

High-frequency data writeback



Industry:
A Customer Engagement (CX) technology solutions provider

Location:
US

Employees:
23,000+

Business Challenge:

The firm was capturing business forecasts from multiple users and this process used a manual, Excel-based solution. There was an urgent need to automate this process and perform near-real-time writebacks.

Solution Highlights:

- Data input driven forecasting
- Checklist recordkeeping
- Reporting & analysis
- Database writeback

Feature Highlights:

- Data input field types – numeric, text, dropdown, checkbox, comments etc.,
- Table report layout
- Data writeback to MS SQL server
- Writeback polling

Outcomes:

The solution delivered utilized writeback polling mechanism that enabled the firm utilize writeback ~38,000 times till date with peak output of one writeback every minute.

Audit week	OM	TM	Client	Campaigns	Site	Audit Finding			
Current Week	ABCEFGH	AB	AB	AB	AB	AB			
01-01-2023 to 31-01-2023	(Blank)	(Blank)	(Blank)	(Blank)	(Blank)	(Blank)			
Audit Date Range	ASZ	ABc%	abc%	AAAABBB	AABBBCC	AACCCD			
Week	Emp ID	Name	AA	BB	Audit	Count	Primary Driver	Coached	Comments
01/01/2023	12345	ABCDE	GHIJK	ABCDE	Ghijklmnopqrs=10%	1.23	Valid and Approved	<input checked="" type="checkbox"/>	Abcdefghijklmnopqrs
01/01/2023	12345	ABCDE	GHIJK	ABCDE	Ghijklmnopqrs=20%	1.23	Internet Issues	<input checked="" type="checkbox"/>	Abcdefghijklmnopqrs
01/01/2023	12345	ABCDE	GHIJK	ABCDE	Ghijklmnopqrs=30%	1.23	Internet Issues	<input checked="" type="checkbox"/>	Abcdefghijklmnopqrs
01/01/2023	12345	ABCDE	GHIJK	ABCDE	Ghijklmnopqrs=40%	1.23	System Issues	<input checked="" type="checkbox"/>	Abcdefghijklmnopqrs
01/01/2023	12345	ABCDE	GHIJK	ABCDE	Ghijklmnopqrs=50%	1.23	Valid and Approved	<input checked="" type="checkbox"/>	Abcdefghijklmnopqrs
01/01/2023	12345	ABCDE	GHIJK	ABCDE	Ghijklmnopqrs=60%	1.23	Sickness	<input checked="" type="checkbox"/>	Abcdefghijklmnopqrs
01/01/2023	12345	ABCDE	GHIJK	ABCDE	Ghijklmnopqrs=70%	1.23	Sickness	<input type="checkbox"/>	Abcdefghijklmnopqrs

forecast_file_name	Tab	Country	Program	Revenue in millions	Forecast Country	Forecast Site
FY23 Abcd Forecast 2023.01.01(Budget FY24 - 2nd Pass).xlsx	Regional Summary	US	(Blank)	12.34		
FY23 Abcd Forecast 2023.01.01(Budget FY24 - 2nd Pass).xlsx	Regional Summary	US	(Blank)	12.3		
FY23 Abcd Forecast 2023.01.01(Budget FY24 - 2nd Pass).xlsx	Regional Summary	US	(Blank)	1.2		
FY23 Abcd Forecast 2023.01.01(Budget FY24 - 2nd Pass).xlsx	Regional Summary	US	(Blank)	12.34		
FY23 Abcd Forecast 2023.01.01(Budget FY24 - 2nd Pass).xlsx	Regional Summary	US	(Blank)	1.23		
FY23 Abcd Forecast 2023.01.01(Budget FY24 - 2nd Pass).xlsx	Regional Summary	US	(Blank)	12.34		
FY23 Abcd Forecast 2023.01.01(Budget FY24 - 2nd Pass).xlsx	Regional Summary	US	(Blank)	1.23		
FY23 Abcd Forecast 2023.01.01(Budget FY24 - 2nd Pass).xlsx	Regional Summary	US	(Blank)	1.2		
FY23 Abcd Forecast 2023.01.01(Budget FY24 - 2nd Pass).xlsx	Regional Summary	US	(Blank)	12.34		
FY23 Abcd Forecast 2023.01.01(Budget FY24 - 2nd Pass).xlsx	Regional Summary	US	(Blank)	1.23		

Writeback Logs (12345)

IDRegionEnvironment

Report

Started by

Environment

Destination

More

Reset All

ID	Report	Page	Environment	Destination	Duration	Shared By	Shared At	Status
abcedefghijkl	abcedefghijkl	N/A	Service		17 Secs	username_abc	01/01/23 11:11am	Success
abcedefghijkl	abcedefghijkl	N/A	Service		20 Secs	username_abc	01/01/23 11:00am	Success
abcedefghijkl	abcedefghijkl	N/A	Service		15 Secs	username_abc	01/01/23 11:55am	Success
abcedefghijkl	abcedefghijkl	N/A	Service		19 Secs	username_abc	01/01/23 11:44am	Success
abcedefghijkl	abcedefghijkl	N/A	Service		25 Secs	username_abc	01/01/23 11:33am	Success
abcedefghijkl	abcedefghijkl	N/A	Service		14 Secs	username_abc	01/01/23 11:22am	Success