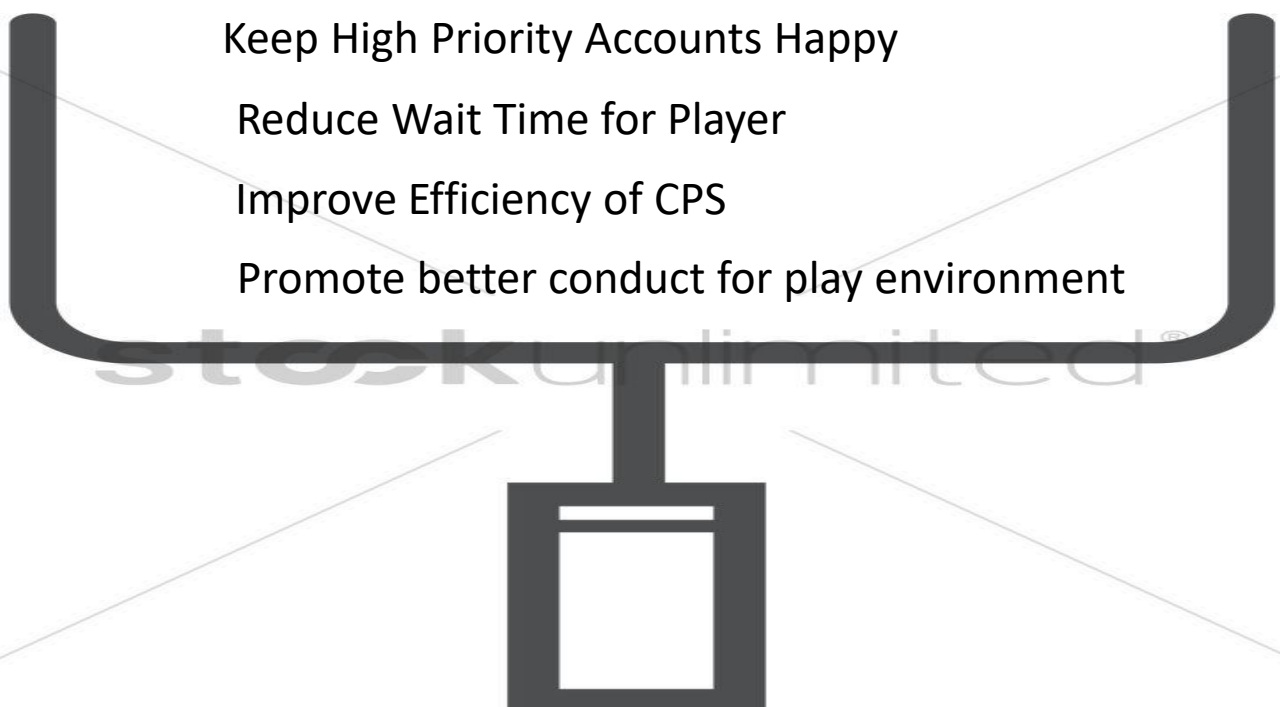# Interview Pitch

Ryan Lee

Purpose

" Showcase what I understand about the job and my thoughts on the potential projects and work

Goals for CPS BI

Reduce number of bumps and repeat tickets

Retain the Right Customers

Keep High Priority Accounts Happy

Reduce Wait Time for Player

Improve Efficiency of CPS

Promote better conduct for play environment

Common Causes for Support Case

Riot Games Side

New Update

Monetary Dispute

Riot System Issues

User Side

Ban Dispute

User Machine/Network Issues

New User

Potential Data Sources

Support Case DB

User Usage Statistics

User Firmographic Information

Email Marketing Data

User Game Statistics
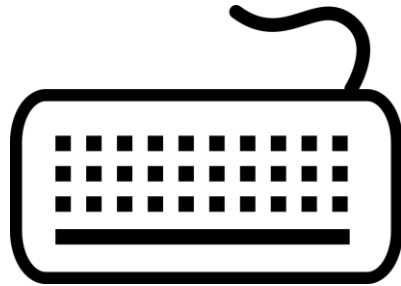
Forums

@RiotSupport Twitter

User Monetary Transactions

ID's and Foreign Keys Needed

Case ID

User ID

Case Representative ID

Monetary Transaction IDs

Measures and Dimensions of Interest

Case Related

Satisfaction Rating

Specialist Needed?

Age of Case/Ticket

Severity Level of Case/Ticket

Activity on Ticket (comment, bump)

Escalation Status of Case/Ticket

Open and Closed Date

Type of Case/Ticket

Reporting Subject of Case/Ticket

Case/Ticket Monetary Related?

User Related

User Restrictions (leaverbustered, etc.)

User Case History

Server Used

PBE?

User Demographics

User Usage Statistics

User Financial History

User Game Information (level, etc.)

User Email Engagement

Riot Games Related

Representative Title

Representative Performance History

Representative Satisfaction Score

System Status Log

Patchnotes

Sample Data Solution

Key Customer Support Case History (*extract*)

UserID	Username	CaseCount	LastCase
1717	king1	1	12-05-16
8888	dunc3	23	10-31-17
3400	w1nnr	14	11-01-17
1783	2guud	0	N/A

Key Response to @RiotSupport in NorAm After LoL Update (*live*)

Update	Keyword	Count	Last_Used
BlueE	Great	1700	11:01
BlueE	Sucks	834	11:01
BlueE	Quitting	340	11:00
BlueE	Why	88	10:59

Thank You!!