# How to enter Volumes information



		Contains C. Analisations	
<ol> <li>G of 6 Team details have set</li> </ol>	been	4. Systems & Applications 136 of 136 activities have their Systems & Applications set	~
7. Periodic Activiti	es	<ul> <li>8. Volume</li> <li>136 of 136 activities have their volume set</li> </ul>	~
(11.) Release and W	ait Types	12. Deadlines	



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

service request 2	Team- PCC Consultant	×		
Start of outbound calls	Activity- Start of outbound calls			
urance claim 182 consultant picks the call	200	Save & Next	service request 179 Customer asks for SME?	service request 178 Understand customer request

ance claim 4 Start – Auditing by AT&T	reconciliation item Calls outs to be sent to Sutherland	<i>Team-</i> System_MSS <i>Activity-</i> Calls outs to be sent to Sutherland	×
		Volume	
		4 Decision Output Probability(%) Volume	
		QA PCC-CPP violations identified	
		CPP violations 50 2	
		QA Shaw-CPP violations identified & client sha	
		CPP violations   50   2	
		Total Volume 4	

<i>Team-</i> System_MSS × × Activity- Calls outs to be sent to Sutherland	Suther
Volume	Suther
4	Curto
Decision Output Probability(%) Volume	Custor
QA PCC-CPP violations identified	Time i
CPP violations 80 <sup>3</sup>	Custor
QA Shaw-CPP violations identified & client sha	
CPP violations 20 1	
Total Volume 4	

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



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

178		
Volume based on		
SUM Y		
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	

6

## 8 When all information has been entered, click "Observations"

	Ç0 🐔 🗘
More	
	Model ValidationSelect Activity V
Previous Next	Expand Map S
Zoom In Zoom Out	Volume Entered - 133 of 136
	Activity Details
	Equipment Upgrades and Orders D
am 1 are with e client	Bill Review D

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

	Model ValidationSelect	Activity
Previous No	Input & Edit Observations	Expand Map ᠑
Zoom In Zoom Out	AHT De C Sink and Source Paths	$\checkmark$
am 1 re-outh e client	Decision responsible for 0 volume	~

# **10** Click "Sink and Source Paths" and correct the errors if any

			Expand M
Previous Next	Input & Edit Observations		
	АНТ С		
Zoom In Zoom Out	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