Requirements

Characterization					
Requeriments	**Description**	**Restriction**	**Information**	**Pre-condition**	**Post-condition**
Define Agents Schedule	Establish week agent's schedule	• Duration of 9 hours • Break of feeding of 1 hour. The agent does not serve demand. • Maximum amount of programmed agents is 75 •Assign only one turn per agent in a day •Program at least 30 agents • Rest times about 12 hours between turn •24 hours between the end of the last turn and the beginning of the new.	• 24h/7d • Phase 1 (2h) • Phase 2,3 (2:30h) • Fase 4 (2h) • Free days and holidays • Break of feeding		
Define activities	To define each activity per turn	• Activities can be realized according to customer services agent skills •Maximum of assigned activities is 4 and minimum is 1 • Each phase has one activity	Count with tree kinds of activities(international, homely, others)		

Assign vehicles	Establish vehicles for each labor trip	•Vehicle allocation period from 9 pm to 6:30 pm •Same kind of trip • Maximum 4 agents per vehicle	• Can share vehicles • Count with direct and indirect routes • There are not limit of vehicles • Information about address coordinates and airport	It is assumed that comany determines optimized schedules for collect.	
Customer service agent demand	Amount of service's agents per client for each activity during a period of time	•There is not overproduction	Demand of agents in a period of time		Attend to as much demand
Customer service indicator	• Amount of attended demand per week • Decrease to the maximum the number of demand unattended per week				
Agent's wellness	• Dissatisfaction of customer services agents per travelled kilometers • Schedule variability • *Allocate a higher amount of free days*	•Non penalize the ratio people/vehicle greater or equal to 1.83			
Transport Cost	Routes done by the company				