**Scrum**

* Calendar with alerts/notifications
  + As a technician, I want a reminder an hour before an appointment so that I am on time and do not miss any appointments.
  + As a parts department employee, I want a weekly and daily reminder for upcoming appointments so that I can ensure that all parts that are required are in stock
  + As a scheduler, I want a calendar that can add, remove, and alter current appointments and gives notification to the staff so that everyone is on the same page.
* Easy to understand schedule
  + As an employee, I want a calendar that is easy to understand so that there is no confusion on times and dates of appointments
* Detailed inventory database
  + As a parts department employee, I want a system that is efficient and detailed so that our inventory is properly kept and up to date.
* Simple ordering form or parts request form
  + As a technician, I want a parts request form that is easy to fill and submit so that the parts department can understand what is needed and order it if we are out of stock.
  + As a parts department employee, I want an ordering form that is streamlined and compatible with the parts request form that technicians will submit so that we can ensure the proper part is ordered/stocked for the appointment.
* The ability to keep notes for customers/appointments
  + As an employee, I want to be able to add notes to customer profiles or appointments so that I can efficiently aid that customer. (i.e. specific customer requests, where to park, knock vs doorbell vs call on arrival)
* Mobile capabilities
  + As an employee, I want to be able to access the system on my mobile device so that I can stay up to date with daily/weekly events without having to make a return trip or checking between every appointment.
* View History
  + As an employee, I want to be able to view past appointments or customer comments so that I can improve customer service if I notice a specific problem or trend.
* Suggest Preventative Maintenance to customers
  + As a customer, I want a reminder or information regarding proper appliance upkeep so that I can effectively take care of my appliances.
* Reminder calls/messages
  + As a customer, I want call reminders/messages so that I remember to be home or have my appliance available on the appointed date and time.
* Routing and mapping
  + As a technician, I want some sort of navigation application so that I know where I am going and how long it will take me to get there for each appointment.
* Determination of discounts
  + As a customer, I want to know how/when/why I can get a discount so that I can save some money on appliance repairs.
  + As an employee, I want to know what discounts the customer qualifies for so that I charge them the correct amount for the service.

**Testing**

Unit Test:

* Action: Assigning a technician to two appointments at the same time
* Expected Outcome: Message that notifies the scheduler that the technician is already booked, and an alternative technician will need to be assigned.

Integration Test:

* Action: Assigning an out-of-stock part to an appointment
* Expected Outcome: Message to parts department that the part is out-of-stock and will need to be ordered. Also, notifies scheduling to contact parts department to ensure that part will arrive on time and that no scheduling adjustments will need to be made.

System Test:

* Action: Scheduling a complete appointment including time, date, location, technician, and parts needed.
* Expected Outcome: Notification to the technician that they have been assigned an appointment, notification to the parts department that a part is assigned and needed by the appointment time and date, and a reminder to all parties involved a day/hour before the scheduled appointment.

**Training**

For training, I plan on training the managers/heads of each department involved and then plan on them training the rest of their staff. IT will be trained in all aspects of the system and will be available to assist or troubleshoot throughout the training process. I currently plan to teach each different class of user what they specifically need but will also explain how other departments will utilize the system. This way they will (hopefully) understand why a process is the way it is. We can add onto or expand training as we see fit, but I figured that is a great starting point.

**Implementation**

I think we should use the pilot implementation strategy. I believe we should use this with the heads and managers first to see how receptive they are to the system and what changes they would like. After initial feedback, input, and adjustments, we can then begin rolling out the software to the other employees. This will help mitigate the risk we have for using a new system. If there are issues, the business can still run its day to day operations on the old system.