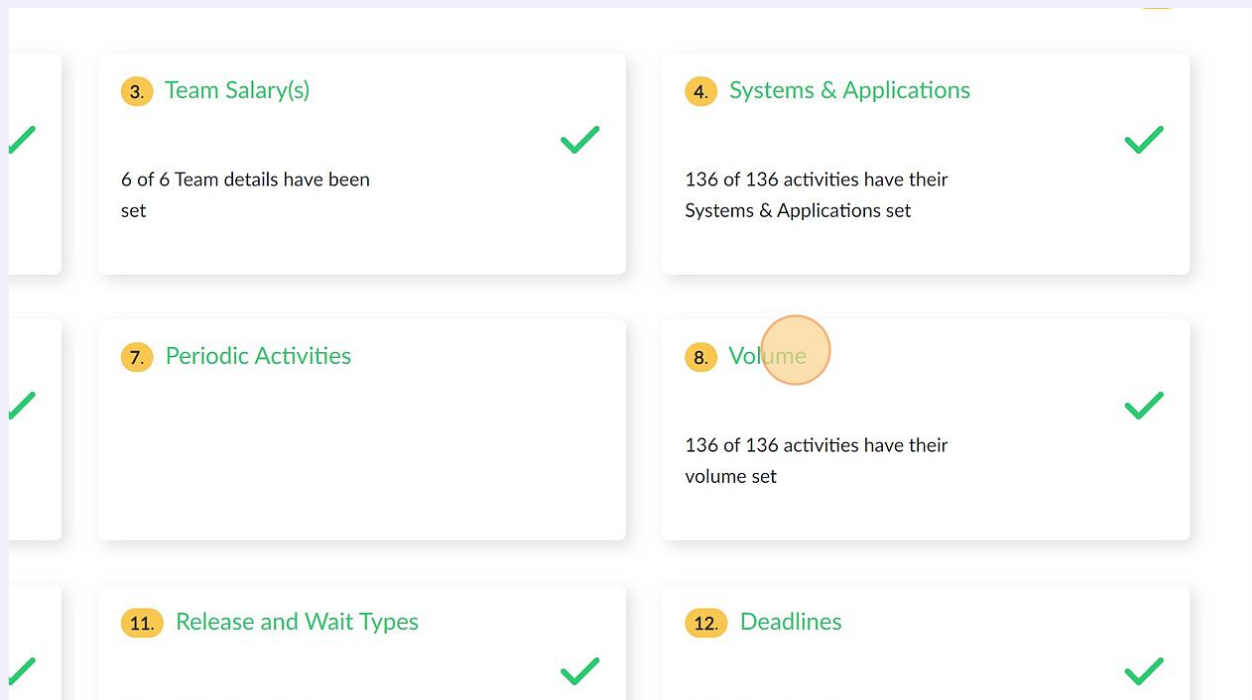
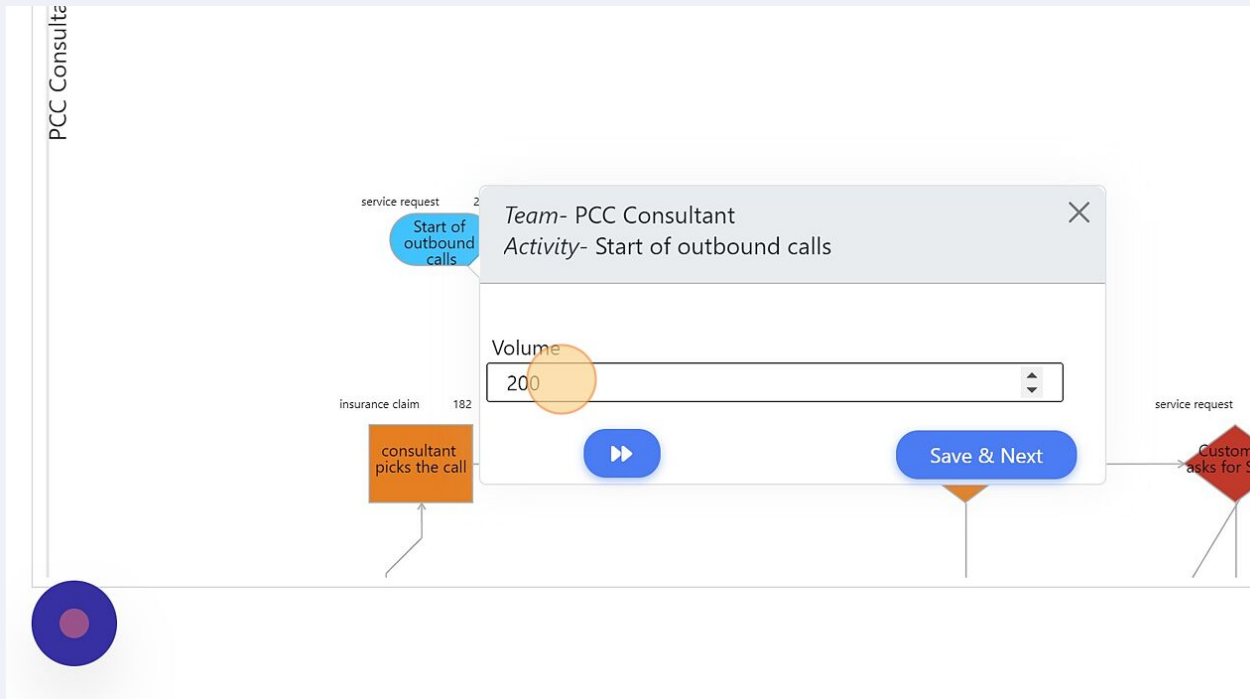


# How to enter Volumes information

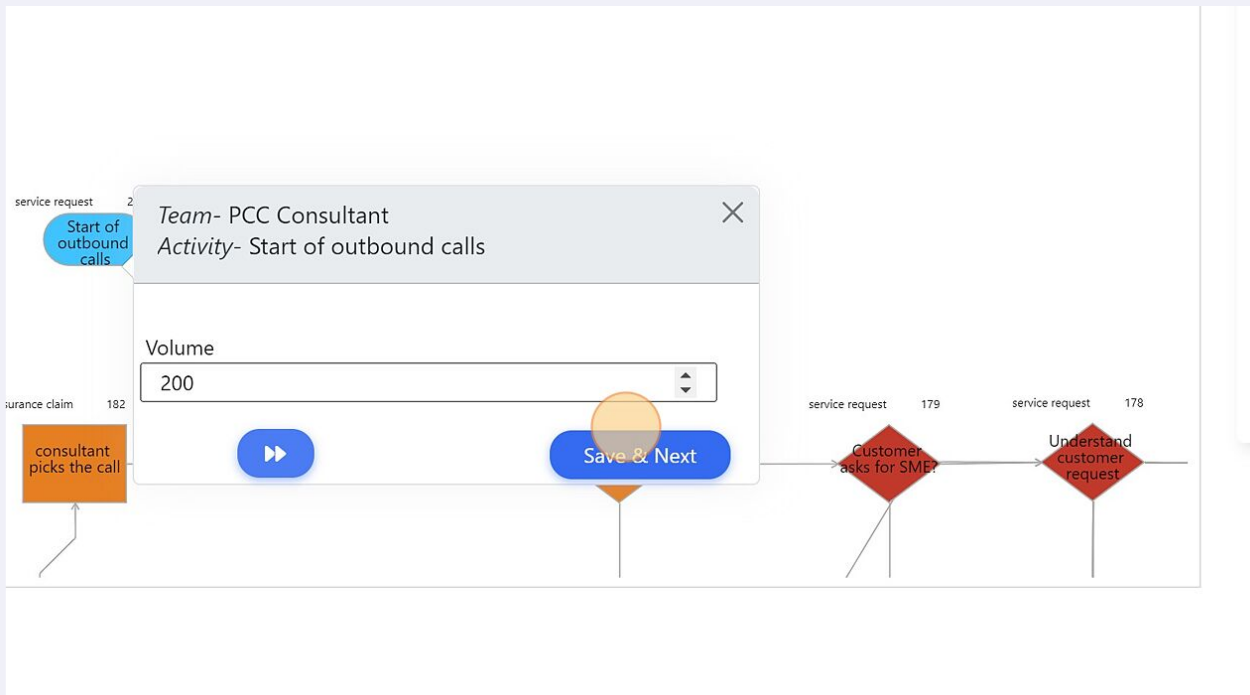
1 Click "8. Volume" from Input Model screen



## 2 Enter the daily start volumes for the start activities



## 3 Click "Save & Next" and 3-Cubed will guide you to the first decision activity



4 In the decision activity enter percentage of volume split

Team- System\_MSS  
Activity- Calls outs to be sent to Sutherland

Volume  
4

| Decision Output                                   | Probability(%) | Volume |
|---|----------------|--------|
| QA PCC-CPP violations identified                  | 50             | 2      |
| QA Shaw-CPP violations identified & client sha... | 50             | 2      |
| <b>Total Volume</b>                               | <b>4</b>       |        |

Save & Next

5 Click "Save & Next"

Team- System\_MSS  
Activity- Calls outs to be sent to Sutherland

Volume  
4

| Decision Output                                   | Probability(%) | Volume |
|---|----------------|--------|
| QA PCC-CPP violations identified                  | 80             | 3      |
| QA Shaw-CPP violations identified & client sha... | 20             | 1      |
| <b>Total Volume</b>                               | <b>4</b>       |        |

Save & Next

6

At the point of convergence of volumes, select SUM or MIN based on required (refer help documentation for more details)

Team- PCC Consultant  
Activity- Discuss / Educate the customer& Document ...

Volume  
178

Volume based on  
SUM

| Predecessor Activities           | Predecessor Volume |
|----------------------------------|--------------------|
| Other call types- PCC Consultant | 50                 |
| PORT IN- PCC Consultant          | 1                  |
| Activation- PCC Consultant       | 7                  |
| ADD A LINE- PCC Consultant       | 3                  |

7

Click "Save & Next" and repeat the steps till you reach the end activity

Volume  
178

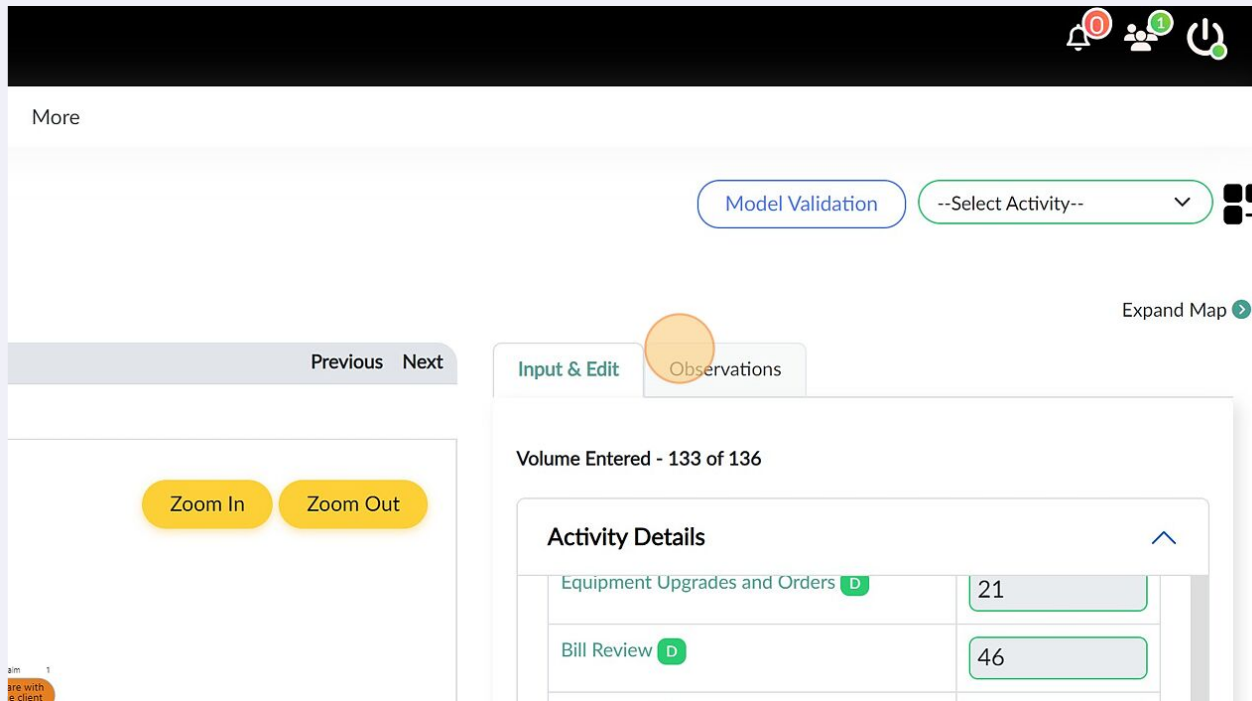
Volume based on  
SUM

| Predecessor Activities                                   | Predecessor Volume |
|--|--------------------|
| Other call types- PCC Consultant                         | 50                 |
| PORT IN- PCC Consultant                                  | 1                  |
| Activation- PCC Consultant                               | 7                  |
| ADD A LINE- PCC Consultant                               | 3                  |
| connect the call to the right department- PCC Consultant | 8                  |
| TRANSFER OF BILLING                                      | 7                  |

Save & Next

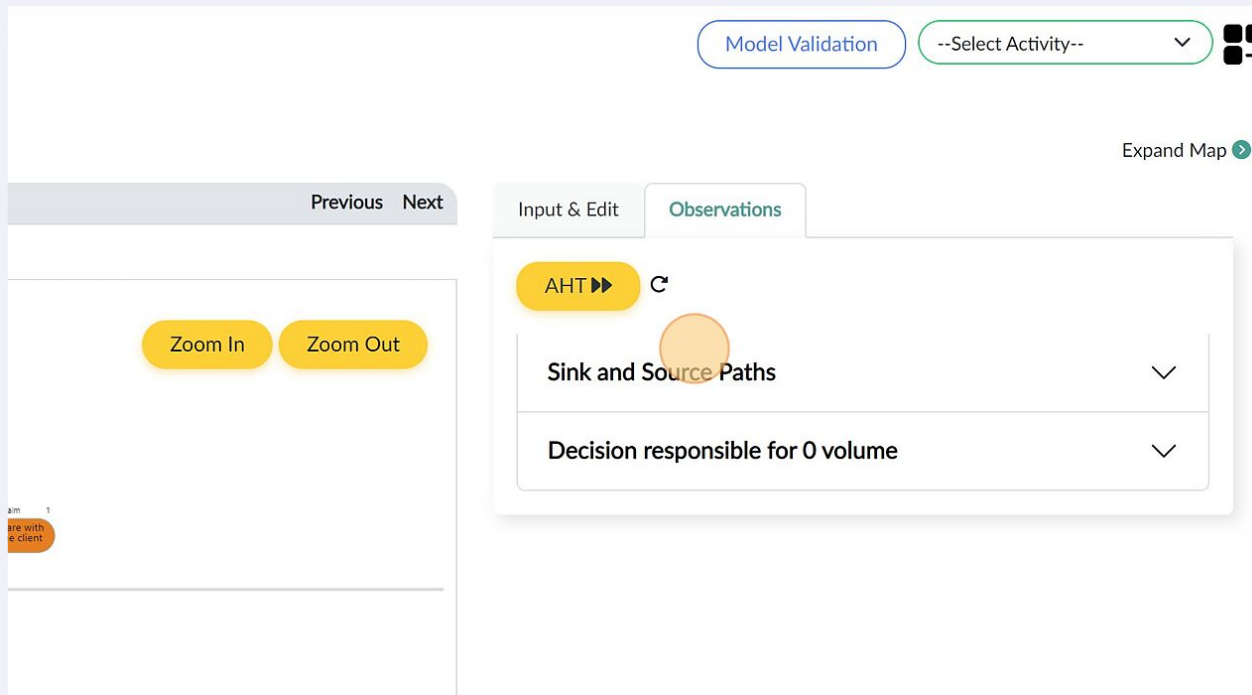
8

When all information has been entered, click "Observations"



9

If there is any sink and source error, Click "Sink and Source Paths" to identify the cause of the error



10

Click "Sink and Source Paths" and correct the errors if any

Expand Map

Previous Next

Input & Edit Observations

AHT ▶▶ ↺

### Sink and Source Paths

Sink and Source Paths

| Start Activity   | In Volume | Out Volume |
|--|-----------|------------|
| Start - Auditing by AT&T (4)                           | 4         | 4          |
| Customers contact's AT&T via Toll free # or Chat (760) | 760       | 760        |
| Start of outbound calls (1740)                         | 1740      | 1740       |
| Start of outbound calls (200)                          | 200       | 200        |