

Account receivables dispute analysis



Business Objective

- Helps to identify the Turn Around Time (TAT) for disputes.
- Helps evaluate causes of disputes for specific reason codes and enable analysts to perform cause and effects analysis.



Benefit

- Provides the analyst with an end to end understanding of the dispute causes – TAT, root causes etc.
- Eliminate unwanted delays in classification and quick turn around of dispute resolution



Expected Outputs

- Exploratory analytics to provide actionable insights regarding disputes basis TAT, root cause, customer etc.

Data Used

- Customer details
- Disputes data – Cause, comments, reason code etc.

Design

- Explore data for understanding patterns and deriving insights basis dispute data

Output

- Insights on the entire universe of disputes raised – open/closed basis reason codes/status
- Ageing & TAT trends for disputes basis reason codes, processors etc.

Benefits

- Enables deep dive into each of the disputes that helps in understanding various related key variables
- Provides detailed root cause analysis across scenarios that help in faster resolution of disputes



Analyze various key parameters associated with a dispute to provide in-depth root cause analysis and also provide TAT/ageing trends to help in prioritizing faster closure of disputes