

ABSTRACT

A system for processing exception event request to identify defective product includes one or more processors configured to receive, from a customer device, an exception event request associated with a product included in an order, the received exception event request comprising a product identifier. Access database to identify a number of exception event requests associated with the product identifier stored in the database. Determine when the number of exception event requests associated with the product identifier exceeds a predetermined threshold number of exception event requests for the product identifier. In response to determining that the number of exception event requests associated with the product identifier exceeds the predetermined threshold number of exception event requests, identify the product as a defective product.