Amazon	STANDARD OPERATING PROCEDURE (SOP)				
	Count Class Creation				
	OWNER	VF SITES	CREATED	Author	REV #
USA	VF OPS	All Regions	05/2022	zljeffre	0

OVERVIEW:

This will cover the process of how to find the most suitable associates to train for the Count Path.

AUDIENCE:

1. Operations Manager (Optional)
2. Area Manager (Optional)
3. Process Assistant (Required)

TOOLS YOU WILL NEED:

1. Laptop
2. Security Key

PROGRAMS YOU WILL NEED:

1. Quality Analytics
2. Microsoft Excel
3. PPR

HOW TO SUITABLE CANIDATES FOR A COUNT CLASS

This is to be done whenever there is a need for more counters.

STEP 1	Open Quality Analytics.

STEP 2	Navigate to Legacy Kibana: Count Productivity.
STEP 3	Click on click in top-right corner of screen.
STEP 4	Click on absolute.
STEP 5	Set time 6 weeks back from last week's shift if done from Thursday. If done on Friday or Saturday, then set it back 6 weeks from yesterday.
STEP 6	Scroll down for SBC or CC quality. To get SRC quality you will have to scroll across when you get to CC quality.
STEP 7	Export CSV for whichever count you are interested in.
STEP 8	Open file that was exported, and it will take you to Excel.
STEP 9	Click in-between columns at the topmost column to expand and see the subjects.

STEP 10	Click Sort in top-right hand corner of screen.
STEP 11	Click down arrow in top-right corner of accuracy column from largest to smallest.
STEP 12	Delete all rows that have accuracy below 99.8 by right clicking number on row the selecting delete.
STEP 13	Next, open PPR and check each associate for shift, manager, and permissions.

STEP 14	Now delete:
	    a. If they are not RT then delete their row.
	    b. If they do not have a CAP manager, then delete their row.
	    c. If they do not have appropriate permissions (SBC for CC, CC for SRC) or already have the appropriate permissions needed from the count class then delete their row.
	
	After all the filtering, everyone you have left should be qualified for the count class!