

# Reconciliation Guide — Customer Relations

SAMPLE DOCUMENT — FOR TRAINING PURPOSES ONLY

## Reconciliation Reference Guide — Customer Relations

### CTOC Framework Reminder

- **C (Context):** You have two Excel files representing zendesk-export and platform-records
- **T (Task):** Match rows by Ticket\_ID, find every discrepancy
- **O (Output):** Excel workbook (.xlsx) with matched, discrepancy, and summary sheets
- **C (Constraints):** Use formulas for totals. Conditional formatting: red = critical, yellow = minor

### Matching Rules

- **Primary key:** Ticket\_ID
- **Amount columns:** Volume\_Queue vs Staffing\_Available
- **Status columns:** Ticket\_Status vs SLA\_Target

### Customer Relations-Specific Rules

Cross-reference ticket or case IDs across systems. Volume discrepancies may indicate data sync failures rather than real mismatches.

### Traffic Light Verification

- **GREEN (check first):** Do formulas calculate correctly? Are totals accurate? Is currency consistent?
- **YELLOW (check second):** Are categories assigned correctly? Do status labels match expected values?
- **RED (human decision required):** Should flagged items be escalated? Are the recommended actions appropriate?

### Common Discrepancy Types

1. **Amount mismatch** — Different values for the same Ticket\_ID. Check for decimal shifts, partial amounts, or fee deductions.
2. **Missing row** — Present in one source, absent in the other. May indicate delayed processing or data entry gap.
3. **Status conflict** — One source says "Open", the other says "At Risk". Check which is more current.
4. **Name variation** — Same Ticket\_ID but slightly different names. Likely the same entity; verify before merging.