

Data Exchange

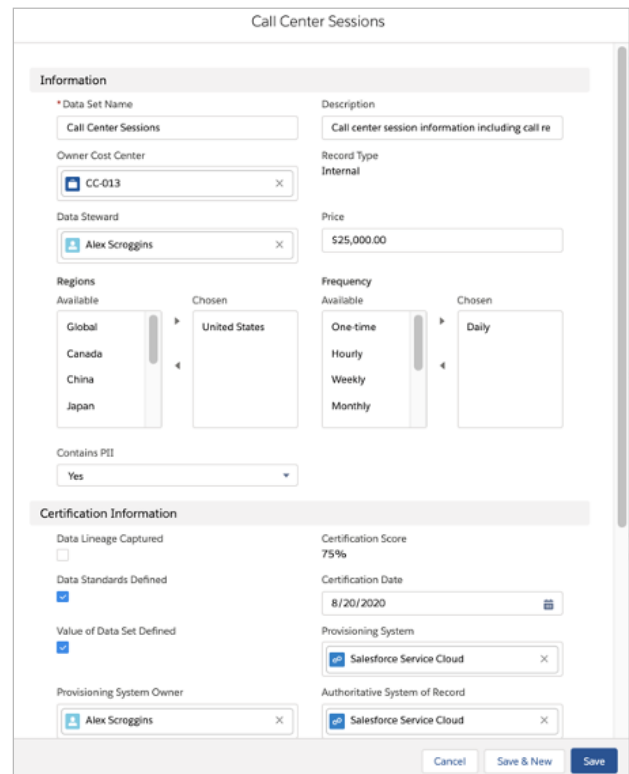
The time value of money is the idea that money available at the present time is worth more than the same amount in the future due to its potential earning power. This concept also applies to data: if access to reliable data can be given earlier, the data can be analyzed and acted upon earlier, therefore increasing the value of that data to the business.

YDC provides a Data Exchange and can be used to monetize data assets internally among different lines of business and externally with third-parties such as partners or customers.

There are three main personas in the YDC **Data Exchange**:

1. **Publisher:** users that register assets in the data exchange for other users to request
2. **Subscriber:** users that browse the data exchange and subscribe to assets of interest
3. **Administrator:** users that administer the actions of publishers and subscribers

“Calls may be recorded for training and quality purposes” is a common phrase when calling a service provider such as a cable company with an account or equipment issue. Figure 1 shows a data set representing these interactions. Data sets such as this can be registered in the YDC Data Exchange so that other users within the company can leverage the data for their own business cases, such as improving customer satisfaction, reducing call resolution time, or predicting equipment failure.



The screenshot shows a form titled "Call Center Sessions" with the following fields and sections:

- Information Section:**
 - Data Set Name:** Call Center Sessions
 - Description:** Call center session information including call re
 - Owner Cost Center:** CC-013
 - Record Type:** Internal
 - Data Steward:** Alex Scroggins
 - Price:** \$25,000.00
 - Regions:** Available (Global, Canada, China, Japan) and Chosen (United States)
 - Frequency:** Available (One-time, Hourly, Weekly, Monthly) and Chosen (Daily)
 - Contains PII:** Yes
- Certification Information Section:**
 - Data Lineage Captured:**
 - Data Standards Defined:**
 - Value of Data Set Defined:**
 - Provisioning System Owner:** Alex Scroggins
 - Certification Score:** 75%
 - Certification Date:** 8/20/2020
 - Provisioning System:** Salesforce Service Cloud
 - Authoritative System of Record:** Salesforce Service Cloud

Buttons at the bottom: Cancel, Save & New, Save.

Figure 1: Registering a data set

After registering the data set, other users can find it and request access using the Subscribe action shown in Figure 2.

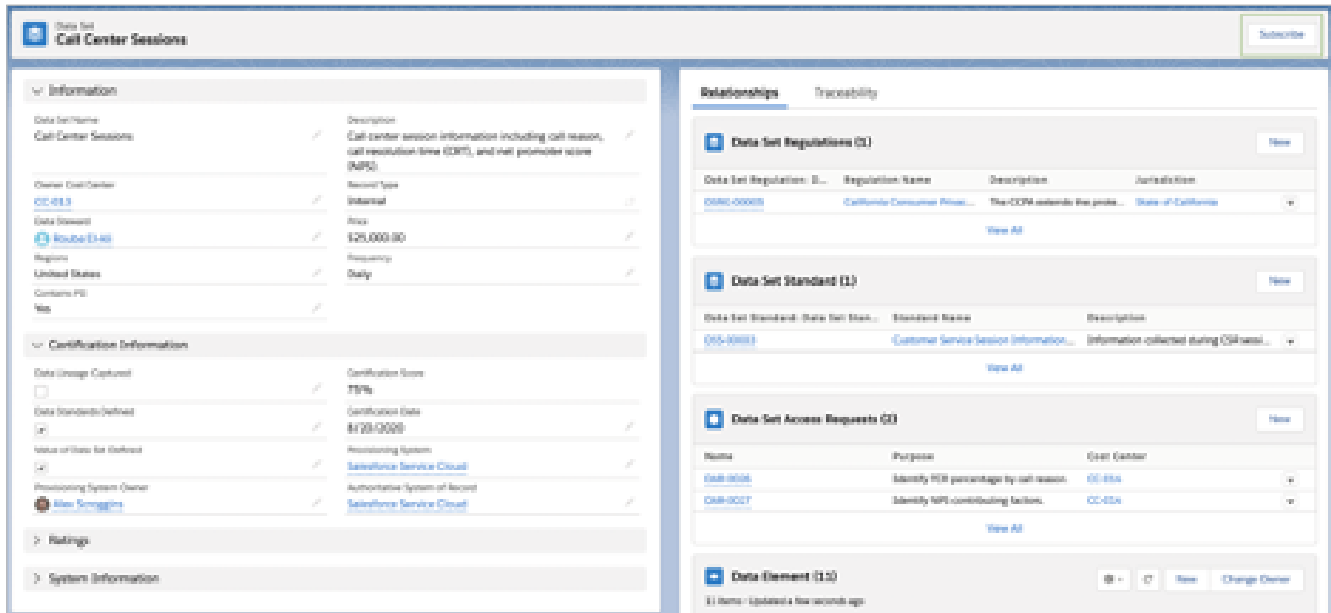


Figure 2: Subscribe option for a data set

After choosing the Subscribe option, the requestor must specify the Purpose of the request as well as the Cost Center that should be charged for the request (see Figure 3).

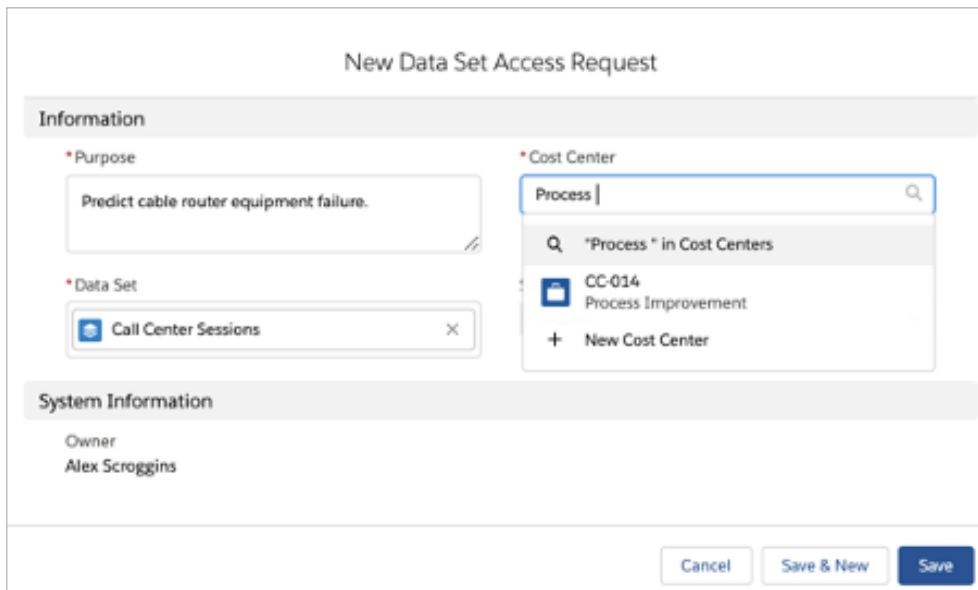


Figure 3: Request to subscribe to a data set



The request next goes through an approval process. First, the YDC **Data Exchange** administrators approve the request; finally, the data set publisher approves the request as long as it falls within acceptable use standards (see Figure 4).

Step Name	Date	Status	Assigned To
Approval by Publisher	8/24/2020, 11:31 AM	Approved	Alex Scroggins
Approval by Administrators	8/24/2020, 11:31 AM	Approved	Marketplace Administrators


[View All](#)

Figure 4: Approval steps of a data set request

After the request is approved, a Cross Charge will be created from the data set owner’s department (“Call Center”) to the requestor’s department (“Process Improvement”) as shown in Figure 5.

Cross Charge	
CHG-0000048	
Cross Charge Name	Record Type
CHG-0000048	Data Set Access Request
Data Set Access Request	Charge Amount
DAR-0029	\$25,000.00
Publisher Cost Center	Subscriber Cost Center
Call Center	Process Improvement
Created By	Last Modified By
Alex Scroggins , 8/24/2020, 11:31 AM	Alex Scroggins , 8/24/2020, 11:31 AM
Owner	
Alex Scroggins	

Figure 5: Cross charge due to interdepartmental cost centers

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