

MULTI-DIMENSIONAL HUMAN RESOURCE ALLOCATION ADVISOR 108	USER APPLICATION 110 (E.G., PREDICTIVE ESCALATION)	USER APPLICATION 112 (E.G., PREDICTIVE PLANNING)	USER APPLICATION "N"
AUTONOMOUS MACHINE LEARNING PLATFORM (AMLP) 106 (KNN, EUCLIDIAN DISTANCE, MIN-MAX NORMALIZATION)			
DEVELOPMENT TOOLS-OPEN SOURCE TECHNOLOGIES (PYTHON, PHP, MARIADB)			
DATABASE AND APPLICATION SERVER			

USER LAYER 107

APPLICATION LAYER 105

TOOLS LAYER 103

SERVER LAYER 101

FIG. 1

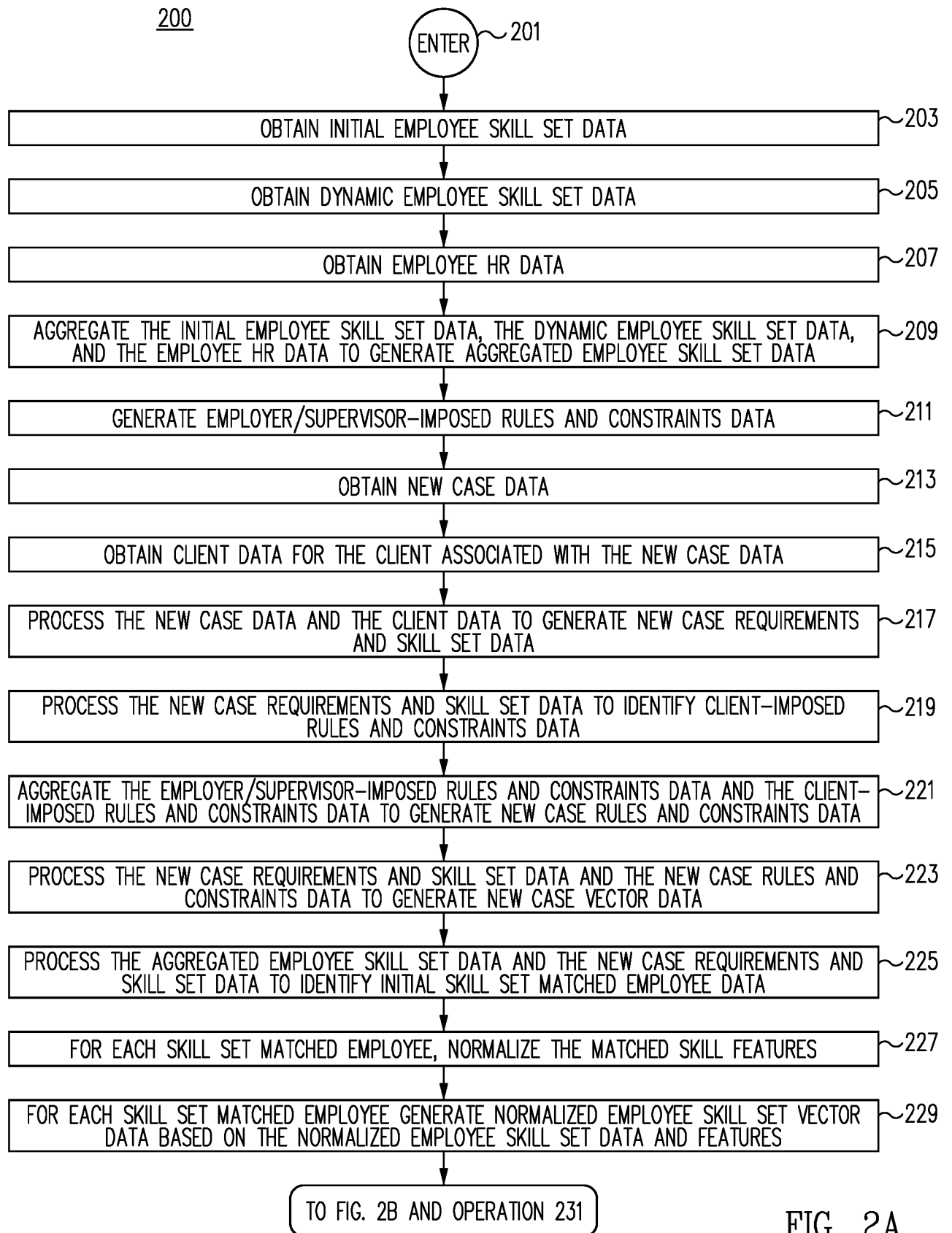


FIG. 2A

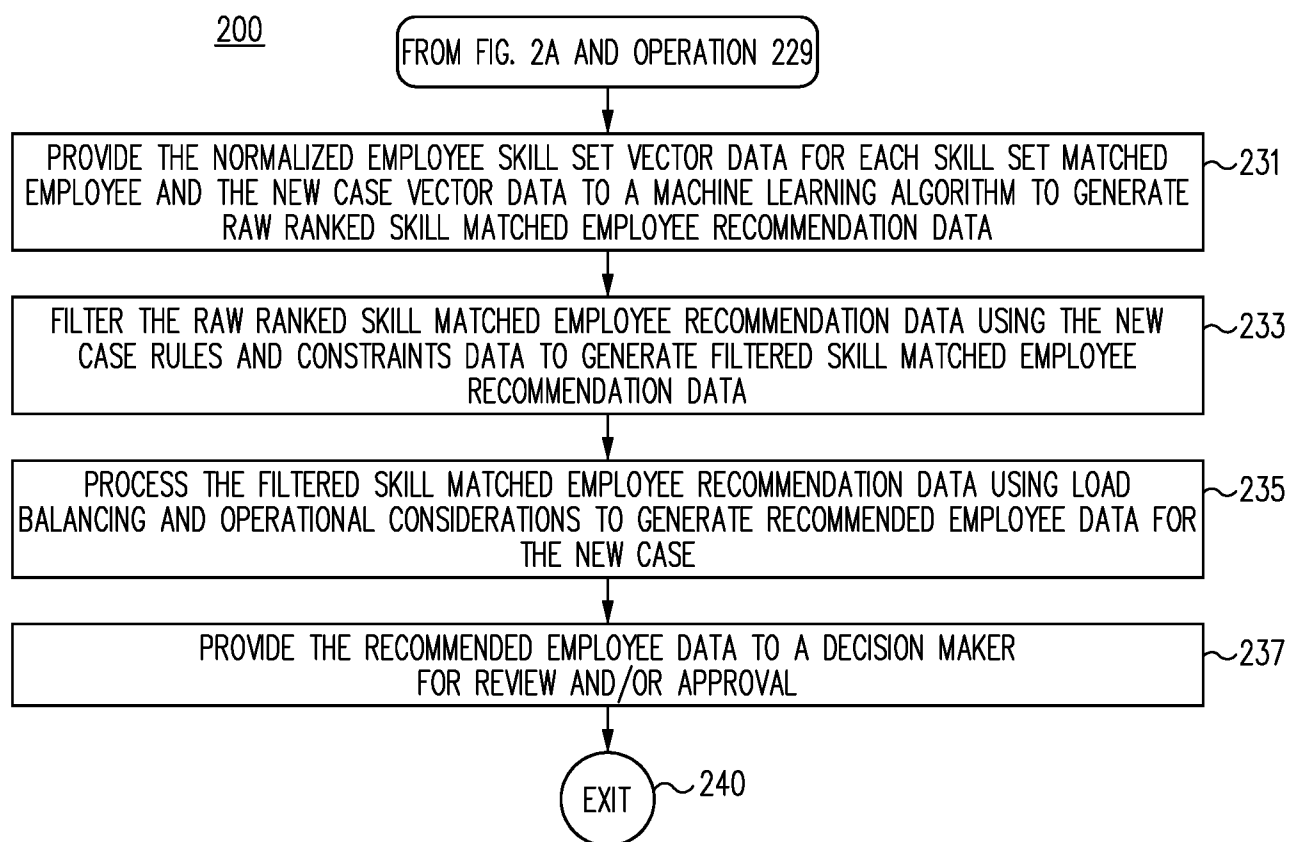


FIG. 2B

300

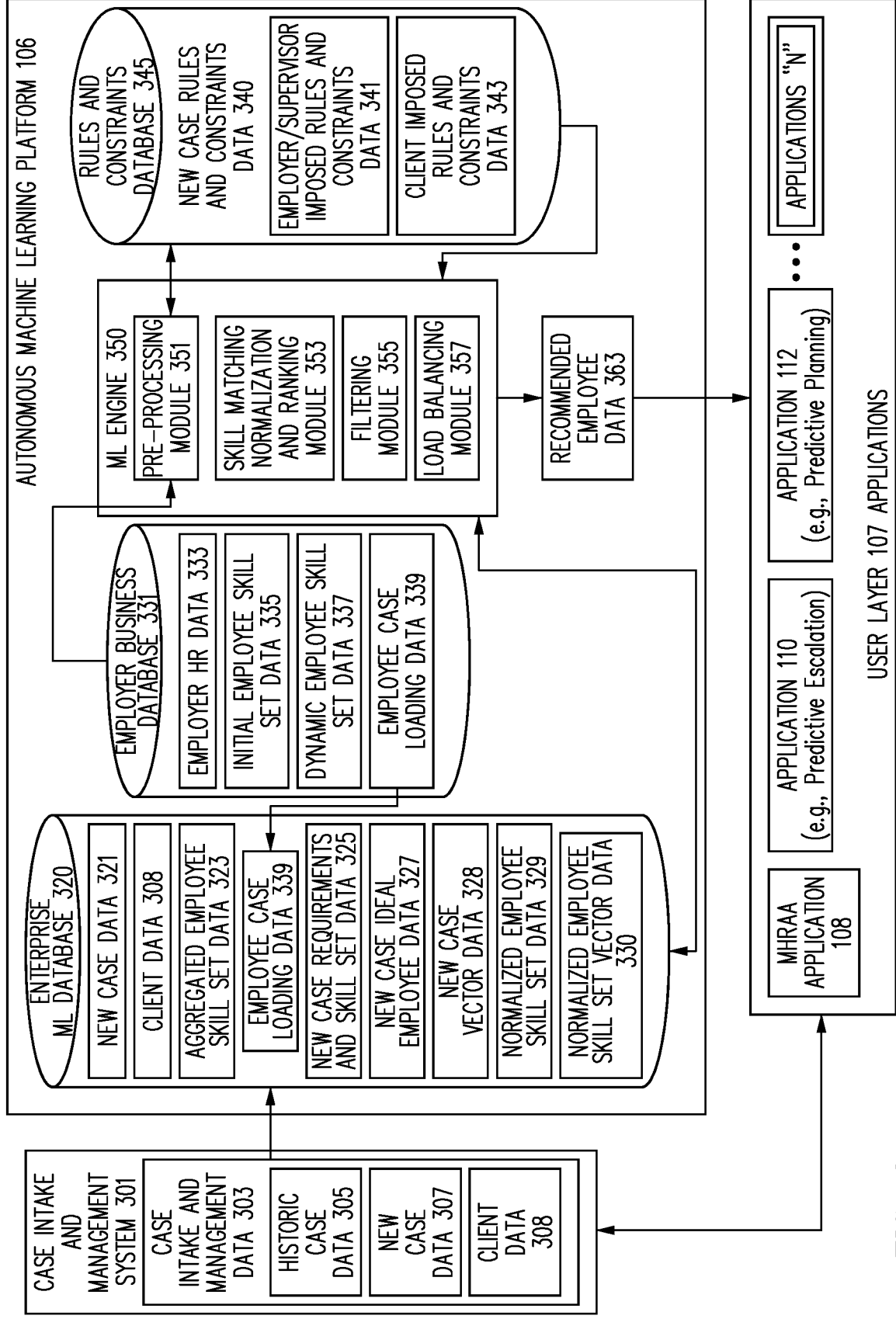


FIG. 3

		Define Rules-Constraints	Review Model Insight	Test Model	Setup	Help
Initial Employee/Engineer Skill Profile						
401	403	405	407	409	411	413
Email ID	Product Line	Product	Release	Years Experience	Last Use	Rating
vrobert@riministreet.com	PeopleSoft	Enterprise Learning Management	Catalog Management	1	2006	4
alexib@riministreet.com	PeopleSoft	Enterprise Learning Management	Catalog Management	1	1960	1
ksanjay@riministreet.com	PeopleSoft	Enterprise Learning Management	Enterprise Component	2	2006	3
marryd@riministreet.com	PeopleSoft	Enterprise Learning Management	Enterprise Component	1	2006	4
jamesp@riministreet.com	PeopleSoft	Enterprise Learning Management	Enterprise Component	1	1960	1
clarknp@riministreet.com	PeopleSoft	Enterprise Learning Management	Enterprise Learning C	2	2006	3

FIG. 4A

Search Engineers

Department: Email: Name: FTE/Non-FTE: Timezone: Status:

421A	421B	421C	421D	421E	421F	421G	421H	421I	421J	421K	421L	421M	
Department	Email	First Name	Last Name	Status	Assign Case Work	Hours(if Hours<8)	FTE/Non-FTE	Timezone	Max Case Threshold	Can Assign P1	Can Assign P2	Availability	Action
PSE-SAP	vrobert@ministreet.com	Robert	Viss	Active	Yes	N/A	FTE	EDT				PTO Info	View Edit
PSE-SAP	alexia@ministreet.com	Alexia	Betty	Active	Yes	N/A	FTE	IST				PTO Info	View Edit
PSE-SAP	ksanjay@ministreet.com	Sanjay	Kumar	Active	Yes	N/A	FTE	CDT				PTO Info	View Edit
PSE-SAP	marryd@ministreet.com	Michelle	DSouza	Active	Yes	N/A	FTE	CEST				PTO Info	View Edit
PSE-SAP	jamesp@ministreet.com	James	Pelley	Active	Yes	N/A	FTE	BST				PTO Info	View Edit

FIG. 4B

Define Rules–Constraints

Review Model Insight

Test Model

Setup

Help

430				434	436
⊖ PeopleSoft 431			399	12.41	
⊖ Josh Graham 432			5	2.90	
CRM			1	4.95	
FSCM			4	2.39	
⊖ John Hutsell 433			152	11.44	
HCM/HRMS			125	11.38	
PeopleTools – HCM			25	11.92	
Portal			2	8.75	
⊖ Ken Miller 435			46	11.26	
CRM			1	10.91	
FSCM			32	11.99	
HCM/HRMS			1	0.22	
PeopleTools – FSCM			11	11.02	
(blank)			1	1.98	
⊖ Yuki Fong 437			88	14.84	
ELM			2	39.51	
HCM/HRMS			77	13.81	
PeopleTools – HCM			8	16.12	
Portal			1	35.09	
⊖ Arthur Arandez 439			108	12.73	
CIS			1	2.12	
CRM			1	3.81	
FSCM			18	11.04	
HCM/HRMS			18	19.50	
PeopleTools – FSCM			37	12.39	
PeopleTools – HCM			31	11.50	
Portal			1	0.16	
RSI DB Health Check SQL			1	0.90	

FIG. 4C

	Define Rules-Constraints	Review	Model Insight	Test Model	Setup	Help
	Employee/Engineer Case Type Skills Data 440					

Product Line - Engineer - Case Type ☐ Cases Closed	Average Days to Close
⊖E-Business Suite (EBS) 441	137 18.66
⊖ Brock Marnauzs 442	137 18.66
Data Fix	3 ⇐ 9.25
Other	133 18.95
Performance	1 ⇐ 8.33
⊖PeopleSoft 443	399 12.41
⊖ Josh Graham	5 2.90
Other	5 2.90
⊖ John Hutsell	152 11.44
Other	152 11.44
⊖ Ken Miller	46 11.26
Other	45 9.91
Performance	1 ⇐ 71.90
⊖ Yuki Fong	88 14.84
Other	88 14.84
⊖ Arthur Arandez	108 12.73
Other	99 11.53
Performance	9 ⇐ 25.65

FIG. 4D

		Define Rules—Constraints	Review Model Insight	Test Model	Setup	Help
Employee/Engineer Complexity Attained Data		450				
☐ PeopleSoft	451		399		12.41	
☐ Josh Graham			5		2.90	
☐ Ken Miller	452		152		11.44	
☐ HCM/HRMS			125		11.38	
☐ Absence Management			1		8.04	
☐ Medium			1		8.04	
☐ Benefits $\longleftrightarrow$			22		11.07	
☐ High			1		1.88	
☐ Low			7		3.46	
☐ Medium			14		15.53	
☐ COBOL $\longleftrightarrow$			2		7.61	
☐ High			1		12.01	
☐ Medium			1		3.21	
☐ HCM/HRMS Portal			1		6.87	
☐ Low			1		6.87	
☐ HCM/HRMS Technical			3		31.28	
☐ Low			1		26.99	
☐ Medium			2		33.43	
☐ Human Resources			7		12.65	
☐ High			2		12.55	
☐ Medium			5		12.69	
☐ NA Payroll			78		10.21	
☐ Payroll Interface			1		0.15	
☐ Time & Labor $\longleftrightarrow$			8		19.01	
☐ High			2		5.51	
☐ Medium			6		23.51	

FIG. 4E

	Define Rules–Constraints	Review Model Insight	Test Model	Setup	Help
Employee/Engineer Survey Averages Data 460					
463	461	465	467		
Product Line	Engineer	Survey Average Last 3 months	Survey Average Last 12 months		
PeopleSoft	Brock Marnauzs	4.82	4.82		
SAP	Josh Graham	4.32	4.32		
Oracle Technology	John Hutsell	4.92	4.92		
Siebel	Ken Miller	4.76	4.76		
PeopleSoft	Yuki Fong	4.82	4.82		
PeopleSoft	Arthur Arandez	4.32	4.32		
E–Business Suite (EBS)	Brenda Flesch	4.92	4.92		
SAP	Arun Kalla	4.76	4.76		
PeopleSoft	Jo Hung	4.82	4.82		
PeopleSoft	Anita Talekar	4.32	4.32		
Siebel	Bruce Tysman	4.92	4.92		
SAP	Birgit Simonson	4.76	4.76		

FIG. 4F

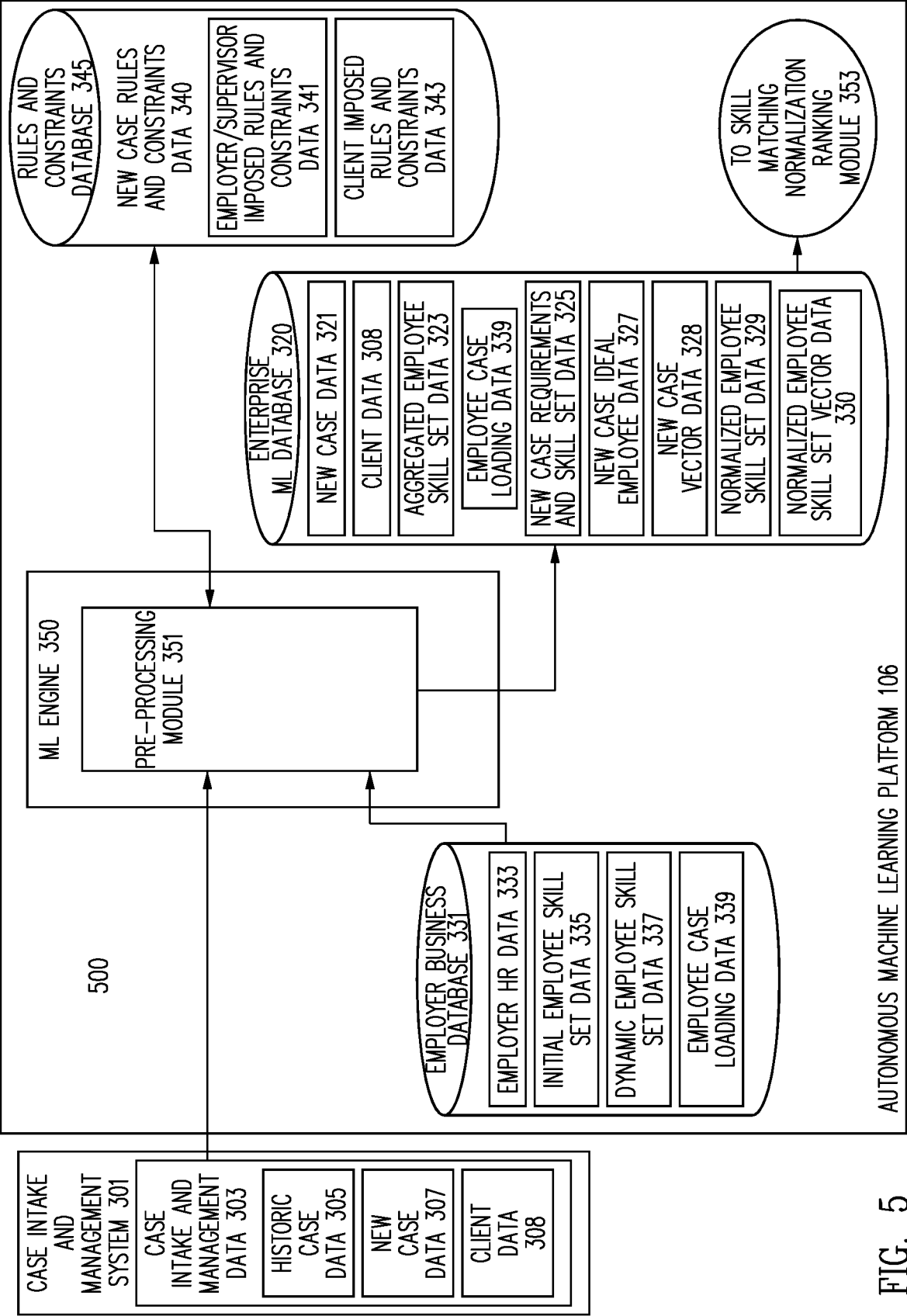


FIG. 5

Case Assignment Model														
Rule Category: <div></div> Rule Name: <div></div> Activated: All <div></div> Search <div></div> 610 615 616 617 618														
Rule Category	611	Rule Name	612	Rule Condition	613	Rule Action	614	Activated	615	Default Value	616	PL Values	Action	
Citizenship_Residency		Citizenship_Restriction		Case Requirement, Engineer, Citizenship		Filter Alert if Non-Citizenship		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Escalated Client		Escalated_Client_Engineer_Assignment		Found Escalated_Client		Assign from Top 3 List		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Escalated Client		Determine_Escalated_Client		Last 3 surveys<=3		Mark Client to Escalated_Client		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Escalated Client Contact		Escalated_Client_Contact_Engineer_Assignment		Found Escalated_Client_Contact		Assign from Top 3 List		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Escalated Client Contact		Determine_Escalated_Client_Contact		Last 2 surveys<=3		Mark Contact to Escalated_Client_Contact		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Language		Filter_On_Language		Case Requirement, Engineer, Language		Filter Engineer List		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Max Case Limit		Max Case Limit		Number of open case		Filter Alert if open_cases>n3		Yes		15		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
OD		OD Restriction		Case Requirement, Engineer, FTE		Filter Alert, Non-FTE		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
PTO		PTO_P2		P2 Follow the Sun Case, Engineer on PTO		Filter Alert if PTO in next 7 days		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
PTO		PTO_P1		P1 Case, Engineer on PTO		Filter Alert if PTO in next 7 days		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
RISP Skills New Engineer		Use_RISP_Skills_12Minus		Engineer Joined Support<12 months		Assign RISP Skills Weight=v100		Yes		0		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
RISP Skills Not-New Engineer		Use_RISP_Skills_12Plus		Engineer Joined Support>=12 months		Assign RISP Skills Weight=v101		Yes		0		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Threshold		Max_P2		P2 Cases		Filter Alert if P2 Cases>=n2		Yes		2		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Threshold		Max_P1		P1 Cases		Filter Alert if P1 Cases>=n1		Yes		1		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
TimeZone		TZ_Match_P2		Follow the Sun Case, Engineer TimeZone		Filter Alert if Out of TimeZone		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
TimeZone		TZ_Match_P1		P1 Case, Engineer TimeZone		Filter Alert if Out of TimeZone		Yes		NA		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Weight		Release_Skill_Matrix		Engineer, Release, Skill Matrix		Assign Weight Percentage=v8		Yes		Equal		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Weight		Release_CSR		Engineer, Release, Last 12 Months, Average CSR		Assign Weight Percentage=v7		Yes		Equal		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Weight		Release_Cases_Closed		Engineer, Release, Last 12 Months, Total Cases Closed		Assign Weight Percentage=v6		Yes		Equal		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
Weight		Release_Ave_Closure_Time		Engineer, Release, Last 12 Months, Average Time to Close		Assign Weight Percentage=v5		Yes		Equal		Update	<div>View</div> <div>Edit</div> <div>Delete</div>	
<div>20</div> <div>Page 1 of 2</div> <div>Displaying 1 to 20 of 24 items</div>														

FIG. 6A

Case Assignment Model		Rule Name: <input type="text"/>		Activated: All	Search	610	615	616	617	618	
Rule Category	611	Rule Name	612	Rule Condition	613	Rule Action	614	Activated	Default Value	PL Values	Action
Citizenship_Residency		Citizenship_Restriction		Case Requirement, Engineer, Citizenship		Filter Alert if Non-Citizenship		Yes	NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Escalated Client		Escalated_Client_Engineer_Assignment		Found Escalated_Client		Assign from Top 3 List		Yes	NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Escalated Client		Determine_Escalated_Client		Last 3 surveys<=3		Mark Client to Escalated_Client		Yes	NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Escalated Client Contact		Escalated_Client_Contact_Engineer_Assignment		Found Escalated_Client_Contact		Assign from Top 3 List		Yes	NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Escalated Client Contact		Determine_Escalated_Client_Contact		Last 2 surveys<=3		Mark Contact to Escalated_Client_Contact		Yes	NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Language		Filter_On_Language							NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Max Case Limit		Max Case Limit							15	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
OD		OD Restriction							NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
PTO		PTO_P2							NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
PTO		PTO_P1							NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
RISP Skills New Engineer		Use_RISP_Skills_12Minus							0	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
RISP Skills Not-New Engineer		Use_RISP_Skills_12Plus							0	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Threshold		Max_P2							2	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Threshold		Max_P1							1	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
TimeZone		TZ_Match_P2							NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
TimeZone		TZ_Match_P1							NA	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Weight		Release_Skill_Matrix							Equal	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Weight		Release_CSR							Equal	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Weight		Release_Cases_Closed		Engineer, Release, Last 12 Months, Total Cases Closed		Assign Weight Percentage=v6		Yes	Equal	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>
Weight		Release_Ave_Closure_Time		Engineer, Release, Last 12 Months, Average Time to Close		Assign Weight Percentage=v6		Yes	Equal	Update	<input type="button" value="View"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>

PL Values

Add New PL Value

Product Line	631	Values	632
E-Business Suite (EBS)		15	
SAP		15	
PeopleSoft		10	
Oracle Technology		15	
JD Edwards		15	
Siebel		15	
Hyperion		15	

630

Save Close

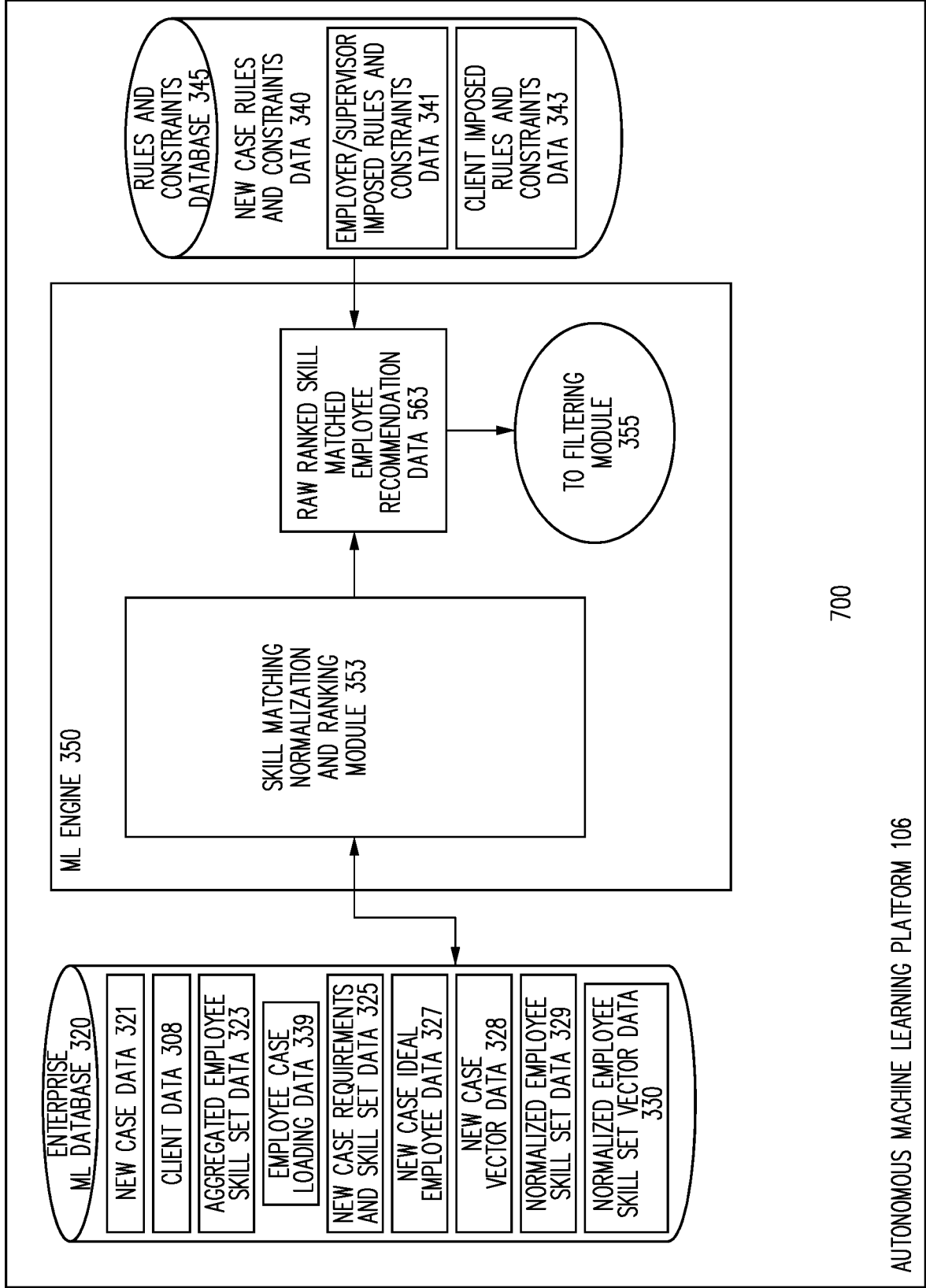
Page 1 of 2

Displaying 1 to 20 of 24 items

FIG. 6B

Edit Case Assignment Model	
ML Module*:	<input type="text" value="Case Assignment"/> 651
Rule Category*:	<input type="text" value="Max Case Limit"/> 652
Rule Name*:	<input type="text" value="Max Case Limit"/> 653
Rule Condition*:	<input type="text" value="Number of open case"/> 654
Rule Action*:	<input type="text" value="Filter Alertif open_cases>n3"/> 655
Default Value:	<input type="text" value="15"/> 656
Activated*:	<input type="text" value="Yes"/> 657
Attach Rule To:	<input type="text" value="Load Balancing - Final Recommendations"/> 658
Solution For:	<input type="text" value="⊕"/> 661
Implementation Note:	<input type="text" value="⊕"/> 663
Change History:	<input type="text" value="⊕"/> 665
<div><input type="button" value="Save"/> <input type="button" value="Save and go back to list"/> <input type="button" value="Cancel"/></div>	

FIG. 6C



700

AUTONOMOUS MACHINE LEARNING PLATFORM 106

FIG. 7

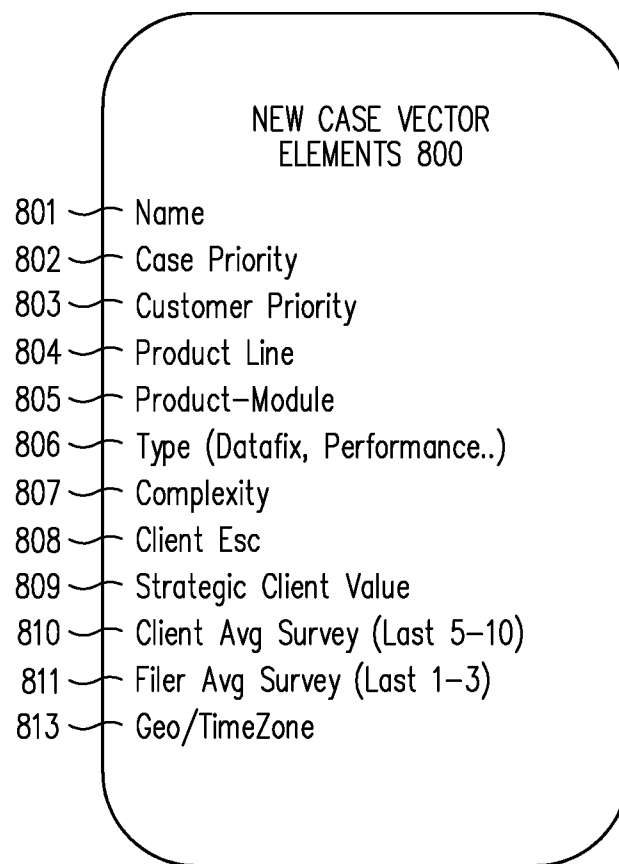


FIG. 8

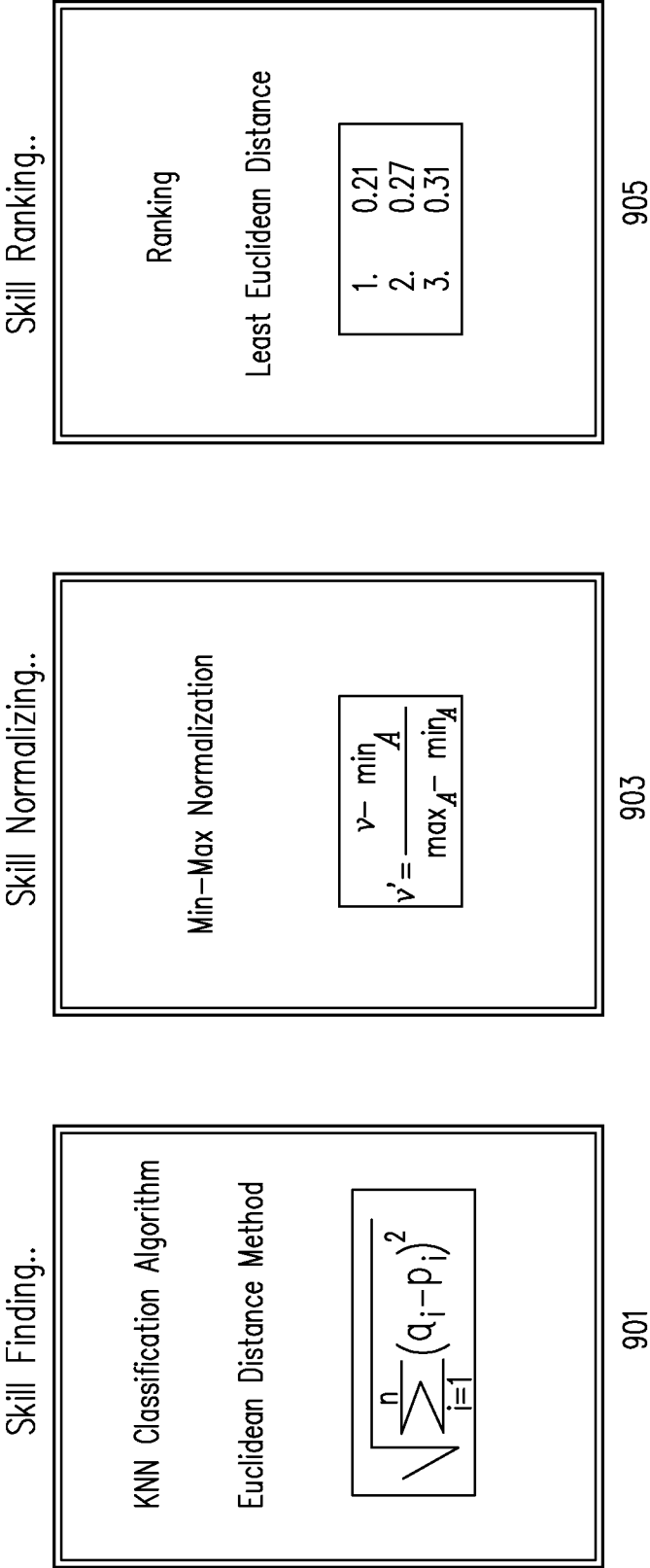


FIG. 9A

Skill Finding..				Skill Normalizing..				Skill Ranking..			
Product Line & Category	EBS Product Line	EBS Product Line	EBS Product Line	Product Line & Category	EBS Product Line	EBS Product Line	EBS Product Line	Product Line & Category	EBS Product Line	EBS Product Line	EBS Product Line
921	923	925	927	931	933	935	937	941	943	945	947
Feature Name	Cases Owned & Closed	Cases Lead and Closed	Cases as Team Member	Engineer Name	Cases Owned & Closed	Cases Lead and Closed	Cases as Team Member	Ranked Engineer Name	Cases Owned & Closed	Cases Lead and Closed	Cases as Team Member
Calculation	Sum	Sum	Sum	Engineer Name 1	0.377	0.333	0.722	Engineer Name 1	0.000	0.006	0.001
Best Value	Max	Max	Max	Engineer Name 2	0.565	0.333	0.444	Engineer Name 2	0.009	0.022	0.015
Vector Feature Weight	0.20	0.20	0.20	Engineer Name 3	0.725	1.000	1.000	Engineer Name 3	0.004	0.000	0.000
Category Weights	0.25	0.25	0.25	Engineer Name 4	1.000	0.667	0.889	Engineer Name 4	0.019	0.022	0.004
Engineer Name 1	26	1	13	"Best Engineer"	1.000	1.000	1.000	"Best Engineer"	0	0	0
Engineer Name 2	39	1	8								
Engineer Name 3	50	3	18								
Engineer Name 4	69	2	16								
"Best Engineer"	69	3	18								
901				903				905			

960

Case	Product Line	Product	Release
153665	Product Line 1	Financials – AR	12
Employee-1			
Vector Example	Parameter	Value	Euclidean Parameters
Total Case Closure Count-Product			
963A	Employee-1 Case count-Product Closure	84	v
963B	Min Case Number from data	10	Min
963C	Max Case Number from data	103	Max
963D	Normalized Value	0.796	y1
963E	Max Normalized Value	1	x1
Total Case Closure Count-Release			
965A	Employee-1 Case count-Release Closure	190	v
965B	Min Case Number from data	20	Min
965C	Max Case Number from data	443	Max
965D	Normalized Value	0.402	y2
965E	Max Normalized Value	1	x2
CSR Average Score-Product			
967A	Employee-1 CSR Average Score (12months)	4.89	v
967B	Min CSR Average Score from data	3	Min
967C	Max CSR Average Score from data	5	Max
967D	Normalized Value	0.945	y3
967E	Max Normalized Value	1	x3
CSR Average Score-Release			
969A	Employee-1 CSR Average Score (12month)	4.69	v
969B	Min CSR Average Score from data	4	Min
969C	Max CSR Average Score from data	5	Max
969D	Normalized Value	0.69	y4
969E	Max Normalized Value	1	x4
Min-Max Normalization Formula: $(v-min)/(max-min)$			
Euclidean Distance Formula: $SQRT(POWER((x1-y1),2)+POWER((x2-y2),2)+POWER((x3-y3),2)+POWER((x4-y4),2)+POWER((x5-y5),2)+POWER((x6-y6),2)+...+POWER((xN-yN),2))$			
Euclidean Distance with 4 vectors		981	
Equally Weighted Euclidean Distance (Mean)		983	
Equally Weighted Euclidean Distance (Rounded)			
Skill Match Closeness Factor	0.18	985	

FIG. 9C

Step No	Function	What Happens Here
1	Data Collection	Get aggregated, summarized, analyzed values for each skill matched vector element
2	Find Best Value	Find the best value and assign to 1
3	Normalize	Normalize each other data value in a scale of 0–1
4	Repeat	Do this for all skill matched vector elements and for a skill matched employee having the Product–Module, Release and Customer Survey received
5	Feed to algorithm	Feed to Euclidean Distance algorithm for finding the closest match considering all skill matched vector elements
6	Rank	Rank employees based on the closeness factor derived from calculated Euclidean Distance
7	Filter and Recommend	Move the ranked employees to filter and recommendations

FIG. 9D

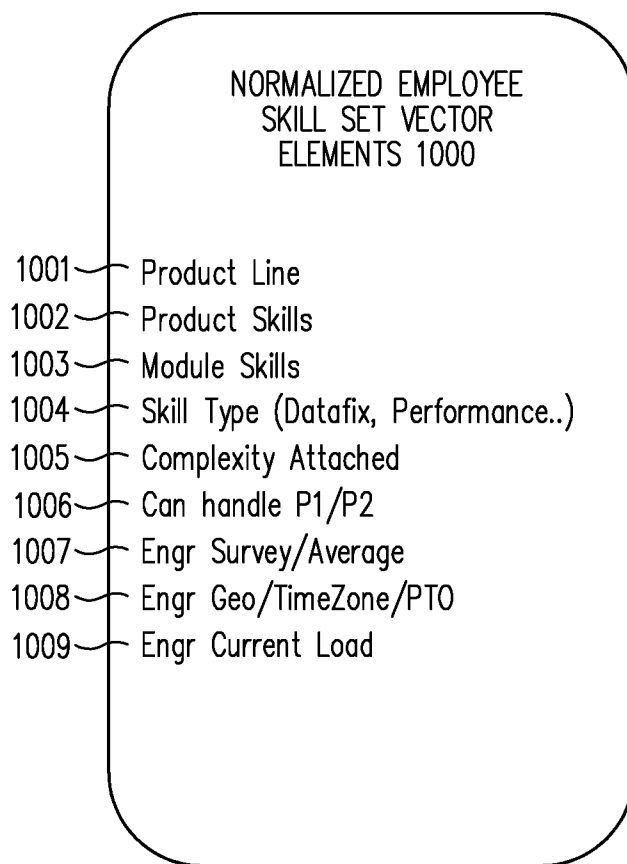


FIG. 10

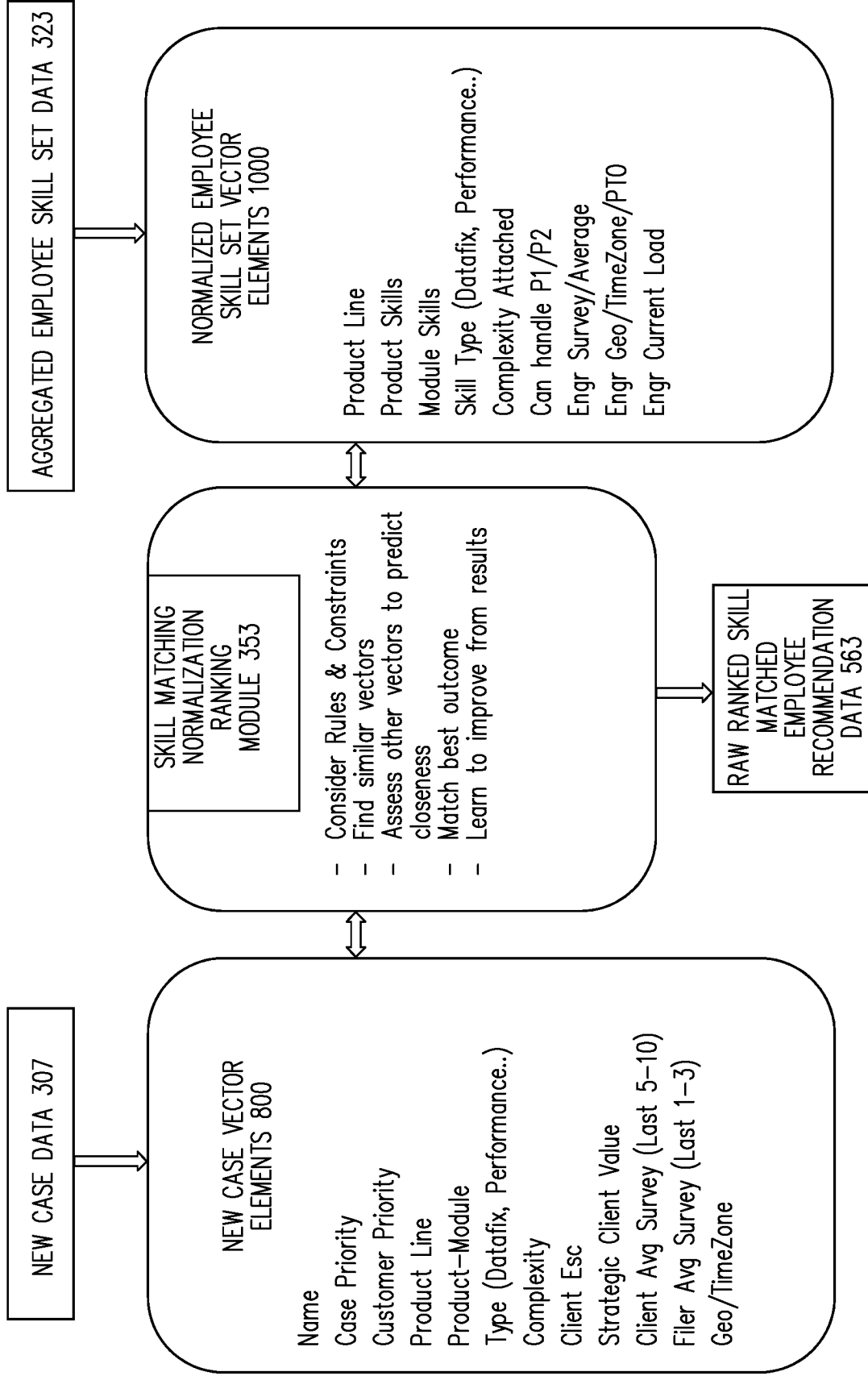


FIG. 11

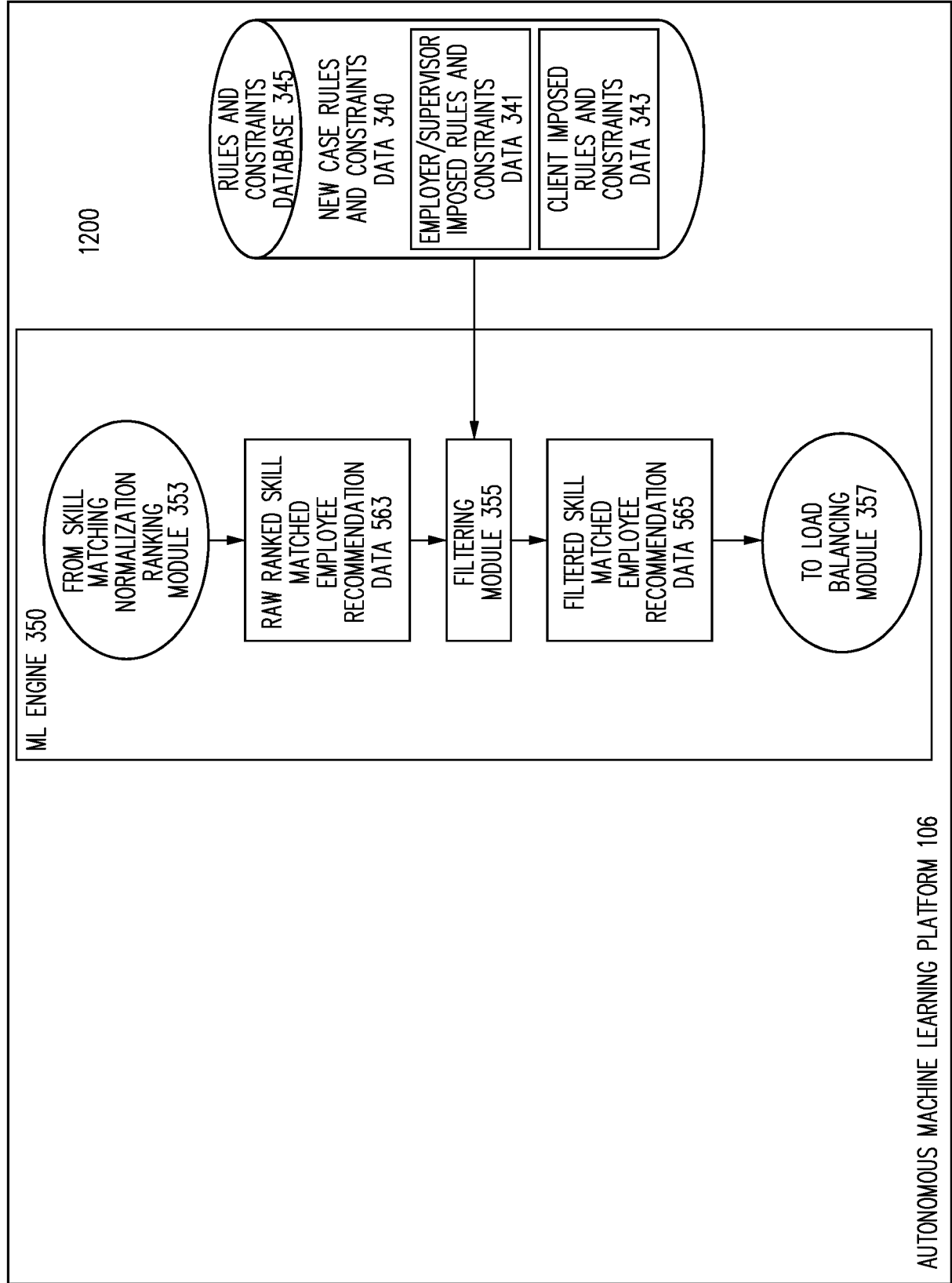


FIG. 12

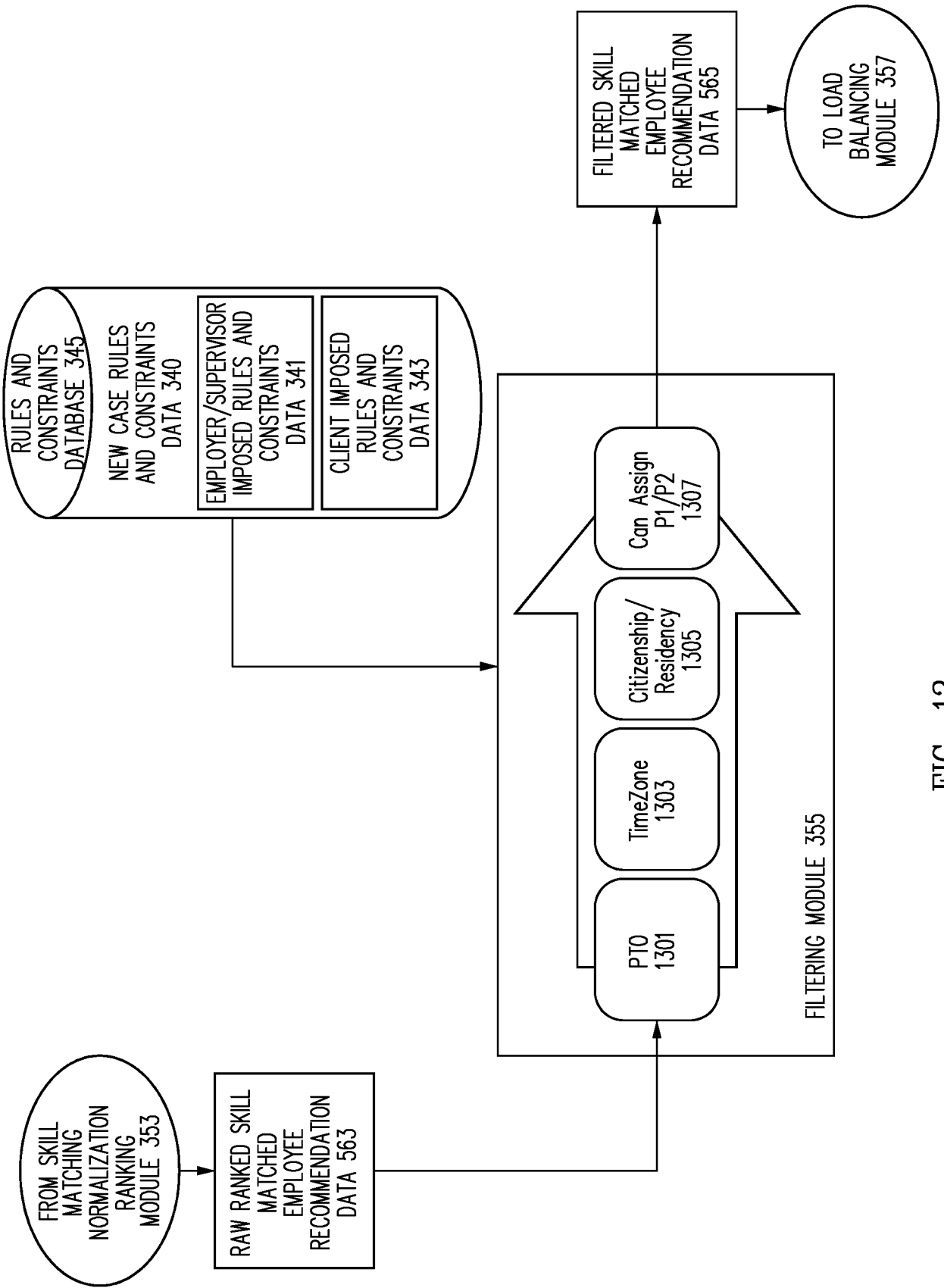


FIG. 13

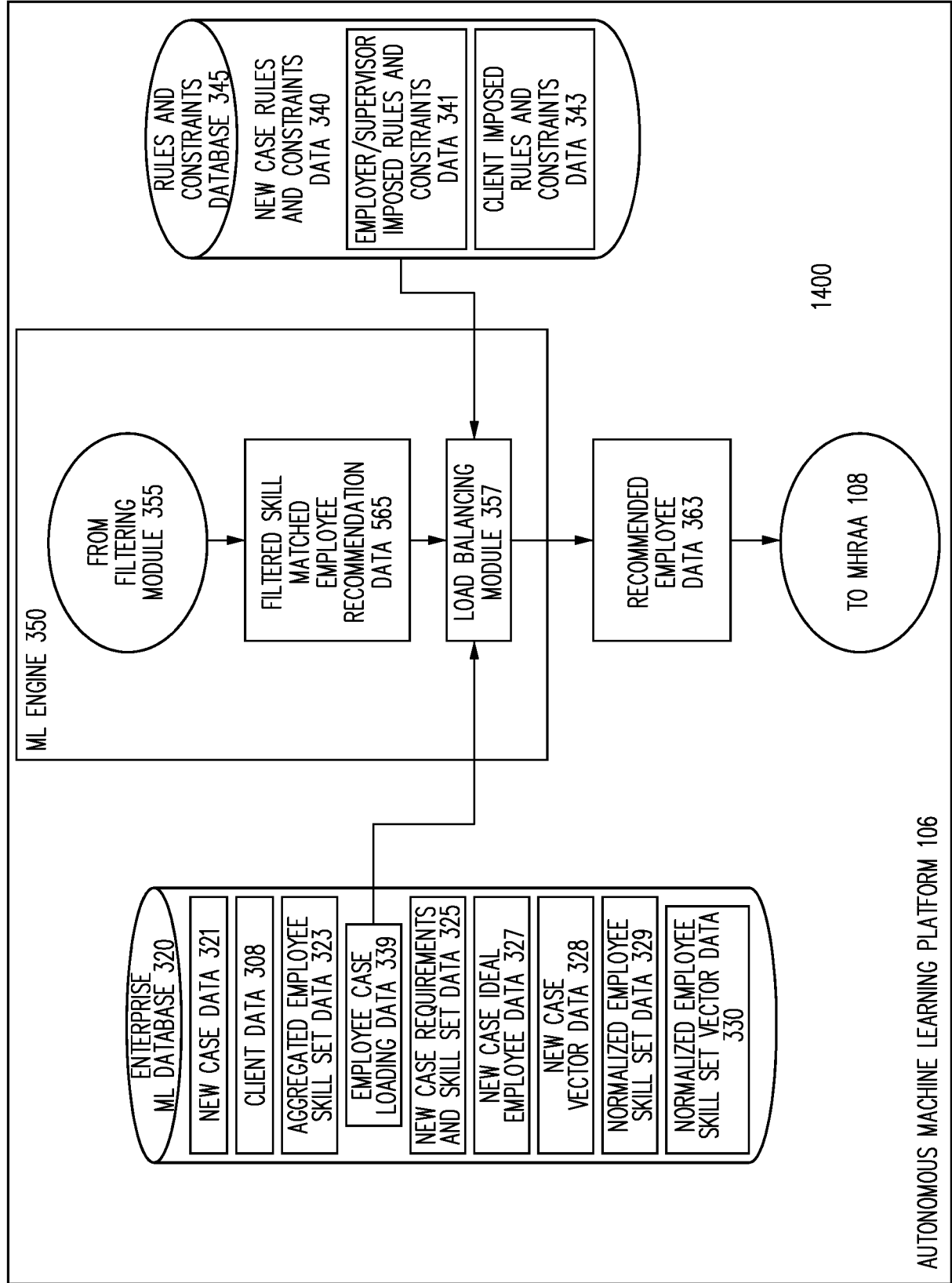


FIG. 14

Approach for filtering rules

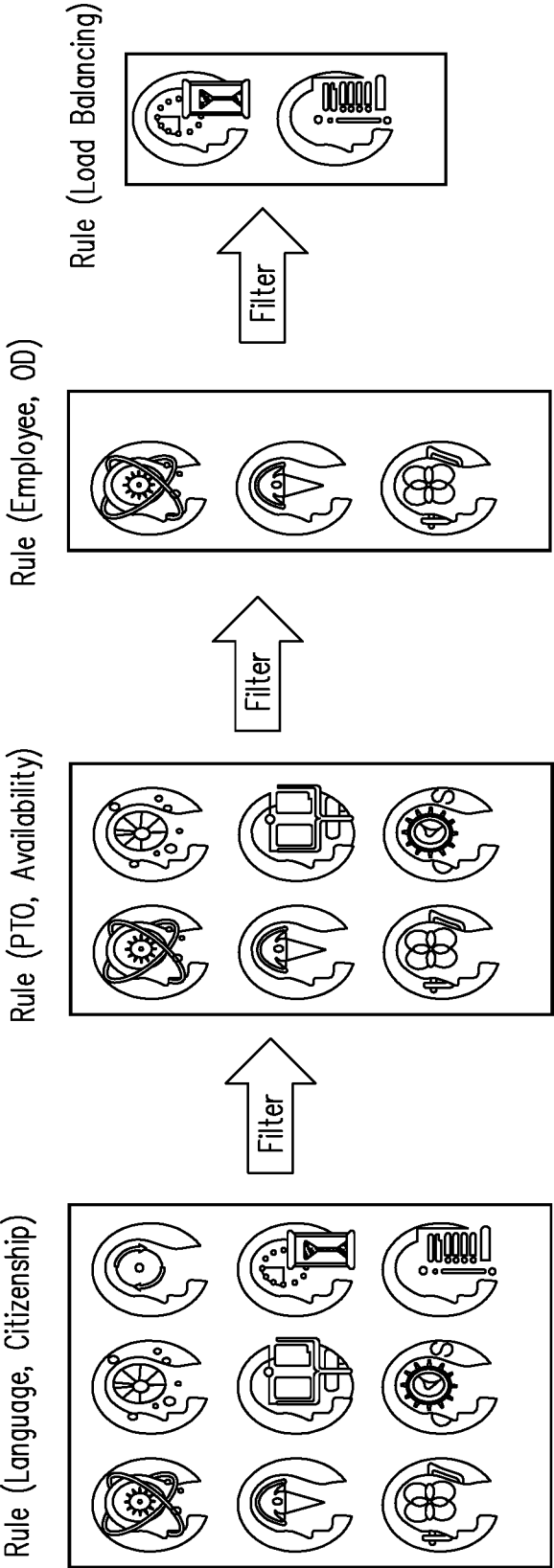


FIG. 15

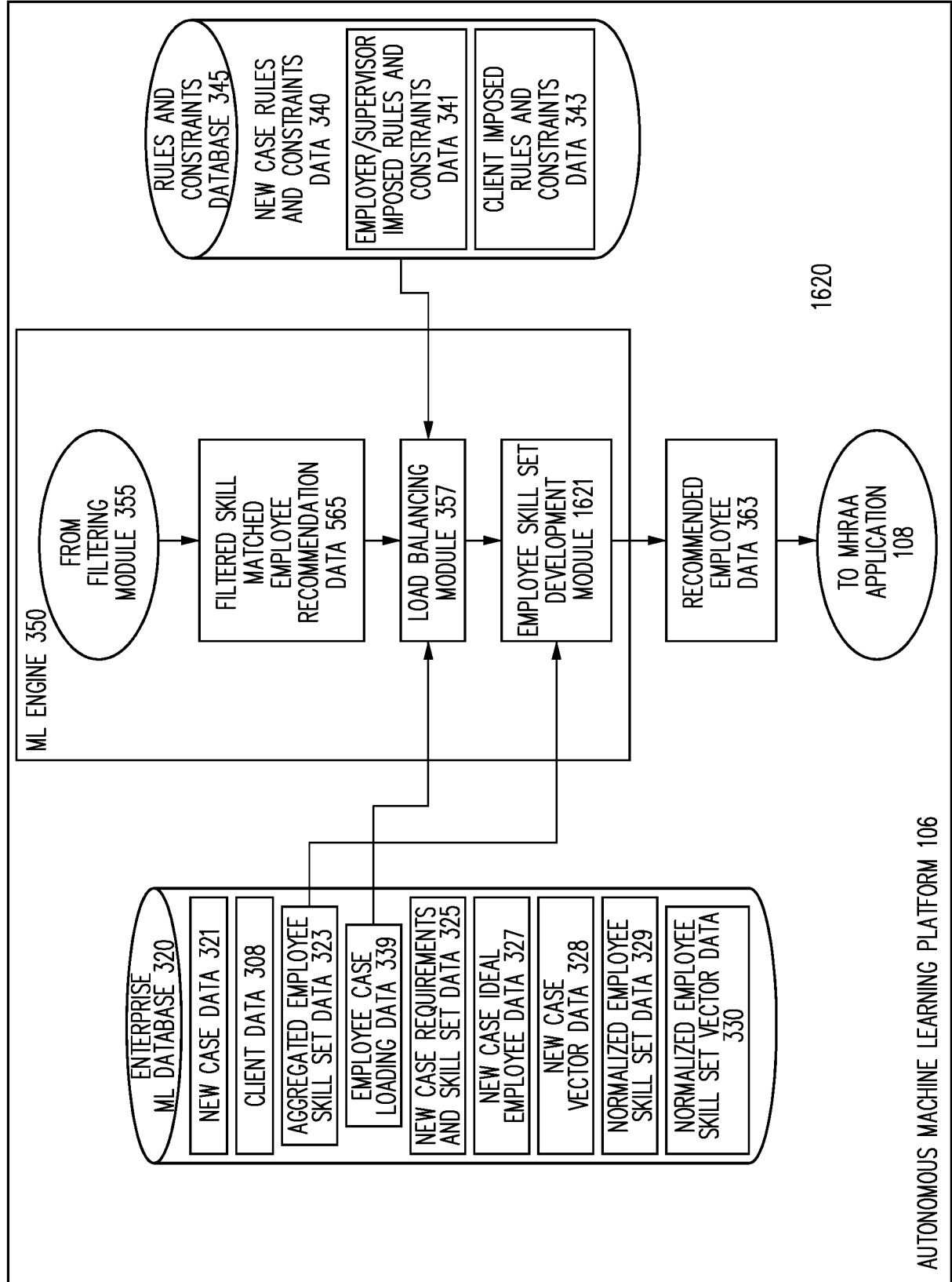


FIG. 16

☐ Support Cases
 ☐ 00137366
 ☐ 00137390
 +

Customer
Global Shipping Inc.

SAP Sybase DB Test Case – PLEASE IGNORE
 SAP Sybase DB Test Case – PLEASE IGNORE

Status New
 Priority P2 – Production Impacted
 Case Owner Jo Hung
 Lead Engineer John Hutsell

1700

Case	Account	Contact
Contact Name Anthony Test Amanita	Status New	
Next Action:	Follow The Sun Status	
Priority	Product Line E-Business Suite (EBS)	
Products	Case Origin Email	
Aerospace, Defense and Transportation		
Date/Time Opened 7/11/2018 12:21 PM		

Case Comments [5+] | Case Team [0] | Case Team [5] | Case Milestones [5+] | Case Survey Responses [0] |
 Emails [0] | Open Activities [0] | Activity History [0] | Case History [5+] | Attachments [0] | Retired Cases [0] |

Support Case Detail
 1701

New Button
 Edit
 Case Assignment Advisor
 Clone
 Create SubCase

Case Overview
 Priority P2 – Production Impacted
 Account Name Global Shipping Inc. P2 RSI Response Required Please respond within 30 business minutes
 Contact Name Heather Elmert Case Owner Jo Hung
 Case Explicit Contact # Lead Engineer John Hutsell
 Status New Client PSE Jacque Kelling
 Complexity Account Manager Email
 Next Action Case Reason
 Confidential Case● Type Problem
 Junk Case? Select System Name OR● Business Unit
 Parent Case Current System Name OR● Business Unit
 Follow the Sun Status Follow the Sun Client Internal ID●
 Client Support Start Time 8:00am. Case Age (Days) 112.85

Milestones Show More

23h 45m 0s overdue Public Update

Open Activities

Open Activities
 No records to display

Case Timer

Session Timer Total: 00:08:25
 © AUTO MANUAL

FIG. 17A

 Applications Business Insight Integrations Rules and Constraints Setup RAMP Support @									
Case Assignment Workbench									
Product Line: <input type="text" value="SAP"/> Client Theater: <input type="text" value="All"/> Status: <input type="text" value="All"/> Case Number: <input type="text" value="1702"/> <input type="button" value="Search"/>									
Product Line	Case Number	Client Name	Client Theater	Priority	Open Date	Status	Product Module	Subject	Action
SAP	153664	A-One Always Inc.	AsiaPac	P3 *	2018-10-30 18:04:57	Dev & QA	SAP HR/PAYROLL	Puyall Victoria Long Service Leave entitlement changes	
SAP	153661	The Best Inc.	Latin America	P3 *	2018-10-30 17:17:11	Working	SAP SD/CS/EDI	Divergencia de valores - Cambio Deducto Remessa Comodato	
SAP	153645	All-One Inc.	Latin America	P3 *	2018-10-30 15:58:14	Solution Provided	SAP HR/PAYROLL	e-Social: Inconsistencias: identificação do evento de pagamento - S-1210(29-10-18)	
SAP	153644	Care All Inc.	Latin America	P3 *	2018-10-30 15:56:33	Solution Provided	SAP MM/QM	Erro de diferença em estorno de MRO	
SAP	153623	Core Manufacturing Inc.	AsiaPac	P3 *	2018-10-30 13:03:45	Solution Provided	SAP HANA	Service order closed without actual end date filled	
SAP	153610	Global Shipping Inc.	EMEA	P3 *	2018-10-30 11:57:01	Solution Provided	SAP HR/PAYROLL	Dropped RTI figures for multiples/exception msg	
SAP	153601	All Good Health Inc.	Latin America	P3 *	2018-10-30 10:56:30	Customer Working	SAP CRC	DUMP ASSIGN_TYPE_CONFLICT	

FIG. 17B

Case Assignment Advisor

My Recommendations
1710

1729B
1729A

Case Number: 00153577

Client Name: Core Manufacturing Inc.

Global Recommendations

Theater Recommendations

Review Client Insight

No	Recommended Engineer	Engineer TimeZone	Skill Match Closeness	Current Load		Assign As		Engineer Insight	Model Reasoning
				Cases Open	Milestones/WK	Case Owner	Lead Engineer	Team Member	
1	Brock Marnauzs Top for assignment 1711	JST	0.12	7	7	☐	☐	☐	Review 1726 Explain Me 1727
2	Josh Graham Top for assignment 1713	JST	0.26	12	12	☐	☐	☐	Review 1728 Explain Me 1728
3	John Hutsell Good for assignment 1715	IDT	0.31	9	9	☐	☐	☐	Review 1728 Explain Me
4	Anita Talekar Good for assignment 1717	JST	0.34	11	53	☐	☐	☐	Review 1728 Explain Me
5	Jo Hung Good for assignment 1719	EDT	0.37	8	8	☐	☐	☐	Review 1728 Explain Me
6	Birgit Simonson Good for assignment 1721	AEST	0.41	17	17	☐	☐	☐	Review 1728 Explain Me
7	Arthur Arandez Good for assignment 1723	EDT	0.45	2	2	☐	☐	☐	Review 1728 Explain Me
8	Brenda Flesch 1725	EDT	0.45	13	55	☐	☐	☐	Review 1728 Explain Me

Save

Close

FIG. 17C

Model Reasoning1730

Engineer Name: Bruce TysmanLocation: Remote JapanManager: Alan Jewell

Skill Match Vector	Findings	Explain More
Case History (Product-Module) Cases closed in last 365 days	128 Cases	Select
Case History (Product-Module) Avg time to close in last 365 days	17.7 Days	Select
Case History (Release) Cases closed in last 365 days	124 Cases	Select
Case History (Release) Avg time to close in last 365 days	14.33 Days	Select
Case History (CSR-Product-Module) Average for last 365 days	4.8	Select
Case History (CSR-Release) Average for last 365 days	4.88	Select
RISP (Skill Matrix-Product Module) Years of Experience	WIP	Select
RISP (Skill Matrix-Release) Years of Experience	WIP	Select

Passed Rules and Constraints	Findings	Explain More
Rule: Citizenship_Residency (Citizenship_Restriction) Condition: Case Requirement, Engineer, Citizenship	Checked	Select

FIG. 17D

Review Client Insight1750

Client Name: Core Manufacturing Inc.
Client Theater: North America

Escalated: Green

High Value (>1M): Yes

CSR Insight	Results	More Information
Last 3 Months CSR Average	4.9	Select
Last 6 Months CSR Average	4.74	Select
Last 12 Months CSR Average	4.8	Select

Case Inflow Insight	Results	More Information
Last 3 Months Case Inflow	33	Select
Last 6 Months Case Inflow	70	Select
Last 12 Months Case Inflow	159	Select

Case Closure Insight	Results	More Information
Last 3 Months Case Closure	33	Select
Last 6 Months Case Closure	80	Select
Last 12 Months Case Closure	150	Select

Close

FIG. 17E

Review Engineer Insight 1760

Engineer Name: Bruce TysmanLocation: California, USAManager: Alan Jewell

CSR Insight	Results	More Information
Last 3 Months Average CSR	4.67	Select
Last 6 Months Average CSR	4.80	Select
Last 12 Months Average CSR	4.34	Select

Case Closure Insight	Results	More Information
Last 3 Months Case Closed	37	Select
Last 6 Months Case Closed	102	Select
Last 12 Months Case Closed	180	Select

Close

FIG. 17F

Case Assignment Advisor

My Recommendations 1770

Case Number: 001535ZZ Client Name: Core Manufacturing Inc.

[Global Recommendations](#)
[Theater Recommendations](#)
[Review Client Insight](#)

No	Recommended Engineer	Engineer TimeZone	Skill Match Closeness	Current Load		Assign As			Engineer Insight	Model Reasoning
				Cases Open	Milestones/WK	Case Owner	Lead Engineer	Team Member		
1	Ken Miller [Top for assignment] 1771	EDT	0.37	8	8	☐	☐	☐	Review	Explain Me
2	Yuki Fong [Top for assignment] 1773	EDT	0.45	2	2	☐	☐	☐	Review	Explain Me
3	Arun Kalla [Good for assignment] 1775	EDT	0.45	13	55	☐	☐	☐	Review	Explain Me
4	Bruce Tysman [Good for assignment] 1777	EDT	0.46	12	12	☐	☐	☐	Review	Explain Me
5	Brock Marnauzs [Good for assignment] 1779	EDT	0.47	5	5	☐	☐	☐	Review	Explain Me
6	Jo Hung [Good for assignment] 1781	EDT	0.52	12	12	☐	☐	☐	Review	Explain Me
7	Arthur Arandez [Good for assignment] 1783	EDT	0.54	12	12	☐	☐	☐	Review	Explain Me
8	Brenda Flesch	EDT	0.55	2	5	☐	☐	☐	Review	Explain Me

Save
Close

FIG. 17G