* 24/6: Extract all Contract Accounts for root cause that have no actions for BCRM rangers. Incorporate Ariff’s latest status update and findings into MAIN file. Define all the fields that need to be extracted for June complaints. Discuss on process improvement and how BCRM rangers’ way of identifying root causes.
* 25/6: Align the differences by BCRM rangers’ team with our analysis. List down all the remaining gap to finalize the driver tree May 2019. Find the difference on Ariff’s root cause analysis with the BCRM rangers’ findings.
* 26/6: Incorporate raw complaint and service request in the billing reissue status and map into SRC. Went through all raw data and root cause plus resolution identified. Identify gaps and remaining list to do.
* 27/6: Incorporate adjusted refund, full refund and manual billing into SRC data. Translate all the root causes from Bahasa Malaysia into English before incorporating into the dataset.
* 28/6: Investigate each of the movement of root cause by comparing our analysis with Ariff’s output.  Incorporate BCRM rangers’ file into Ariff’s analysis and report the latest driver tree to Nadia.

Kindly find below the status updates for last week (1st July till 5th July)

* 1/7: Integrate all the files from rangers team into May root cause analysis (i.e., Long Billing Period, Incorrect Reading, Faulty Meter, Estimated Bill, Meter Crossing and MIT). Extract all contract accounts for bill reversals.
* 2/7: Extract all the contract accounts for bill reversals that do not have a root cause. Incorporate latest reversal documents from billing team into May analysis. Update latest feedback status into May analysis and produce driver tree report.
* 3/7: Identify whether text analytics is bucketed into the right root cause for June service request and complaints. Distinguish the rule for more dominant root cause based on multiple flags for June analysis. Map multiple source data to text analytics June data (i.e., billing data, meter installation date data and spot date).
* 4/7: Map latest BPEM notes into missing BPEM notes for further investigation data for June analysis. Compare the root cause for MIT from our May analysis and the raw data to check how many is the real MIT cases (for verification purpose).
* 5/7: Map the latest service request and complaints reversals for validation for May. List out all the contract account that we did not capture previously on reversals, such as adjusted refund, full refund and manual billing.

Kindly find below the status updates for last week (8th July till 12th July)

* 8/7: Integrate billing data into service requests and complaints for June. Calculate differences on current charges, total KwH, band jump. Analyze move-in and move-out customers. Interpret the behavior of customers based on 6 months average KwH consumption.
* 9/7: Map April’s bill duration, bill type, bill date, bill period into May analysis. Map latest service requests and complaints’ move in and move out into May analysis.
* 10/7: Integrate move in and move out data for no anomaly in may analysis. Identify missing billing data and apply logics such as above March2019 and below June2019 for move in and move out data, capture keywords from notes and SN Remarks for move in and move out customers to identify root cause for no anomaly in May analysis.

Kindly find below the status updates for last week (29th July till 31st July)

* 29/7: Identify the mismatch of BG and our June and July SRC raw data. Identify all the SRC that have been transferred from SO to SN. Update daily status and BPEM notes for May and June SRC. Extract CA, SR, Creation Date, SN Number, SO Number, BPEM Case for SRC which are further investigation and not analyzed but status is completed/ resolved to run on Fahami’s script in the system. Data cleansing on the script output file. Mapped the output file into the main file and identify all the root cause except e-bill and long billing period. Integrate the text analytics script output of no anomaly with root cause into the analysis. Working on no anomaly data for May, June and July SRC to identified possible root cause.
* 30/7: Public Holiday.
* 31/7: Extract all the missing SN remarks SRC for June and July. Extract all the pending status for June data. Extract June and July no anomaly data. Update daily status and BPEM notes for May and June SRC. Extract CA, SR, Creation Date, SN Number, SO Number, BPEM Case for SRC which are further investigation and not analyzed but status is completed/ resolved to run on Fahami’s script in the system. Data cleansing on the script output file. Mapped the output file into the main file and identify all the root cause except e-bill and long billing period. Integrate the text analytics script output of no anomaly with root cause into the analysis. Working on no anomaly data for May, June and July SRC to identified possible root cause. Identify all the SRC that have been transferred from SO to SN.