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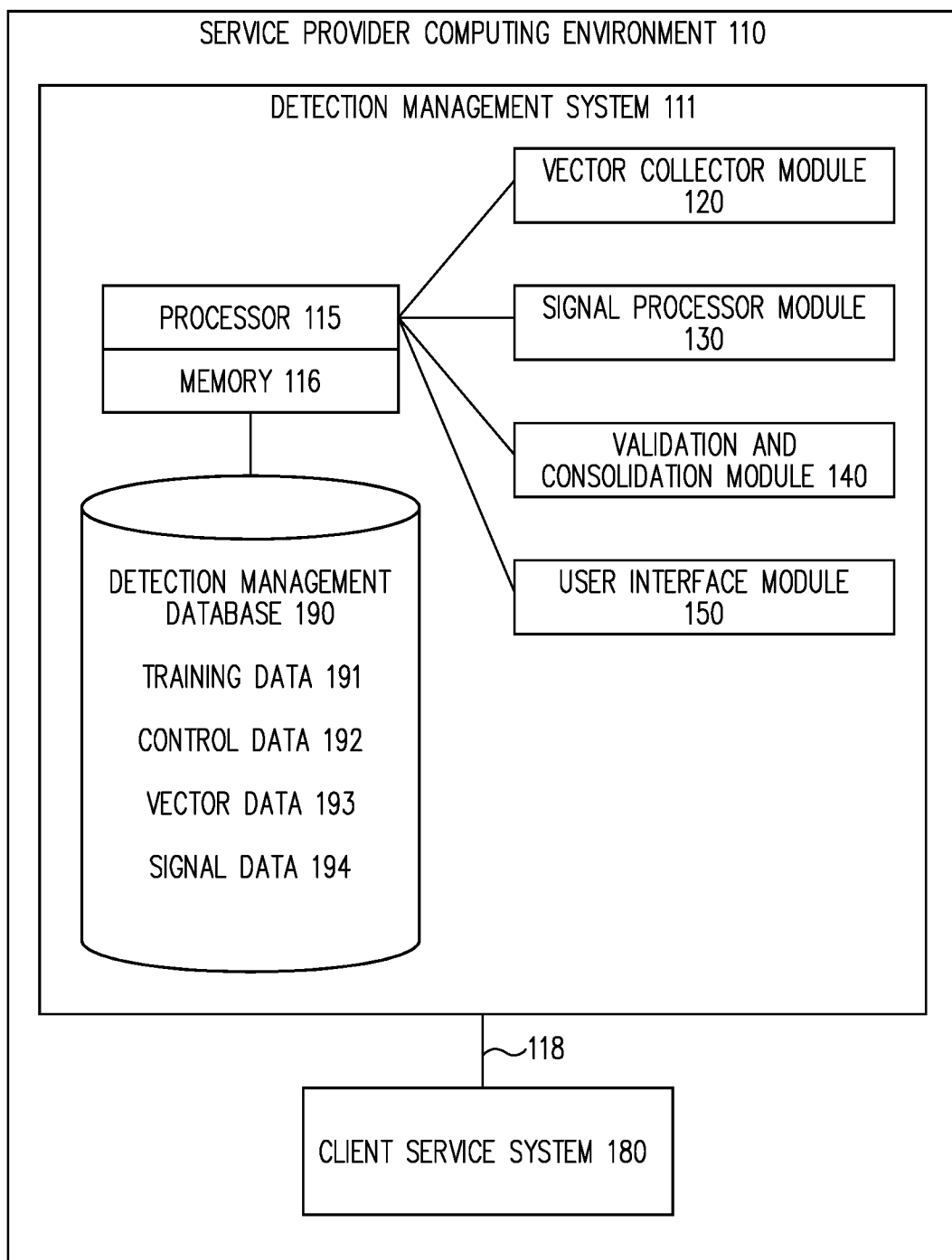
APPLICATION ENVIRONMENT 100

FIG. 1

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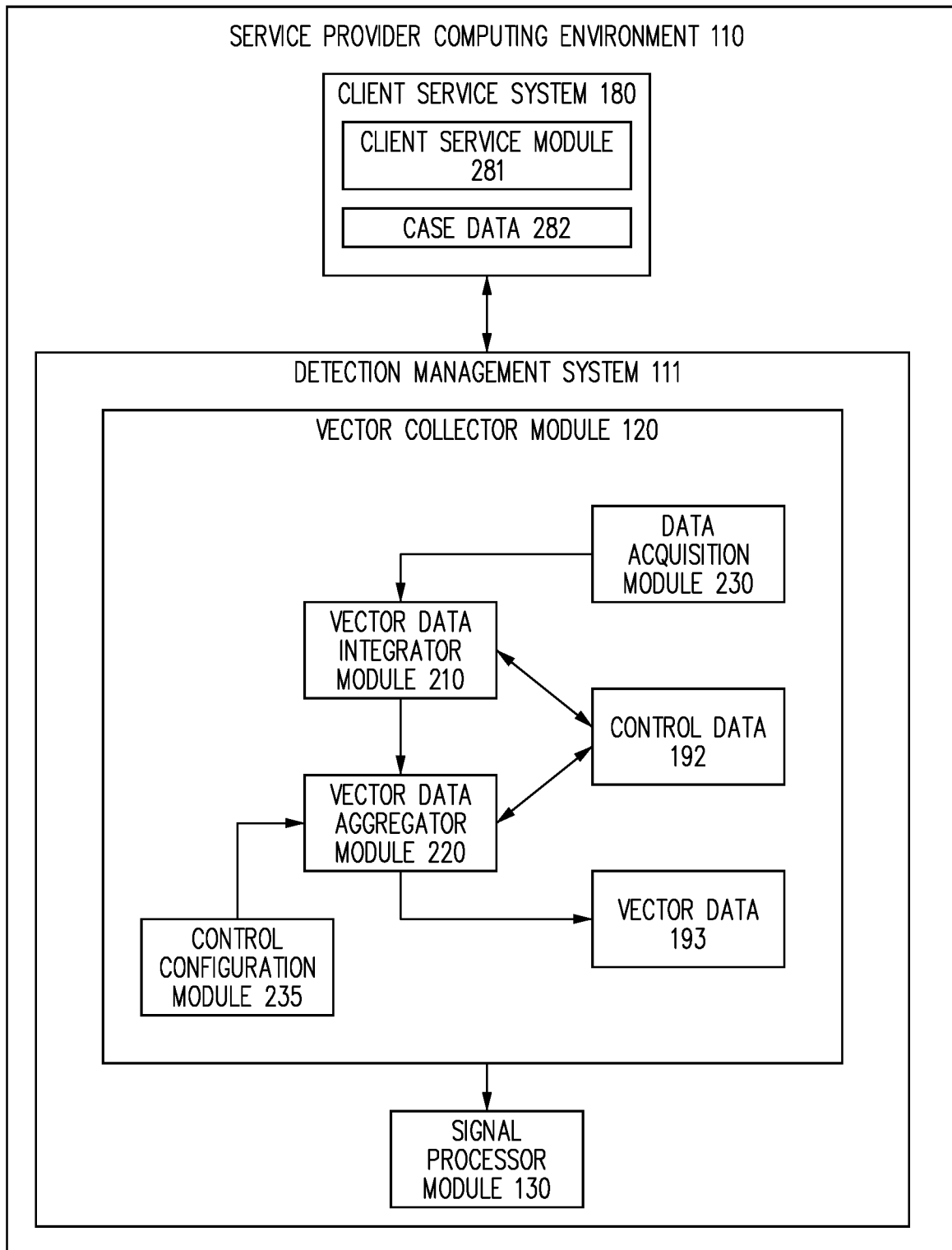
APPLICATION ENVIRONMENT 100

FIG. 2A

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282

240

Support Cases		▼	📷	📷	📷	📷	📷	📷	Cash Receipt for...	📷	00162074	📷	00179922	📷	0
Customer ABC Inc	Group asset 2120719PD012577 gave deprn error 242 The base case is 00110190. Group asset 2120719PD012577 gave errors in depreciation process, and could not be updated with member asset changes. We are going to try to recreate this group asset, as a solution for the problem. Status Customer Working Priority P3 – Standard Issue Case Owner Smith M Lead Engineer Kerr D														
Case	Account	Contact	▼ Case Details												
Contact Name John K	Status Customer Working		Product Line® E-Business Suite (EBS)												
			Products® Financials – FA												
			Module												
			Subject Group asset 2120719PD012577 gave deprn error												
			The base case is 00110190.												
Case Owner Smith M	Next Action: Wait for a testing instance		Description Group asset 2120719PD012577 gave errors in depreciation process, and could not be updated with member asset changes.												
			We are going to try to recreate this group asset, as a solution for the problem. 243												
			Solution®												
Follow The Sun Follow the Sun	Status P3 – Standard Issue	Priority	▼ Case Escalations												
			Escalated ☐												
			Escalation Owner®												
Product Line® E-Business Suite (EBS)	Products® Financials – FA		Initial Escalation Date/Time												
			Escalation Creator®												
			Number of Escalations 0												

FIG. 2B

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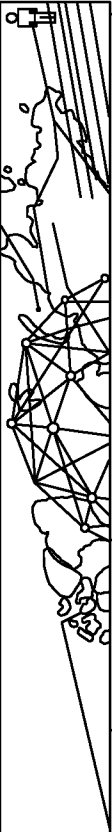
250	251	252	253	254	255
					
	C-Signal³ Modeling – Vectors List				
	Vector Name	Data Type	Anomaly Type	Escalation Impact (Case, Client, Both)	Description
261	Case Sentiments – General	Unstructured/NLP	Point Anomaly	Both	Measure negative-positive sentiments (NLP)
262	Case Sentiments – Urgency/ Escalation	Unstructured/NLP	Point Anomaly	Both	Measure negative-positive sentiments (NLP)
263	Case Back-Forth, Number of updates from Client and RSI	Structure/Number Count	Contextual Anomaly	Both	Back and forth count between Rimini and Client on the case
264	Chasing (Repetitive Requests for Updates)	Unstructured/NLP	Contextual Anomaly	Both	Client chasing or Engineer chasing for an update
265	Case Life	Structure/Number of Days	Point Anomaly	Both	Number of days the case is opened
266	Case Average Update Time	Structure/Number of Days	Point or Contextual Anomaly	Both	Average time for update and response – meaningful response
267	Number of Documents Loaded	Structure/Number	Point Anomaly	Case	Total documents loaded in the case
268	Number of Owner changes*	Structure/Number	Point Anomaly	Case	Total number of Owner changes – Adoptive as we have FTS
269	Escalation History of the Client	Structure/Number	Contextual Anomaly	Both	Does this Client <u>has</u> previous history of Escalation
270	Client CSR Low-High	Structure/Number	Point Anomaly	Client	How is the CSR for negative and positive anomaly detection
271	Client Contact CSR Low-High	Structure/Number	Point Anomaly	Client	How is the CSR for negative and positive anomaly detection
272	Case Owner's & Lead Engineer CSR Low-High	Structure/Number	Point Anomaly	Case	Is Case Owner/Lead Engineer CSR low?
273	Case Priority	Structure/Number	Factor for Consideration	Case	Is Case Priority High?

FIG. 2C

250
251
252
253
254
255

C-Signal ³					
Modeling – Vectors List – Continue					
Vector Name	Data Type	Anomaly Type	Escalation Impact (Case, Client, Both)	Description	
Renewal Time Approaching	Structured/Days Remaining	Factor for Consideration	Both	Clients tend to escalate the case when renewal time is approaching	
T&R, FSS, TSS Utilization in Cases	Structured/Lead Engineer	Factor for Consideration	Both	Such cases usually have more time sensitivity involved (Ex compliance date)	
Onboarding/New Client	Structured/Start of Service	Factor for Consideration	Both	Is this a New Client – also consider onboarding score	
Increase in Case Volume from Client	Structured/Number	Collective Anomaly	Both	Client going live on a Country, deploying new products/features	
Environment Access Issues	Structured/Number	Factor to Consideration	Both	Engineers are having issues to login to the client environment	



FIG. 2D

274
275
276
277
278

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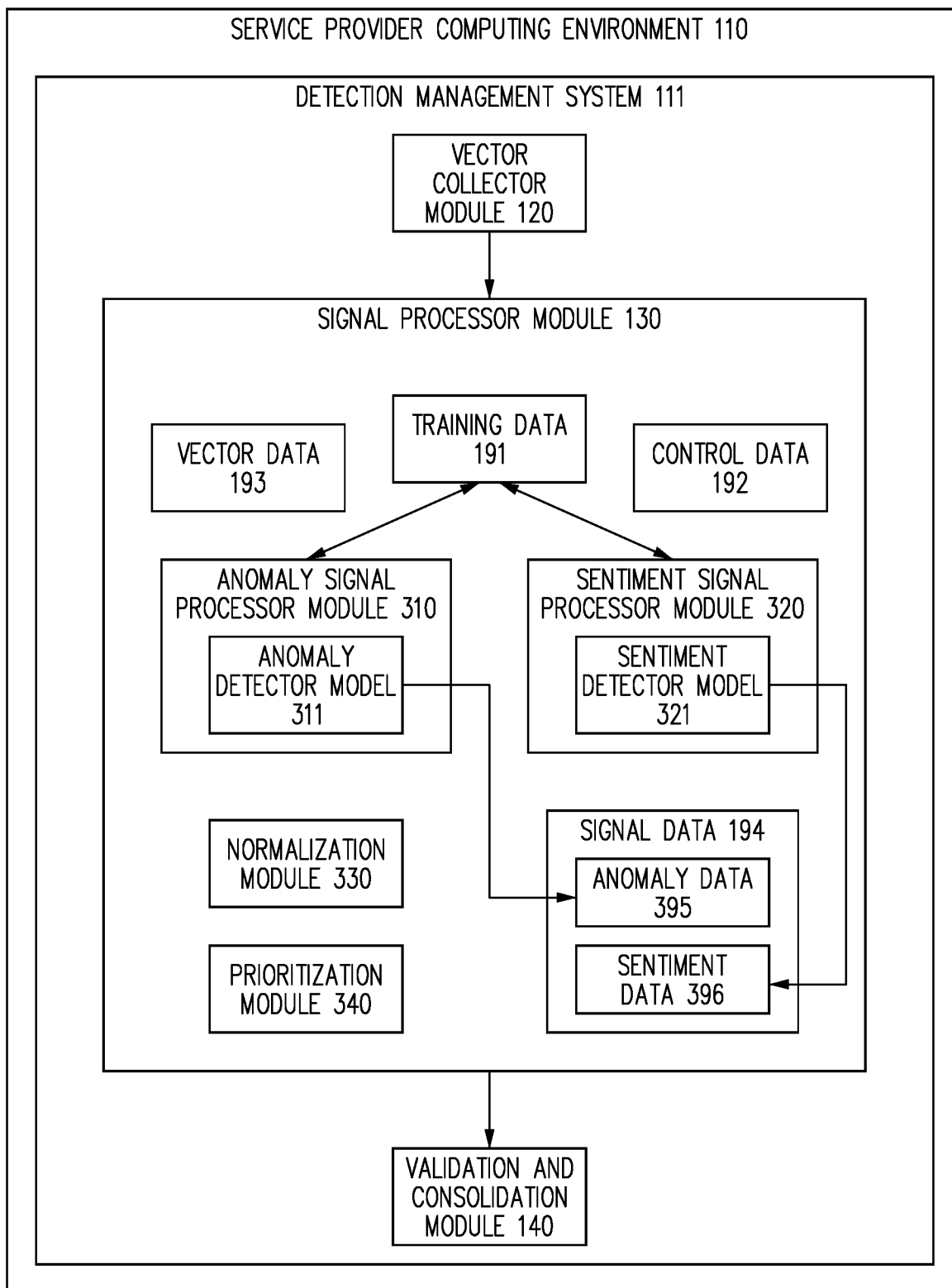
APPLICATION ENVIRONMENT 100

FIG. 3

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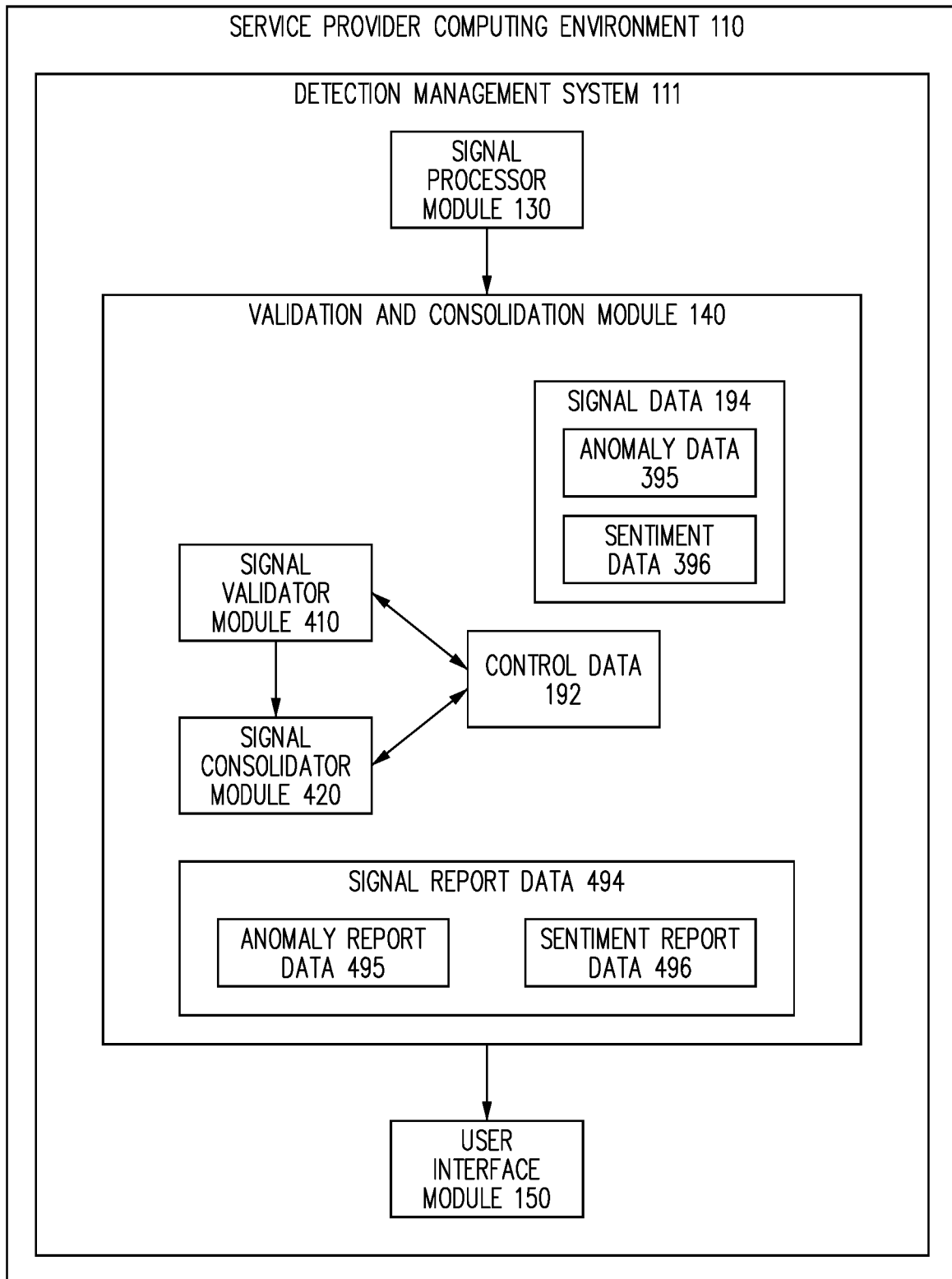
APPLICATION ENVIRONMENT 100

FIG. 4

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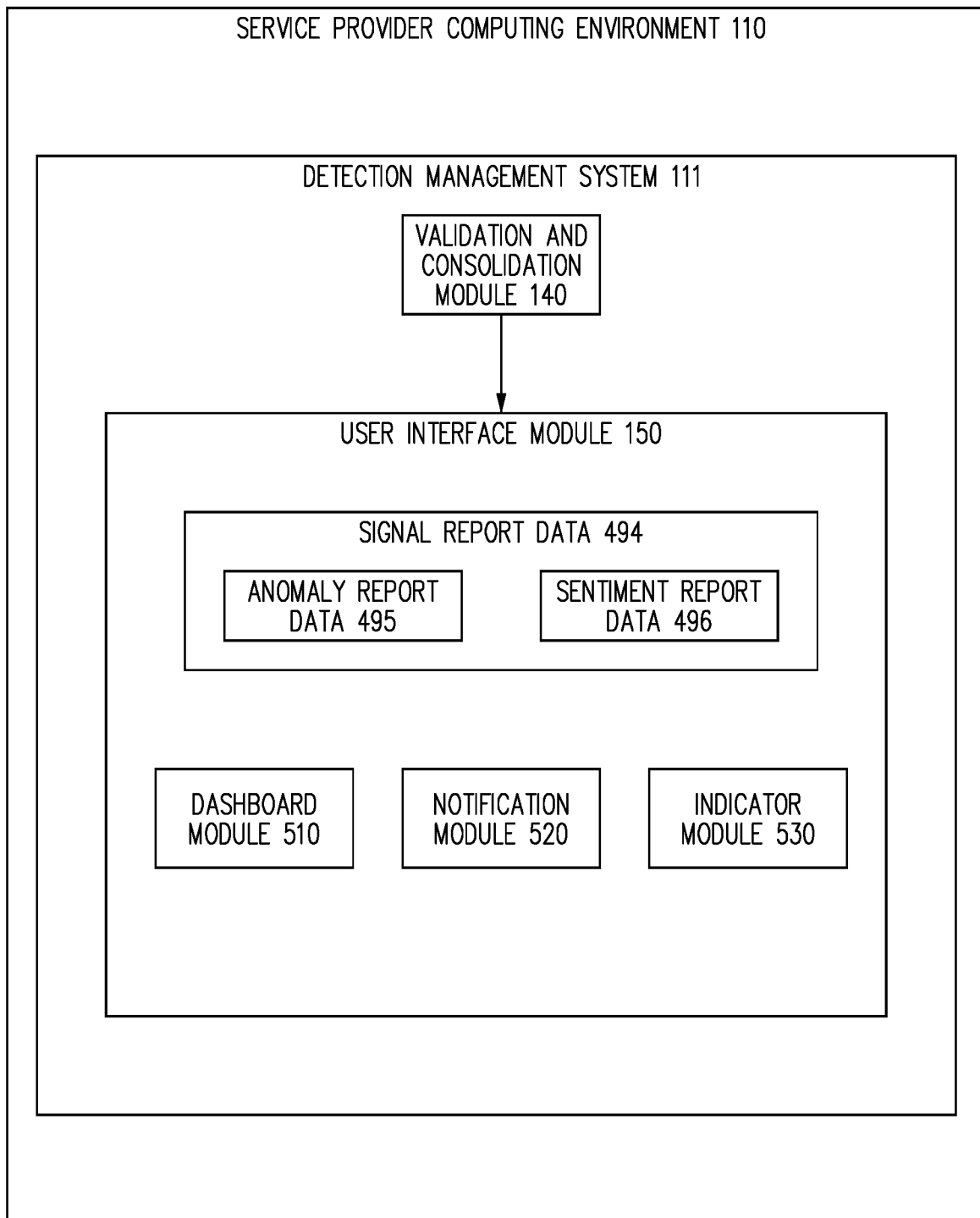
APPLICATION ENVIRONMENT 100

FIG. 5A

$$\overline{C-Signal^3}$$

User Interface – Base Application

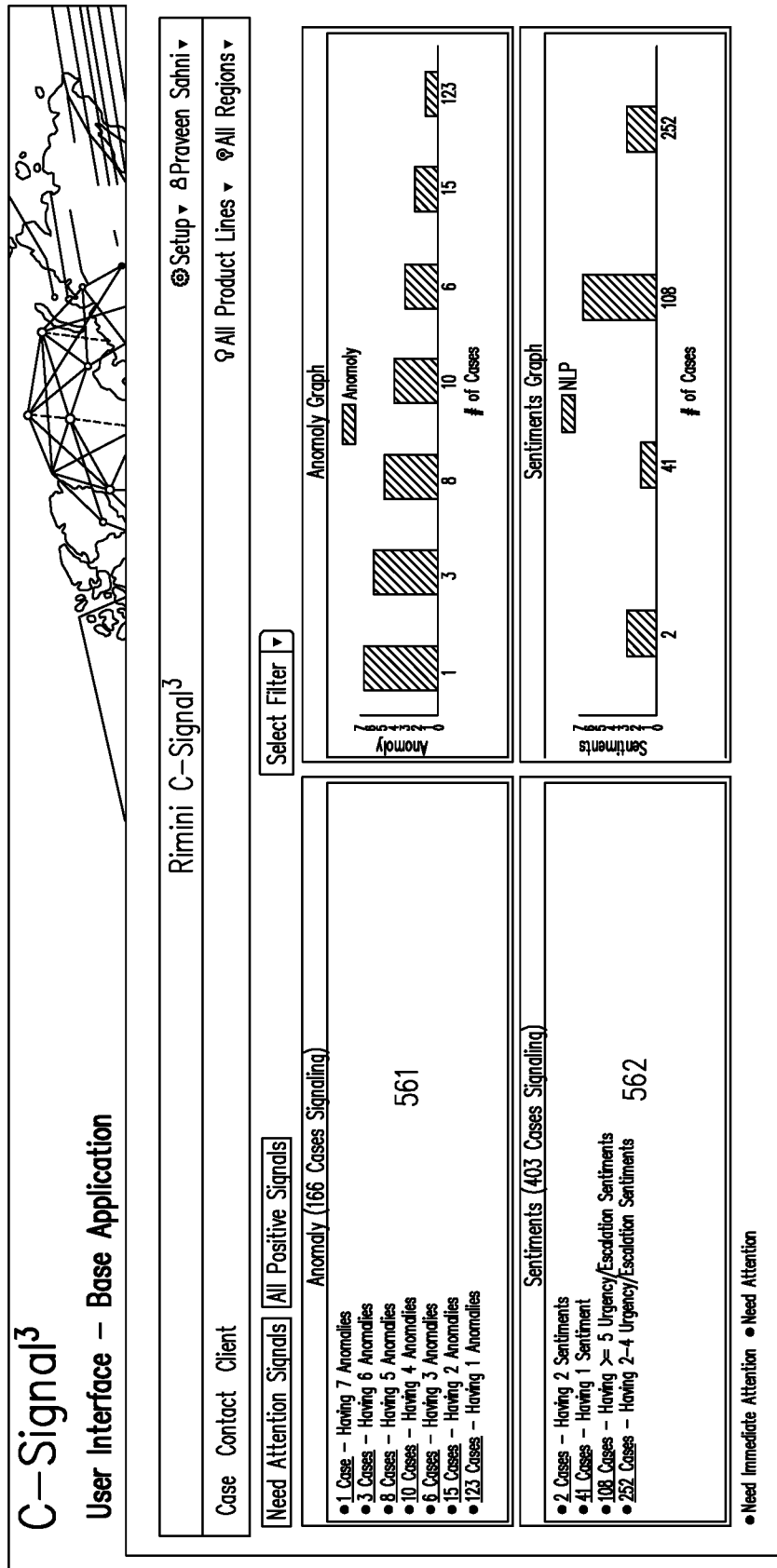


FIG. 5B

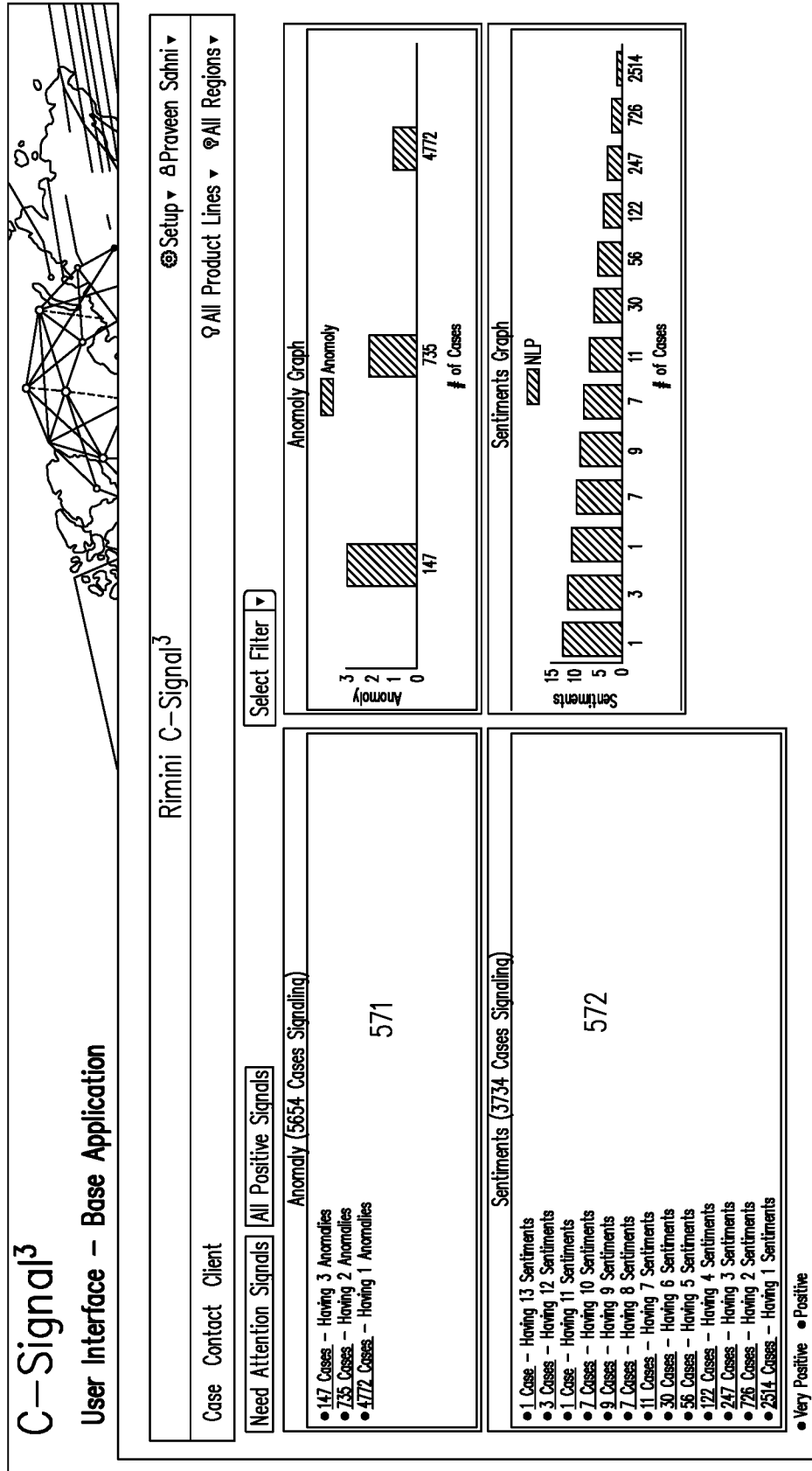


FIG. 5C

580

View Case Comments

Product Line

SAP

Case Number

00176194

Case Owner Name

Kate P

Client Name

ABC Inc

Client Contact Name

Anthony S

Priority

P2

☐ Ignore all – False Positive

Vector Name/Case Value: Positive CSR Comments – appreciated

CSR Comment:
Kate is a star. She always responds and resolves our issues in quick time and is a true professional. Many thanks Kate. Much appreciated.
Comment Created By: Anthony S, ABC Inc

☐ Ignore this – False Positive

Vector Name/Case Value: Positive Case Comments – super

Case Comment:
Hi Pete, super that you found the cause and provided the solution(s). Thank you very much for the quick and solid analysis. Provider will decide on the way to solve this. You can lower the priority of the ticket if Peter
Comment Created By: Pete G, XYZ Company

☐ Ignore this – False Positive

582

FIG. 5D

600

601

C-Signal Insight

50

100

200

We have errors on three rebates

We have errors on three rebates, a log file is attached.

Priority P3 – Standard Issue

Case Owner Raj P

Lead Engineer Jeff Y

Feed

Details

Case Comments [10+] | Case Team [2] | Case Milestones [10+] | Case Survey Responses [0] | Emails [0] | Open Activities [0] | Activity History [0]

Edit

Close Support Case

Clone

Create SubCase

Support Case Detail

▼ Case Overview

Account Name	A-One Pharma Inc	P2 RS
Contact Name	Zeo Victor	
Case Explicit Contact #	0	
Status	Customer Working	
Complexity		A
Next Action:	check results with user	
Confidential Case	☐	
Junk Case?	☐	Select System Na
Parent Case		Current System Na
Follow the Sun Status	Follow the Sun	
Client Support Start Time	9:00 a.m.	
Client Support End Time	6:00 p.m.	En

FIG. 6

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700

	711
721	Vector Name
722	Enable
723	Applicable to Object – Case
724	Applicable to Object – Contact
725	Applicable to Object – Client
726	Applicable to Polarity
727	Vector Type
728	Forced Low
729	Forced High
730	Weight

FIG. 7

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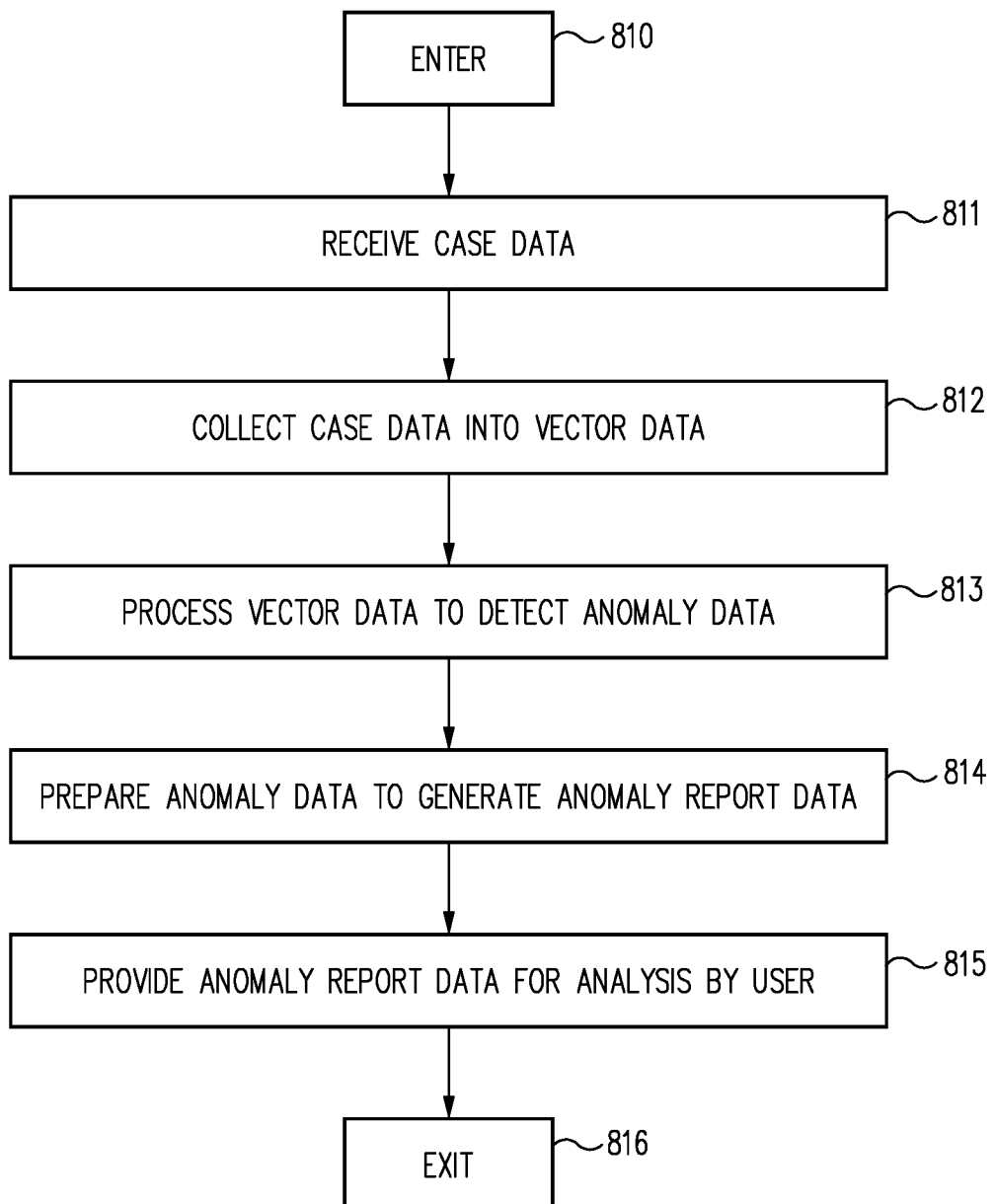
800

FIG. 8

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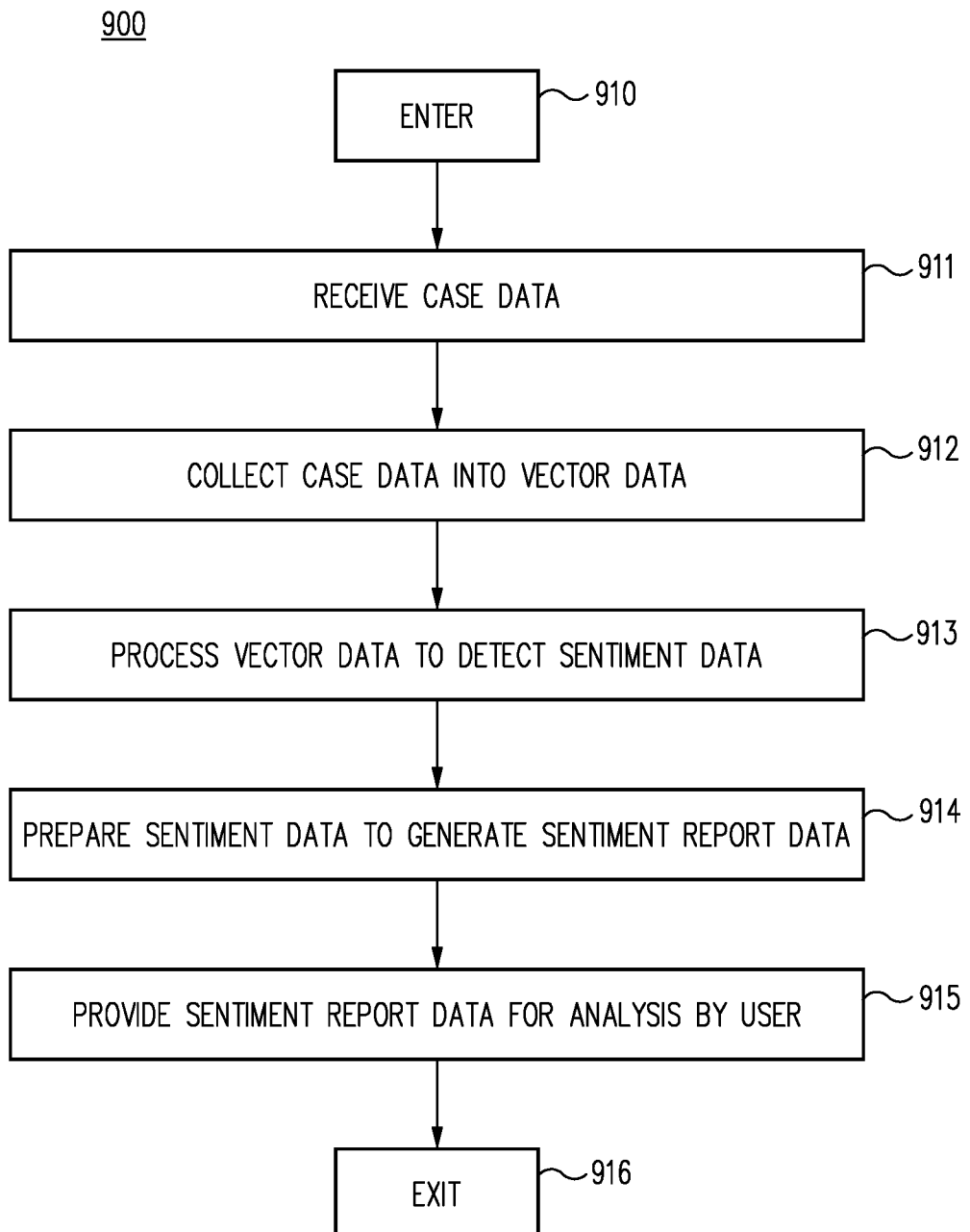


FIG. 9

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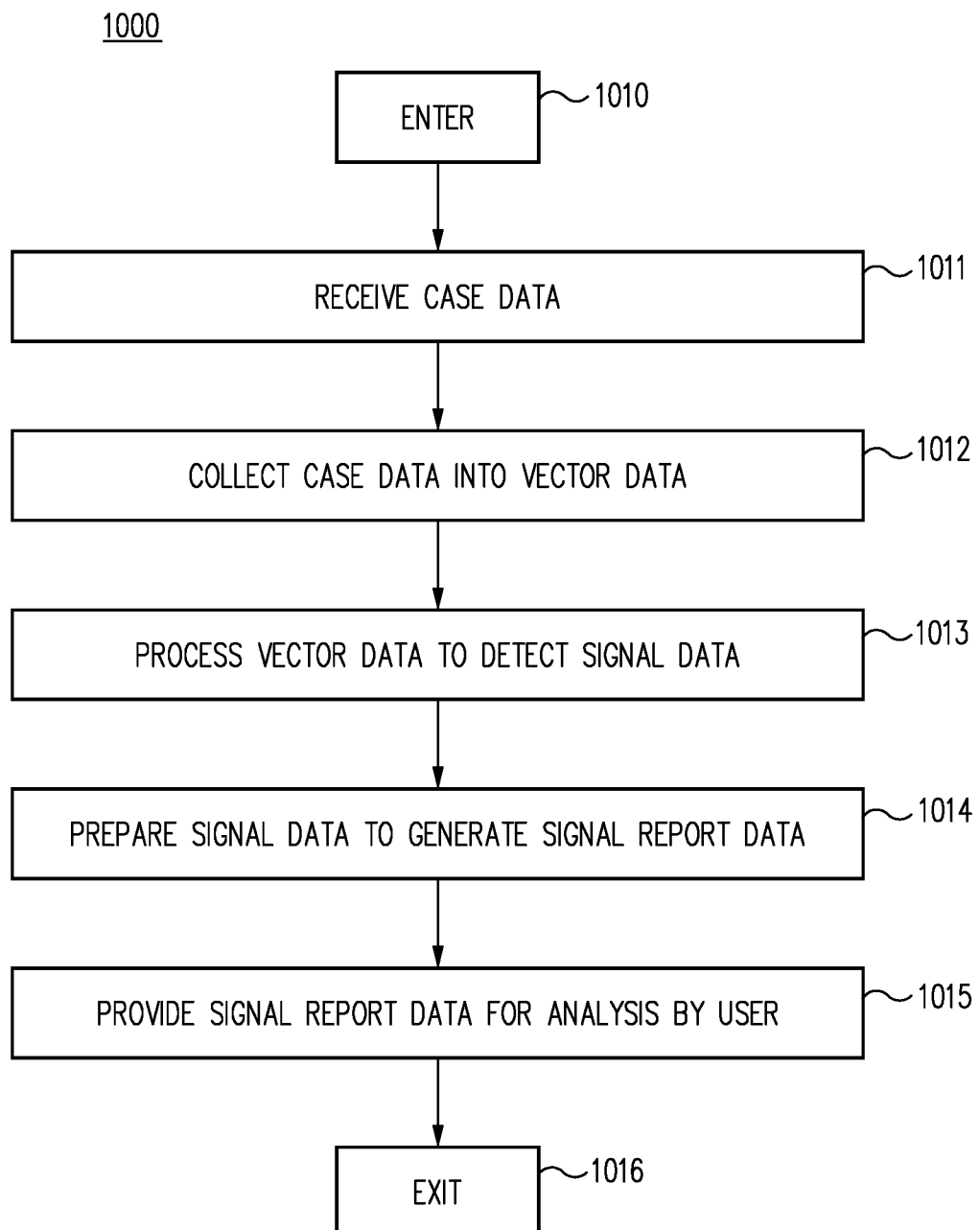


FIG. 10