

100

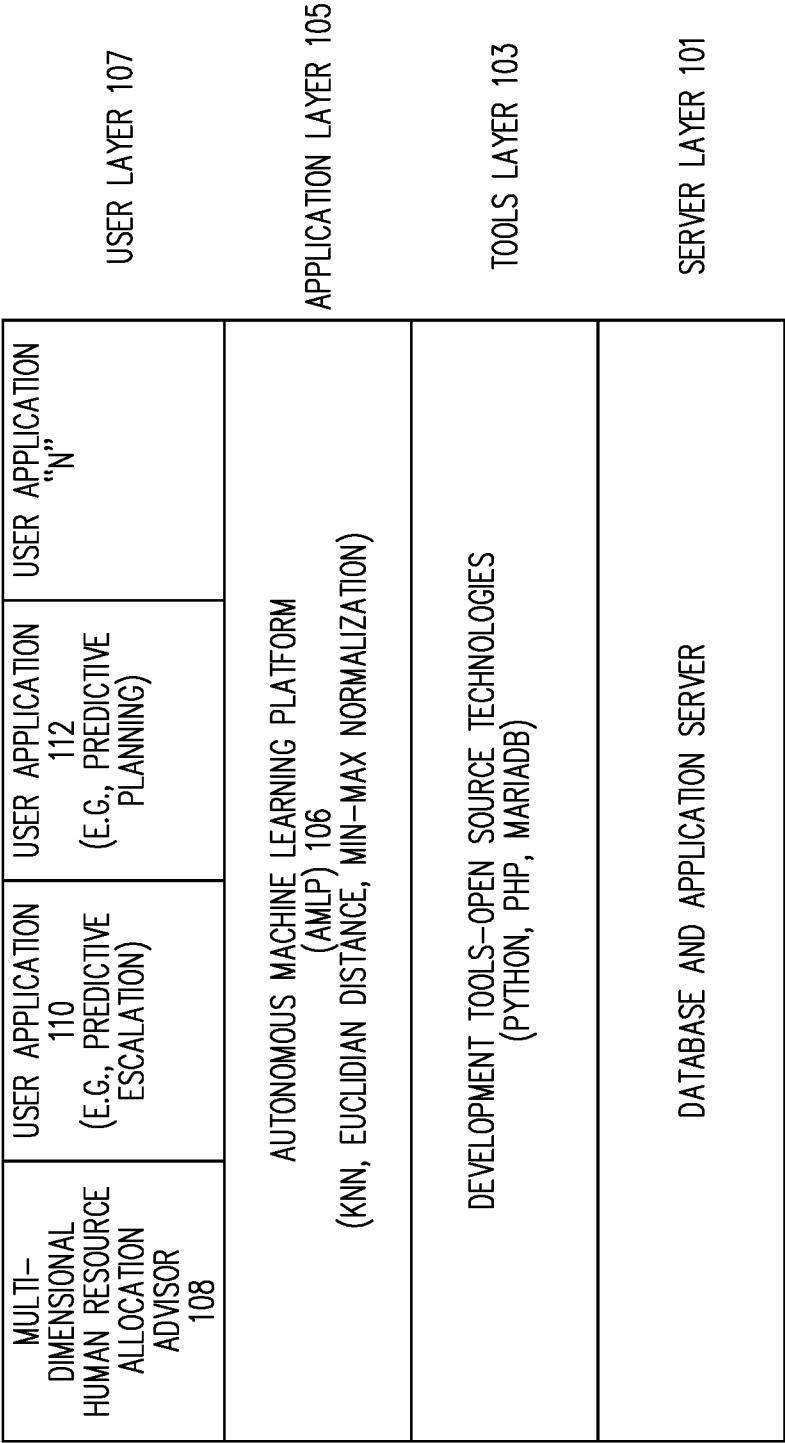


FIG. 1

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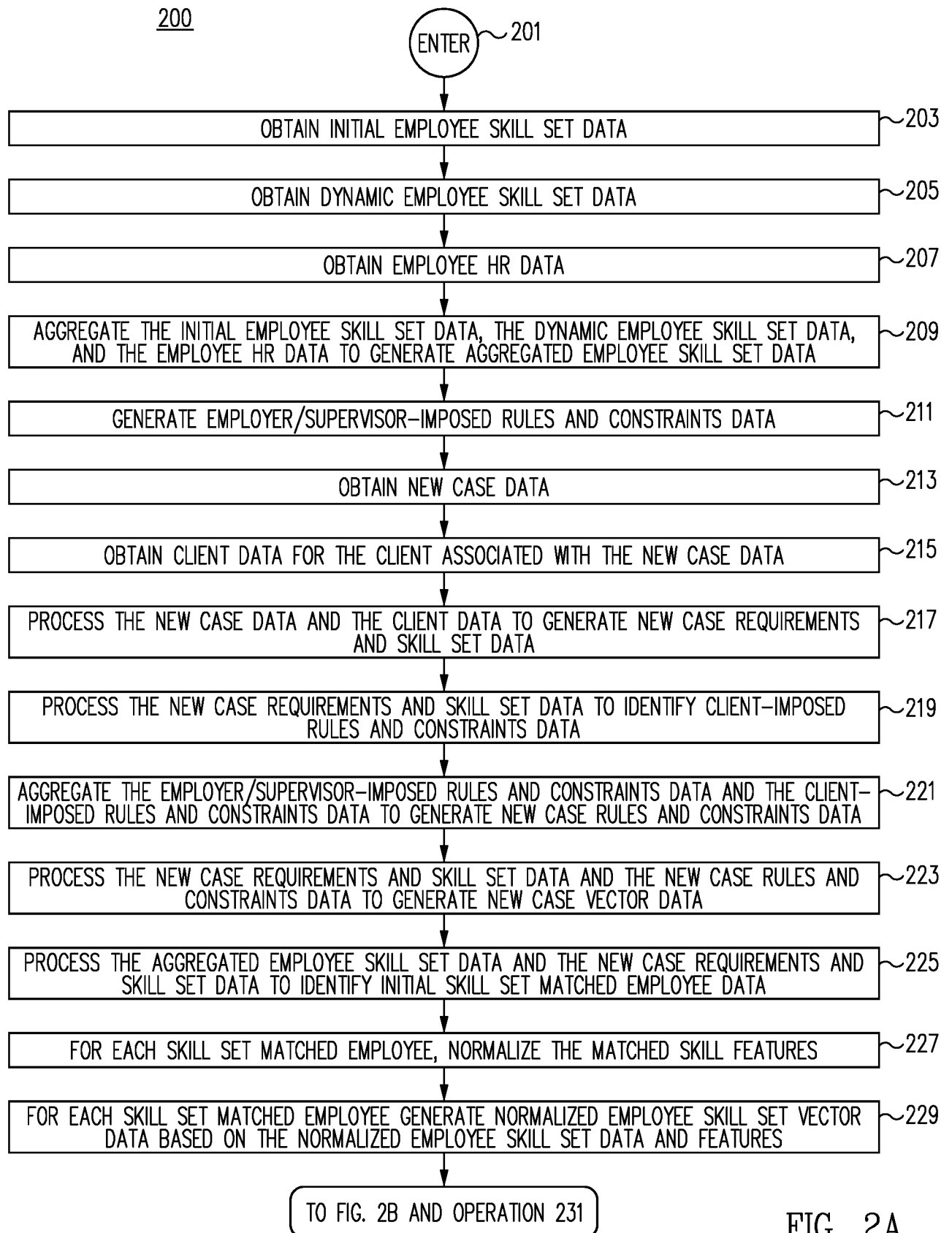


FIG. 2A

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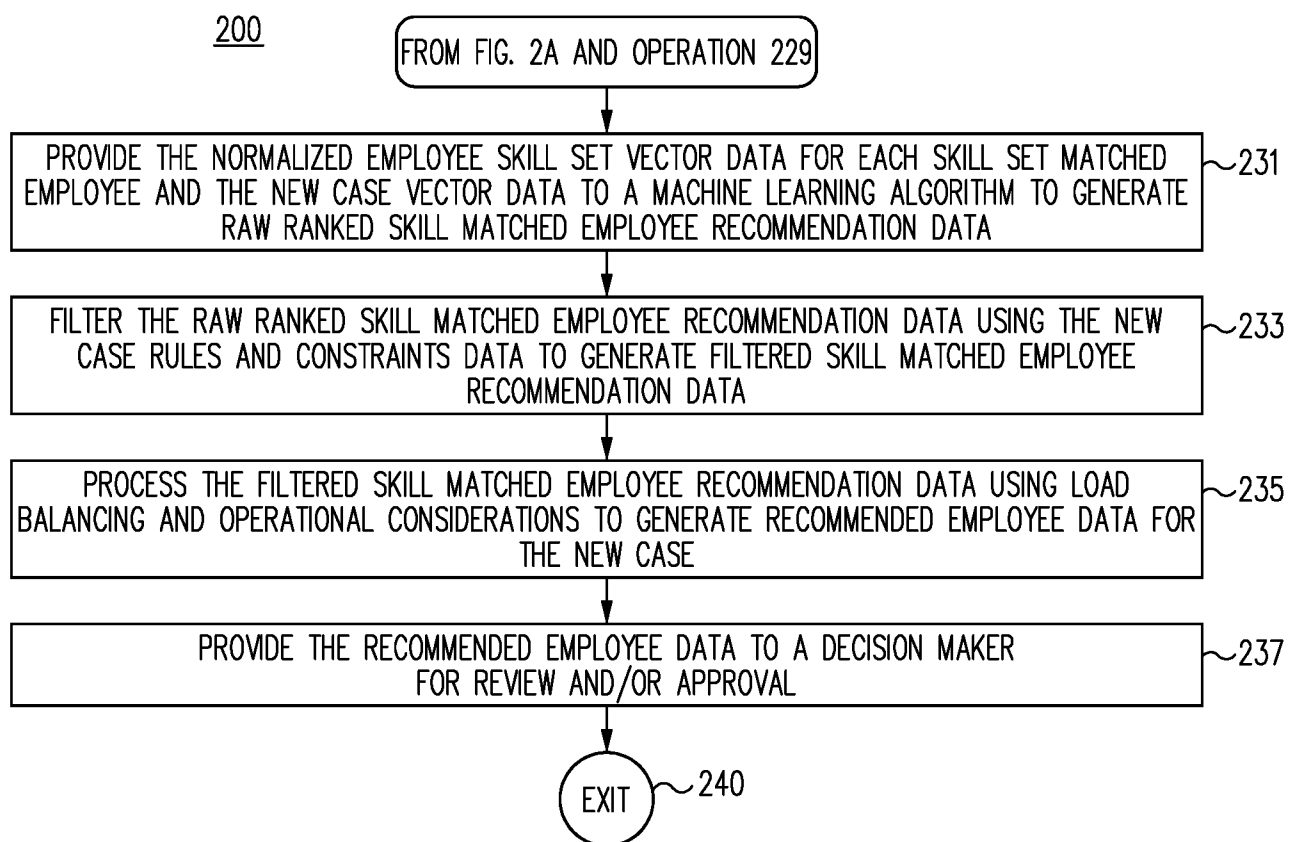


FIG. 2B

300

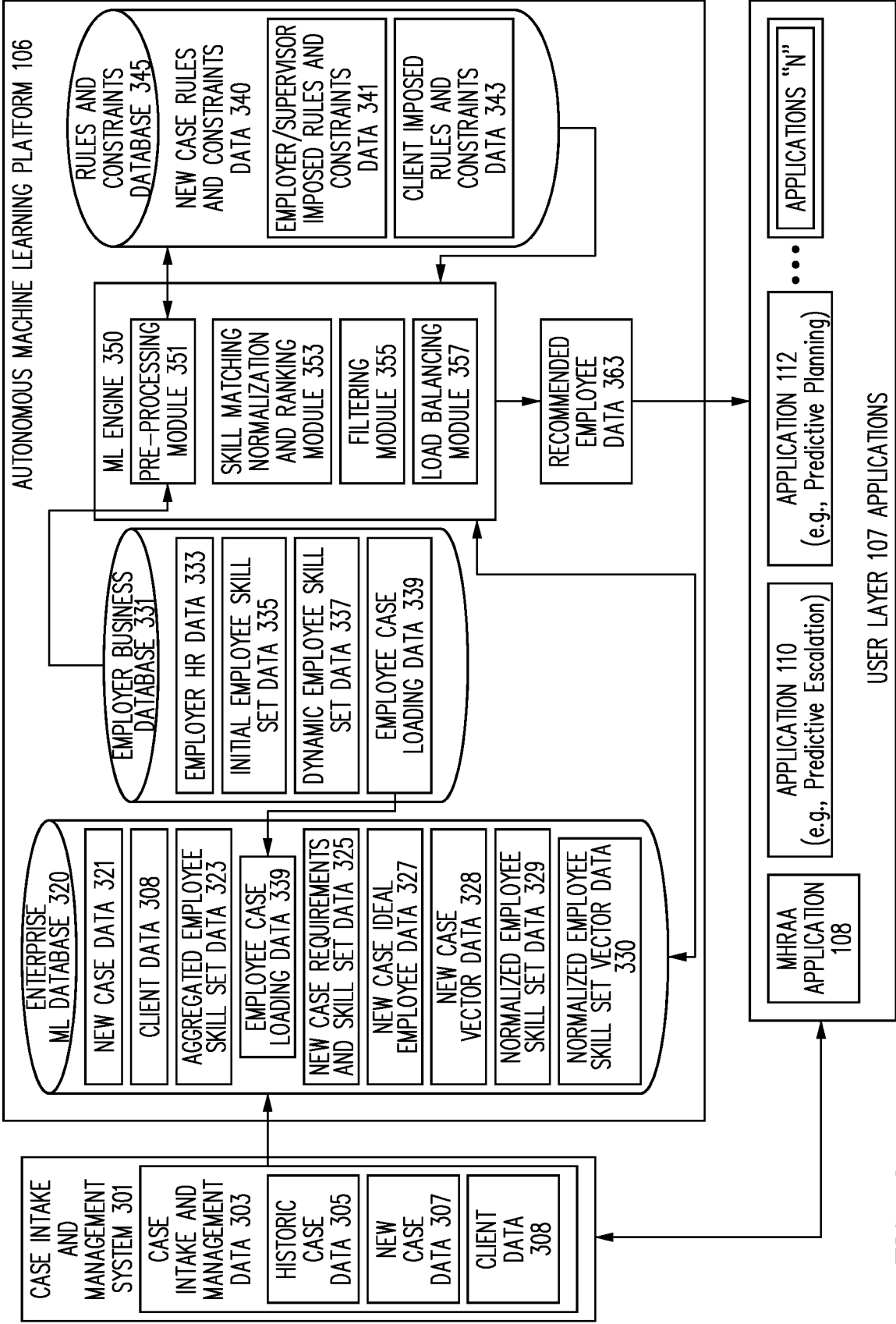


FIG. 3



Define Rules—Constraints

Review Model Insight

Test Model

Setup

[Help](#)

Initial Employee/Engineer Skill Profile

400

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

Engineer Profile 420
Data



Applications Business Insight Integrations Rules and Constraints Setup RAMP Support

Welcome P

Search Engineers

Department: PSE-SAP Email: Name: FTE/Non-FTE: FTE Timezone: Please Select Status: Active Search

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	robert@ministreet.com	Robert	Miss	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	sanjay@ministreet.com	Sanjay	Kumar	Active	Yes	N/A	FTE	CDT				PTO Info	View Edit
PSE-SAP	michelle@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

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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	445	447
⊖ 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	←		22						11.07	
	High			1						1.88	
	Low			7						3.46	
	Medium			14						15.53	
	COBOL	←		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	←		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

463461465467

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

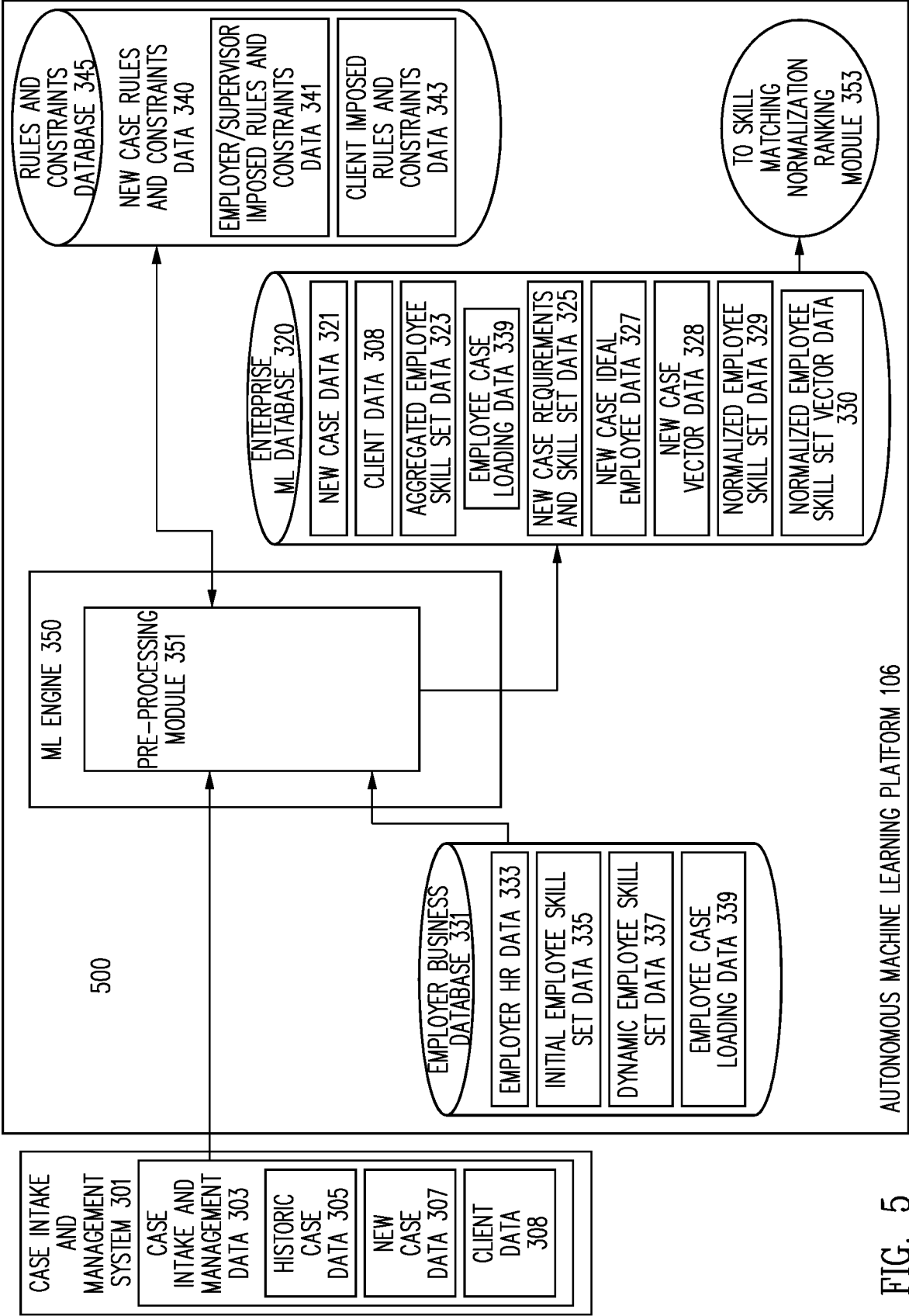


FIG. 5

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Case Assignment Model

Rule Category:

Rule Name:

Activated: All

Search

610

615

616

617

618

Rule Category	611	Rule Name	612	Rule Condition	613	Rule Action	614	Activated	615	Default Value	616	PL Values	617	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>

20

Page 1 of 2

Displaying 1 to 20 of 24 items

20

Page 1 of 2

Displaying 1 to 20 of 24 items

FIG. 6A

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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	615	Default Value	616	PL Values	617	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	
Sibel		15	
Hyperion		15	

630

Save Close

20 of 2 | Page 1 of 2 | Displaying 1 to 20 of 24 items

FIG. 6B

Edit Case Assignment Model

ML Module*:

Case Assignment

Rule Category*:

Max Case Limit

Rule Name*:

Max Case Limit

Rule Condition*:

Number of open case

Rule Action*:

Filter Alertif open_cases>n3

Default Value:

15

Activated*:

Yes

Attach Rule To:

Load Balancing – Final Recommendations

Solution For:

Implementation Note:

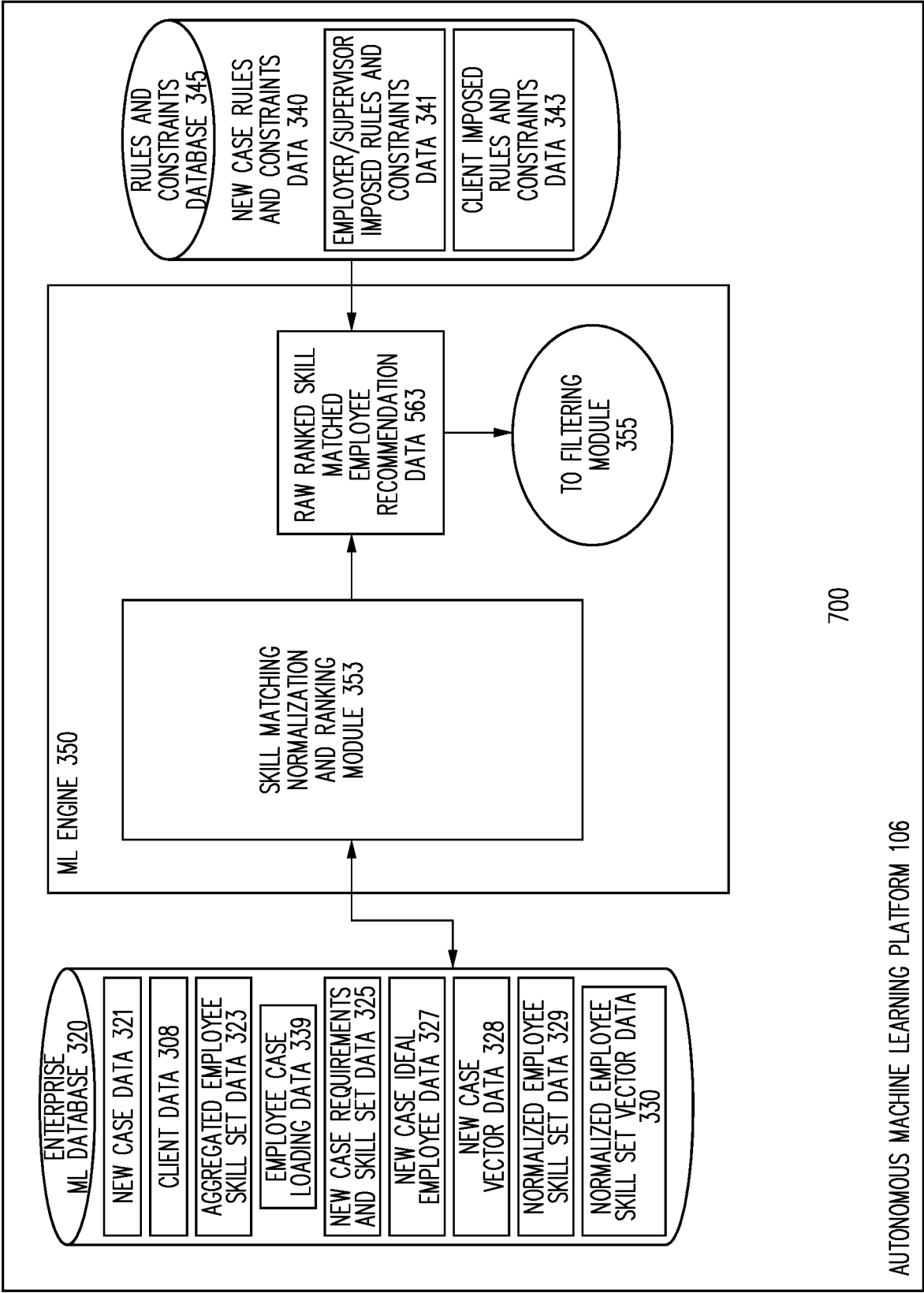
Change History:

Save

Save and go back to list

Cancel

FIG. 6C



700

FIG. 7

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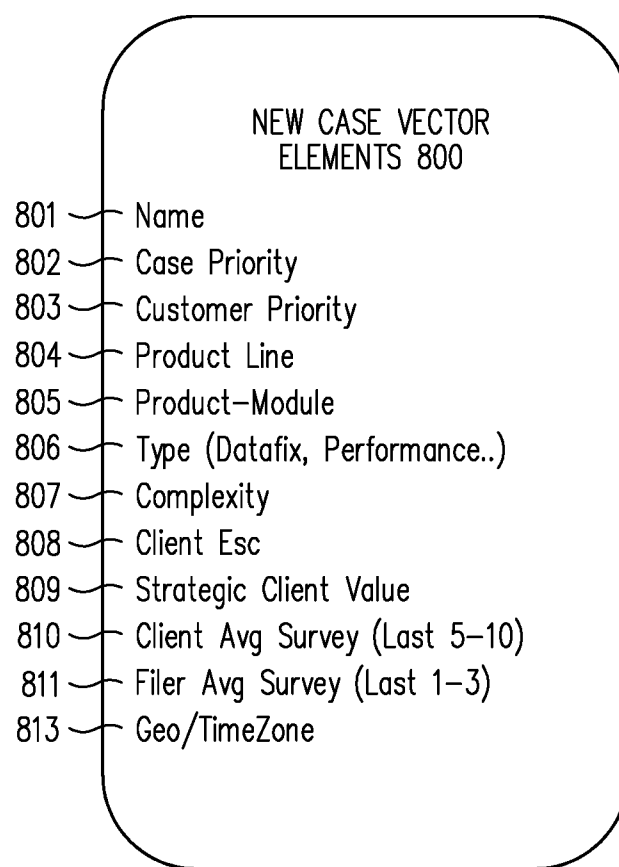


FIG. 8

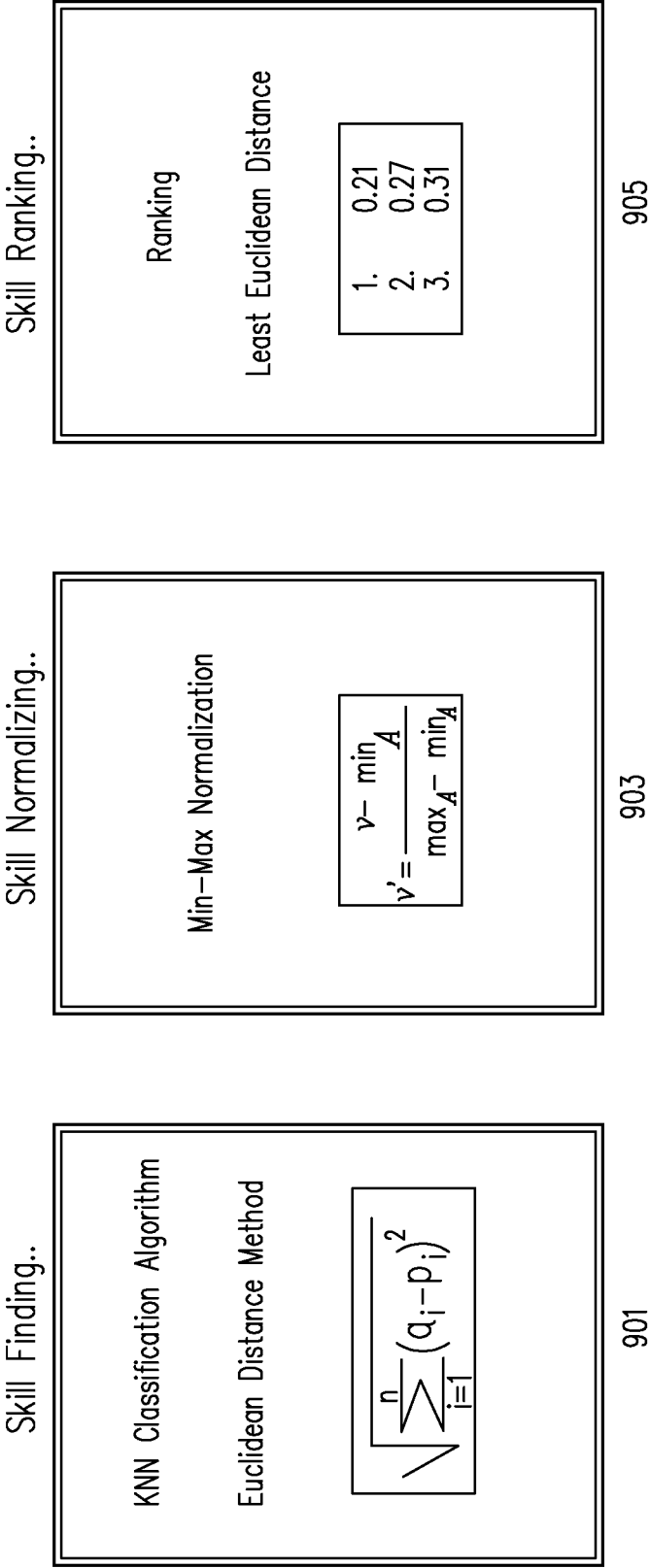


FIG. 9A

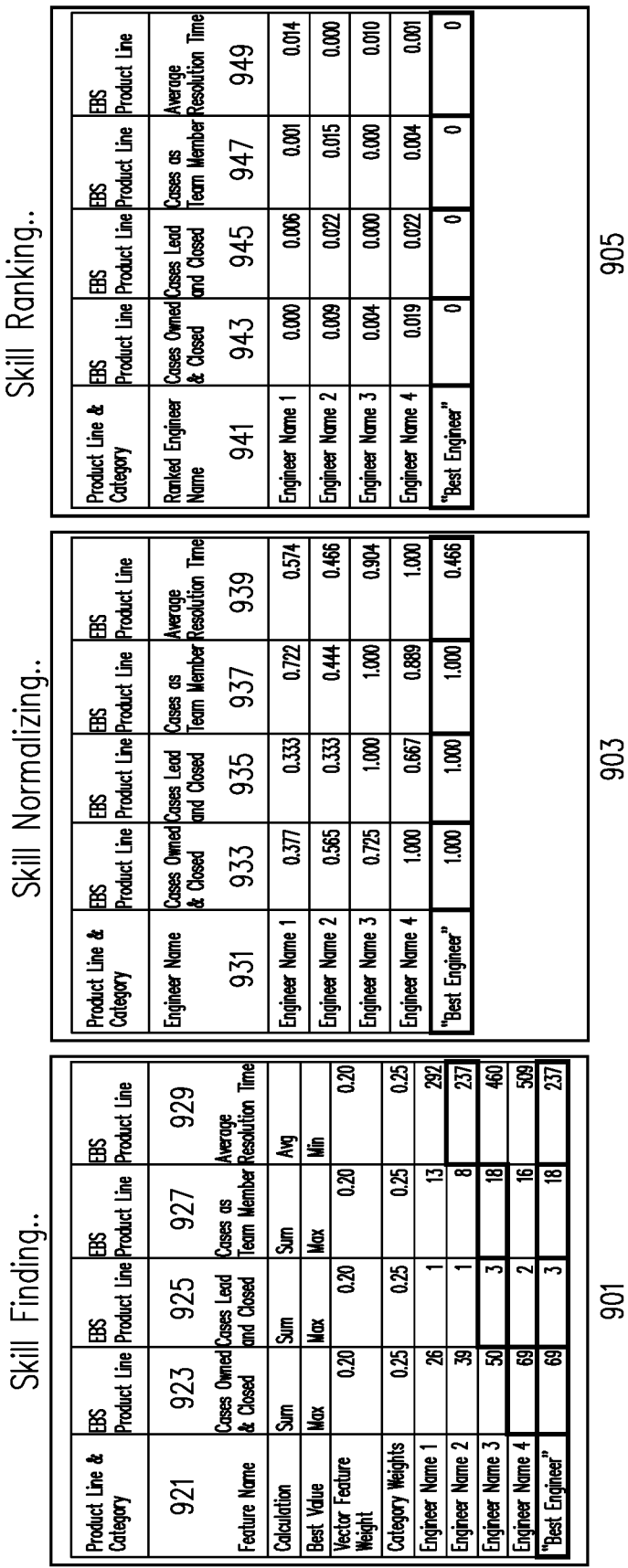


FIG. 9B

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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

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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

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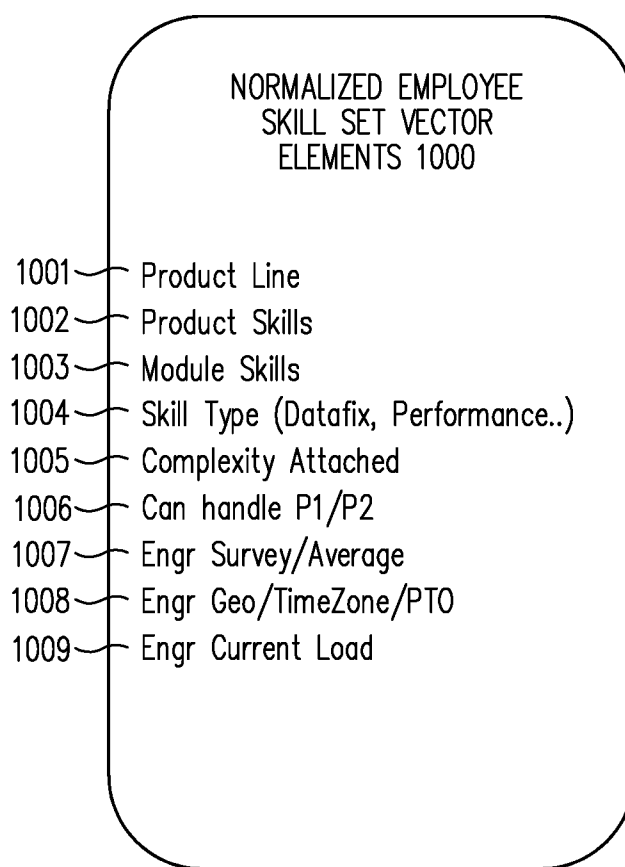


FIG. 10

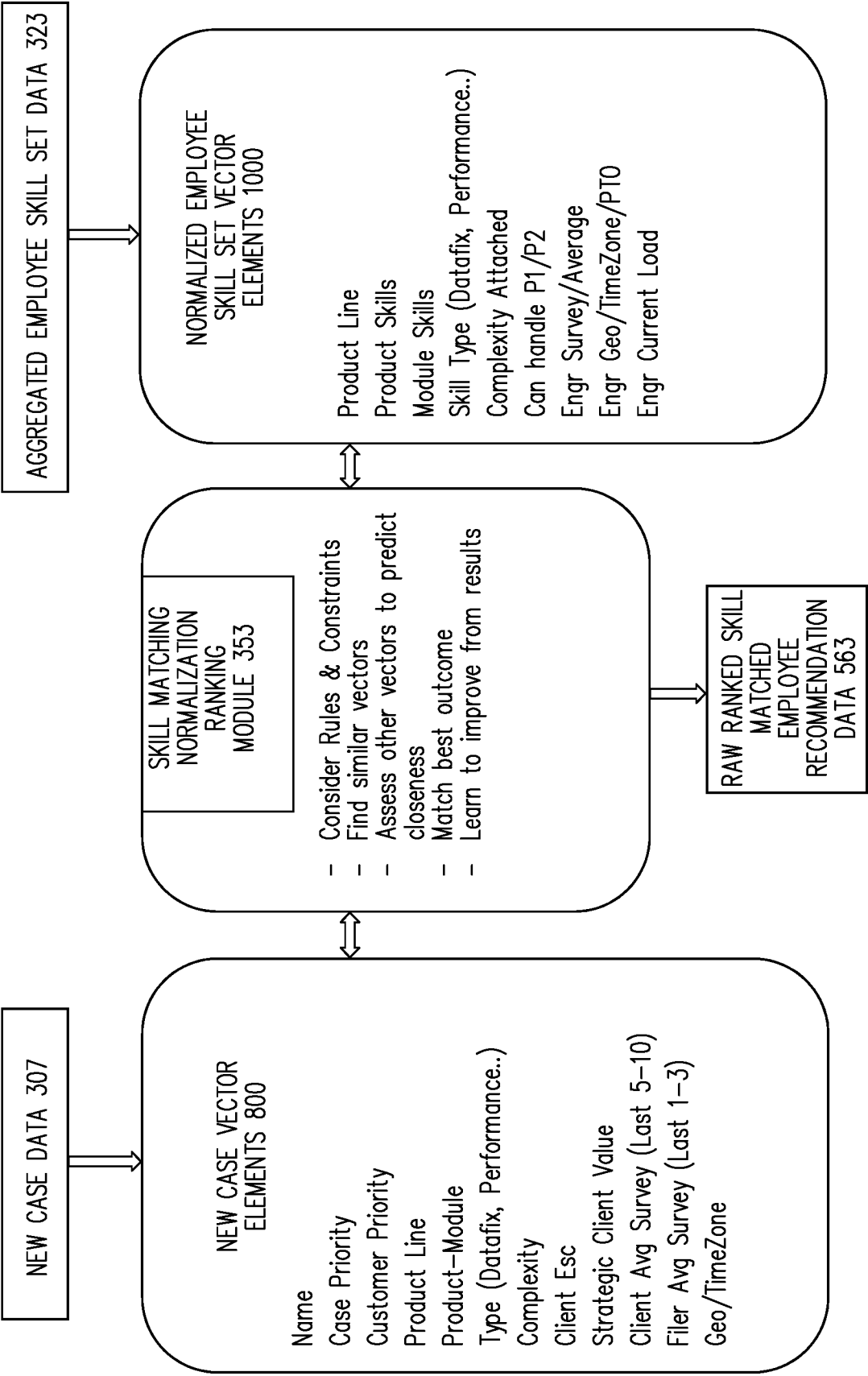


FIG. 11

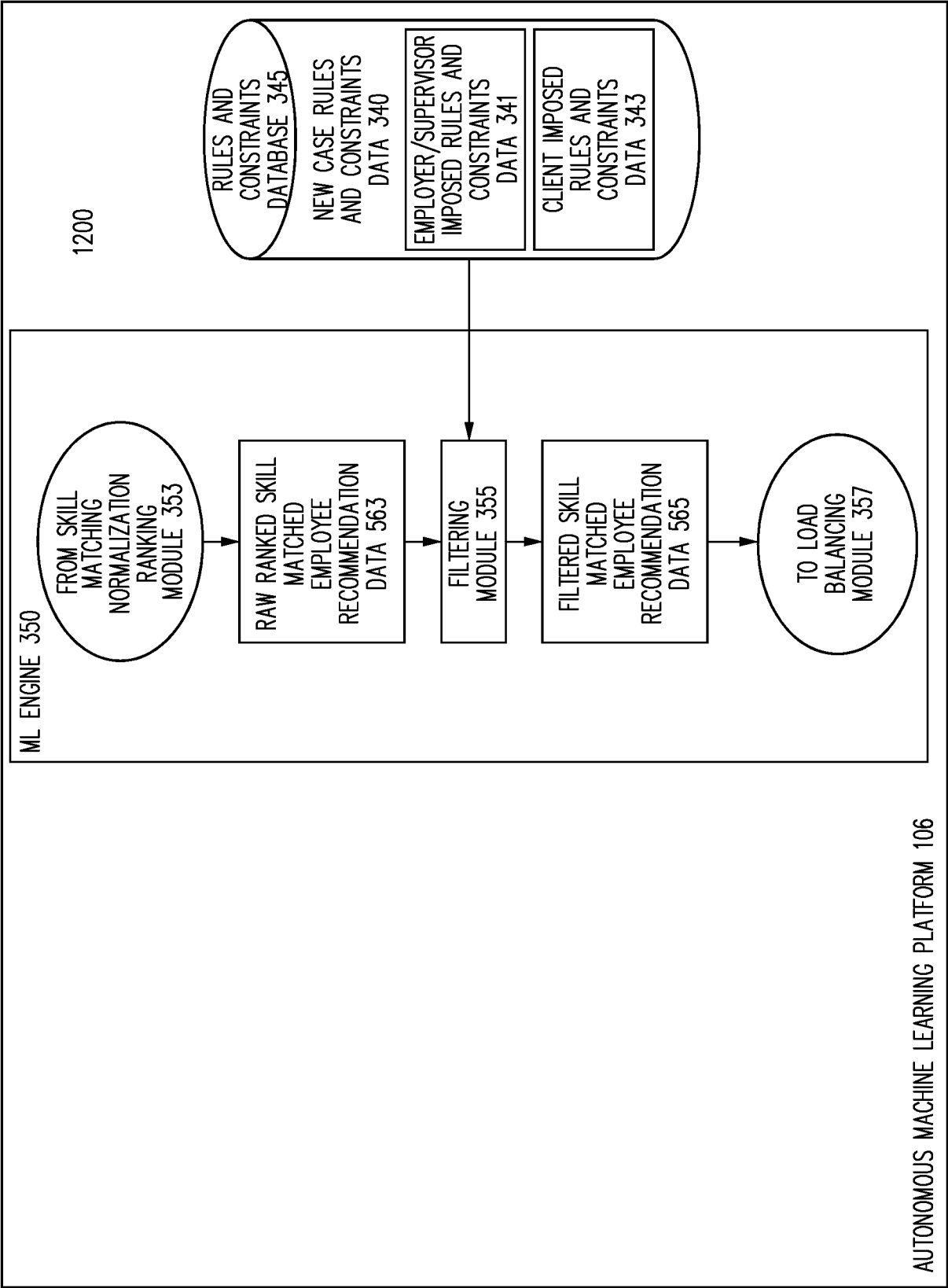


FIG. 12

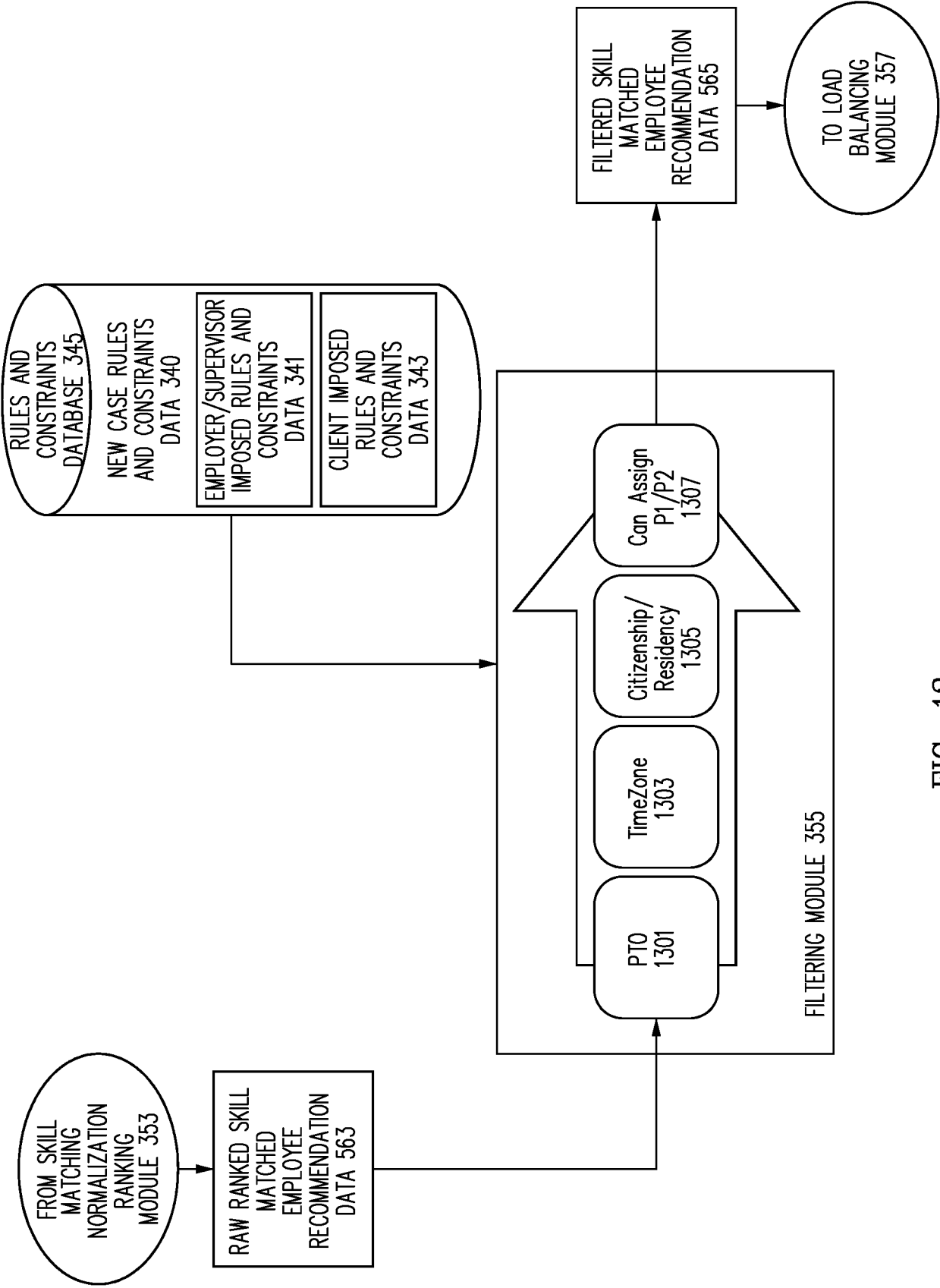


FIG. 13

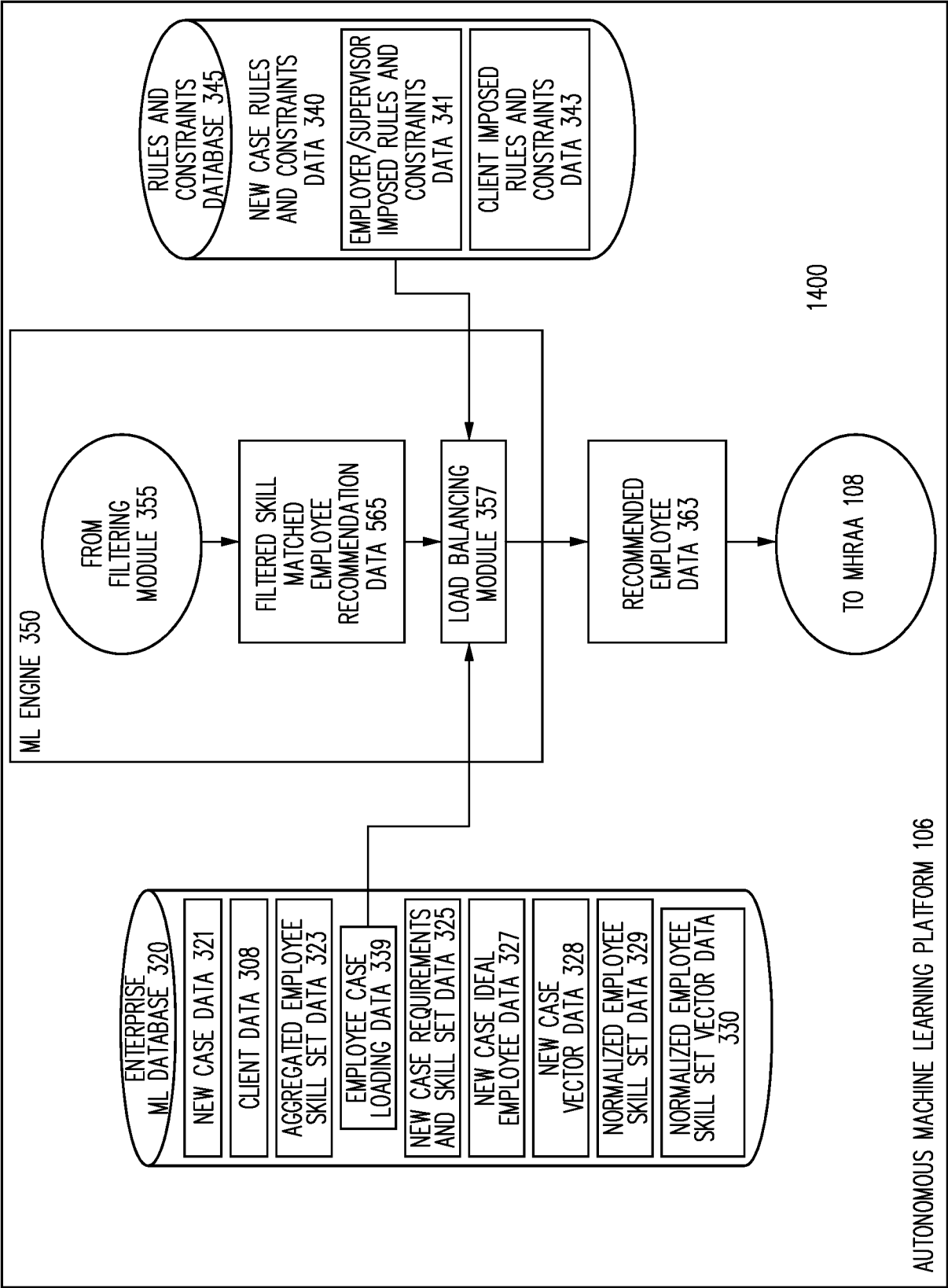


FIG. 14

Approach for filtering rules

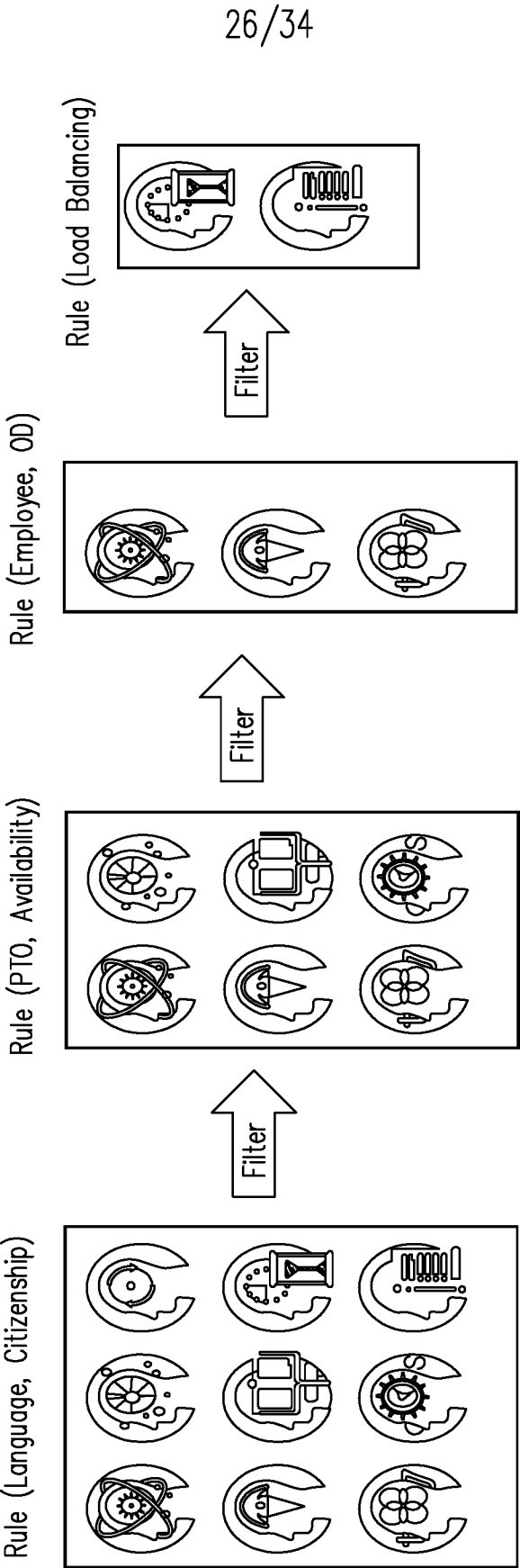


FIG. 15

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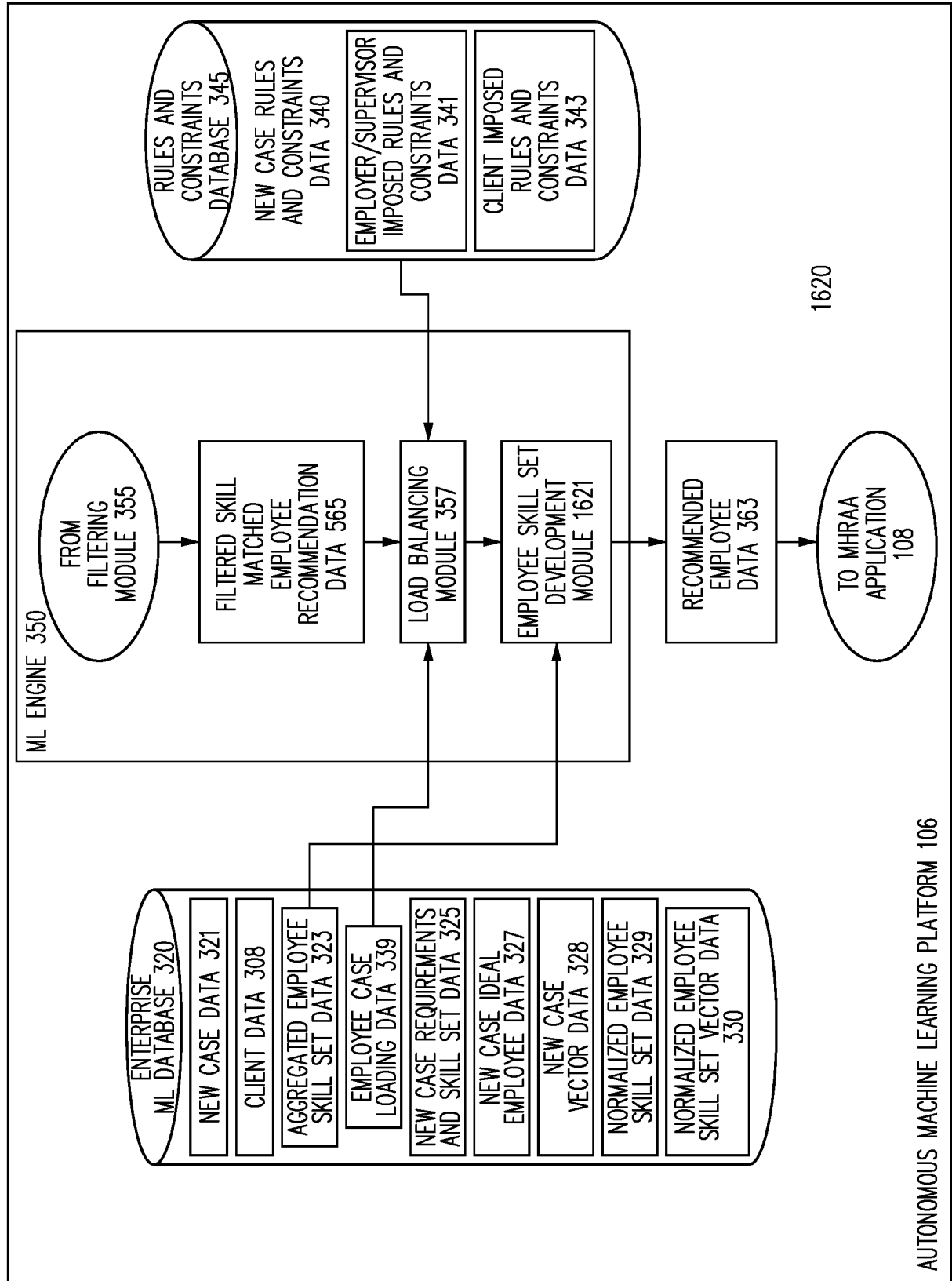


FIG. 16

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☐ 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 Comments [5+]

Case Team [0]

Case Team [5]

Case Milestones [5+]

Case History [0]

Case History [5+]

Attachments [0]

Related Cases [0]

Support Case Detail

1701

New Button

Edit

Create SubCase

Case Assignment Advisor

▼ Case Overview

Account Name

Global Shipping Inc.

Contact Name

Hearthier Elmer

Case Explicit Contact #

Status

New

Complexity

Next Action

Confidential Case

Junk Case?

Parent Case

Follow the Sun Status

Follow the Sun

Client Support Start Time

8:00am.

Priority

P2-Production Impacted

Products

Aerospace, Defense and Transportation

Date/Time Opened

7/11/2018 12:21 PM

Next Action:

Follow The Sun Status

Product Line

E-Business Suite (EBS)

Case Origin

Email

Case Owner

Jo Hung

Case Reason

Account Manager Email

Type

Problem

Select System Name OR Business Unit

Current System Name OR Business Unit

Client Internal ID

Case Age (Days)

112.85

Case Survey Responses [0]

Attachments [0]

Related Cases [0]

Case Milestones [5+]

Case History [0]

Case History [5+]

Case Comments [5+]

Case Team [0]

Case Team [5]

Case Milestones [5+]

Case History [0]

Case History [5+]

Attachments [0]

Related Cases [0]

Milestones

Show More

23h 45m 0s overdue

Public Update

Open Activities

New Task

New Event

No records to display

Case Timer

Session Timer Total: 00:08:25

Ⓢ AUTO

MANUAL

FIG. 17A

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RAMP Applications Business Insight Integrations Rules and Constraints Setup RAMP Support @									
Case Assignment Workbench									
Product Line: SAP Client Theater: All Status: All Case Number: 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	Case Assignment Advisor
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	Case Assignment Advisor
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)	Case Assignment Advisor
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	Case Assignment Advisor
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	Case Assignment Advisor
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	Case Assignment Advisor
SAP	153601	All Good Health Inc.	Latin America	P3 *	2018-10-30 10:56:30	Customer Working	SAP GR	DUMP ASSIGN_TYPE_CONFLICT	Case Assignment Advisor

FIG. 17B

Case Assignment Advisor

My Recommendations 1710

Case Number: 00153577 Client Name: Core Manufacturing Inc.

1729B

1729A

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 <div>Top for assignment</div> 1711	JST	0.12	7	7	☐	☐	☐	<div>Review</div> 1726	<div>Explain Me</div> 1727
2	Josh Graham <div>Top for assignment</div> 1713	JST	0.26	12	12	☐	☐	☐	<div>Review</div>	<div>Explain Me</div> 1728
3	John Hutsell <div>Good for assignment</div> 1715	IDT	0.31	9	9	☐	☐	☐	<div>Review</div>	<div>Explain Me</div>
4	Anita Talekar <div>Good for assignment</div> 1717	JST	0.34	11	53	☐	☐	☐	<div>Review</div>	<div>Explain Me</div>
5	Jo Hung <div>Good for assignment</div> 1719	EDT	0.37	8	8	☐	☐	☐	<div>Review</div>	<div>Explain Me</div>
6	Birgit Simonson <div>ID</div> 1721	AEST	0.41	17	17	☐	☐	☐	<div>Review</div>	<div>Explain Me</div>
7	Arthur Arandez <div>Good for assignment</div> 1723	EDT	0.45	2	2	☐	☐	☐	<div>Review</div>	<div>Explain Me</div>
8	Brenda Flesch 1725	EDT	0.45	13	55	☐	☐	☐	<div>Review</div>	<div>Explain Me</div>

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 Tysman

Location: California, USA

Manager: 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

34/34

My Recommendations Page – When filtered on Region (Theater)

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	Cases Open	Milestones/WK	Assign As	Case Owner	Lead Engineer	Team Member	Engineer Insight	Model Reasoning
1	Ken Miller <div>Top for assignment</div> 1771	EDT	0.37	8	8		☐	☐	☐	Review	Explain Me
2	Yuki Fong <div>Top for assignment</div> 1773	EDT	0.45	2	2		☐	☐	☐	Review	Explain Me
3	Arun Kalla <div>Good for assignment</div> 1775	EDT	0.45	13	55		☐	☐	☐	Review	Explain Me
4	Bruce Tysman <div>Good for assignment</div> 1777	EDT	0.46	12	12		☐	☐	☐	Review	Explain Me
5	Brock Marnauzs <div>Good for assignment</div> 1779	EDT	0.47	5	5		☐	☐	☐	Review	Explain Me
6	Jo Hung <div>Good for assignment</div> 1781	EDT	0.52	12	12		☐	☐	☐	Review	Explain Me
7	Arthur Arandez <div>Good for assignment</div> 1783	EDT	0.54	12	12		☐	☐	☐	Review	Explain Me
8	Brenda Flesch	EDT	0.55	2	5		☐	☐	☐	Review	Explain Me

Save

Close

FIG. 17G