# Project 1 – Mac's HVAC

## Introduction

The proprietor of Mac’s HVAC, Mac, as approached you and your team with a business proposition: he needs an automated business processing application for his burgeoning company. He has given you a brief description of his business processes, which you have taken note of. From your conversations, Mac wants to automate the process for scheduling residential service calls, system installation appointments, and onboarding new employees.

## Business Processes

**New Prospect**: The process is for the client to put in their information. Then, if they do not exist in the system, have them fill out a new client form and save them to the database. Clients should be accessible by email, and their name and phone number should be stored at a minimum.

**Service Call**: First, the client must provide their email, and either be created in or loaded from the database. An employee will take the work and contact the prospect to schedule the service appointment, which is entered into the system by that employee. Finally, the technician appears at the appointment, addresses the issue, enters their notes, and the call is finished.

**System Installation**: Like service calls, prospects must enter their information and be created or loaded. An employee will contact them to set up a consultation, the date and time of which is entered. After the consultation, notes and a price estimate are entered. Finally, if the client agrees, the technician may return with a team, complete the installation, enter any notes, and the installation is finished.

**Employee Onboarding**: In order to keep track of who does what when, a simple onboarding process was also requested. During onboarding, an operator must be made; access groups must be configured; and a training session should take place. The Onboarding case type should only keep track of whether these things have happened; doing them automatically is not possible.

## Your Task

Using DCO and the above notes, **create four case types**: Create New Prospect, Perform Service Call, Install New System, and Onboard Employee.

Your project should seek to **maximize the reusability** of any rules or collected data. For example, Create New Prospect should handle saving new clients to the database, and any other business process which may need to create new clients should use Create New Prospect as a child case.

Finally, yours is not the only team that Mac offered this job to, and only the best will be Mac’s official app! You should **add styling via your Skin rule** in order to stand out, as well as (optionally) add custom or interesting functionality that you think Mac may find useful. Good luck!