

# Weekly Design/Develop/Run Update

Week 23

StoreApps, Comms Centre, Pharmacy,  
Traka & Biometrics, Call-A-Colleague and Mpro5

# StoreApps Support

## What went well?

- We have successfully Updated the AI Assisted Analytics and Insights application in StoreApps.
- We have successfully Updated Device Management Application in StoreApps.

## Challenges / Concerns

- We have faced the connectivity issue between Application and Database and the application was unable to make any new connection with Database. Existing connections were also hung. The actual root cause is unknown, but it was suggested that, the regular restart of database in some frequency (for example: monthly once) will avoid the issues in future.

## Key activities for current week

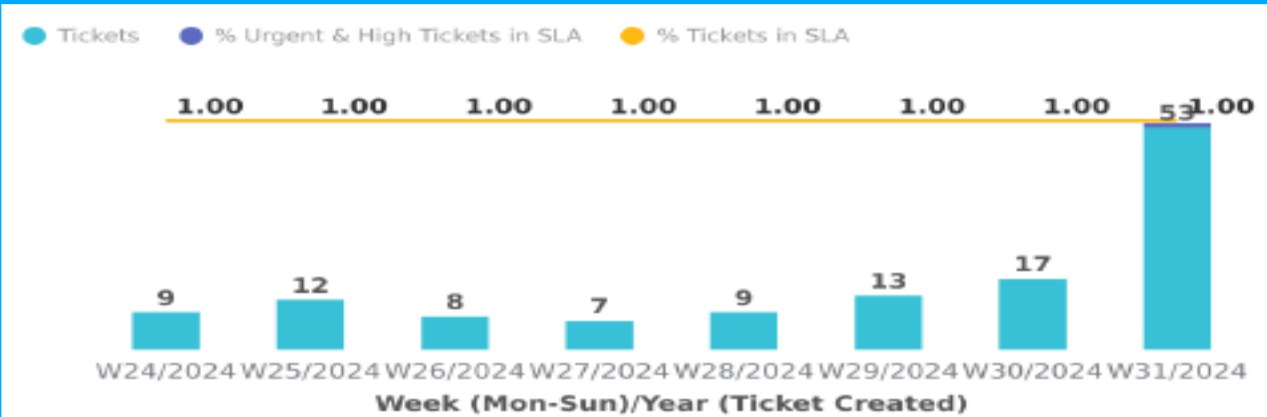
- N/A

## Engineering Update

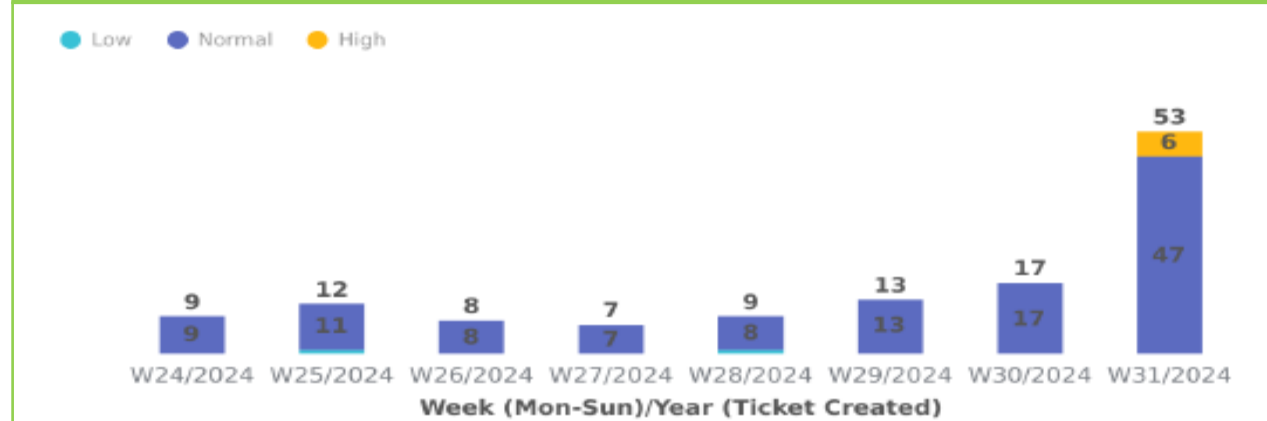
- N/A

# StoreApps Support

## Weekly Incident Trend



## Incident Priority Trend



## Technical Debt

- N/A

## Change Management

- SSWACM-2136 : Updating AI Assisted Analytics and Insights application in StoreApps.
- SSWACM-2137 : Updating Device Management Application in StoreApps.

# StoreApps Support

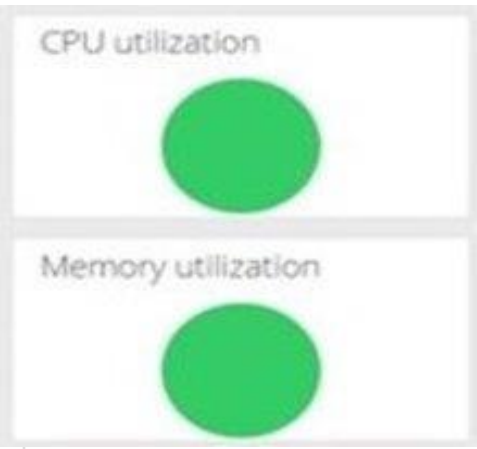
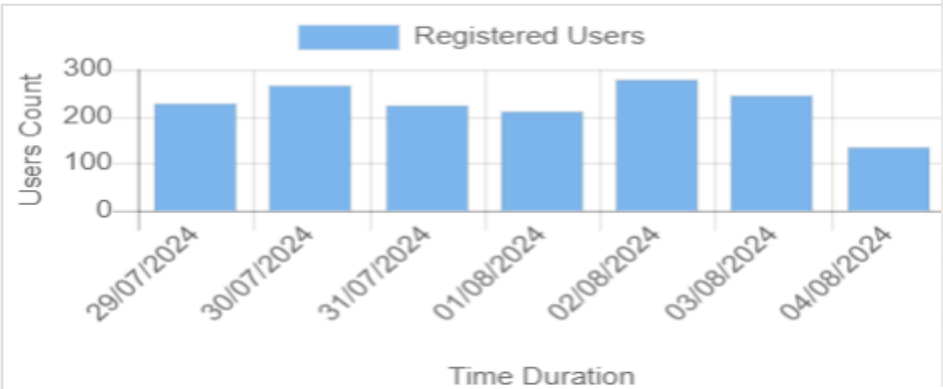
## Application Usage and Stats

From 29th July 2024 12:00 AM to 5th August 2024 12:00 AM

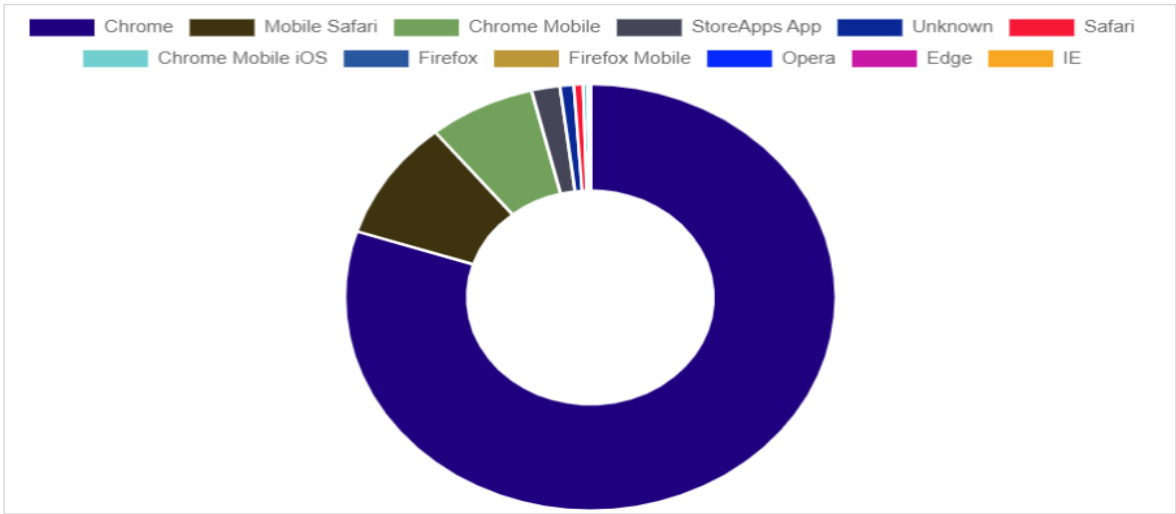
Note: User activity details available only from 24th July 2024.

Registered Users	Total Users	Total logins
1594	72003	530660
Phone Users	Tablet Users	Desktop Users
23411	670	53856
Store Network Users	Tesco Non-Store Users	External Users
46893	16320	33740

### Registered Users



### Usage by Browsers



### Top 5 Application Hits:

Applications	Total Application Hits
Infinity (Stores)	191286
FROG - Flexible Resourcing On the Go	187638
My Tesco	185109
Comms Centre	106621
Work and Pay	67595

### Top 5 Favourite Apps:

Applications	Total Hits
Click and Learn	412
My Tesco	405
Colleague Help	173
Infinity (Stores)	170
Tesco Help	131

# Communication Centre Support

## What went well?

- Zebra updated Communications Centre (MyWork) PPE to v24.7 for UK and CE instances Successfully.

## Challenges / Concerns

- N/A

## Key activities for current week

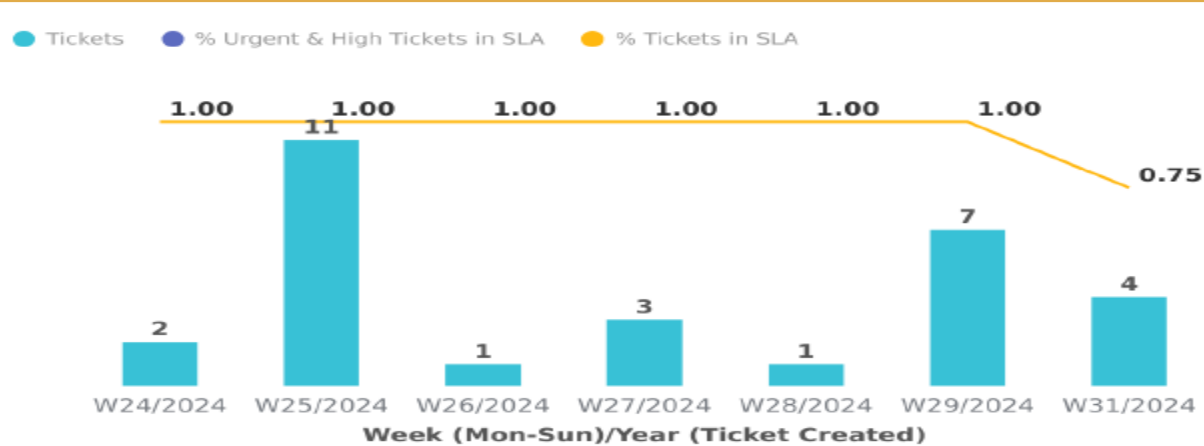
- Working on automating AAR report files received from Zebra through SFG to upload in Access Manager APIs.
- SFG Team configuring file transfer from Zebra to Tesco to get the AAR files.
- Working on a new type of SSO integration for IntelParam folders.

## Engineering Update

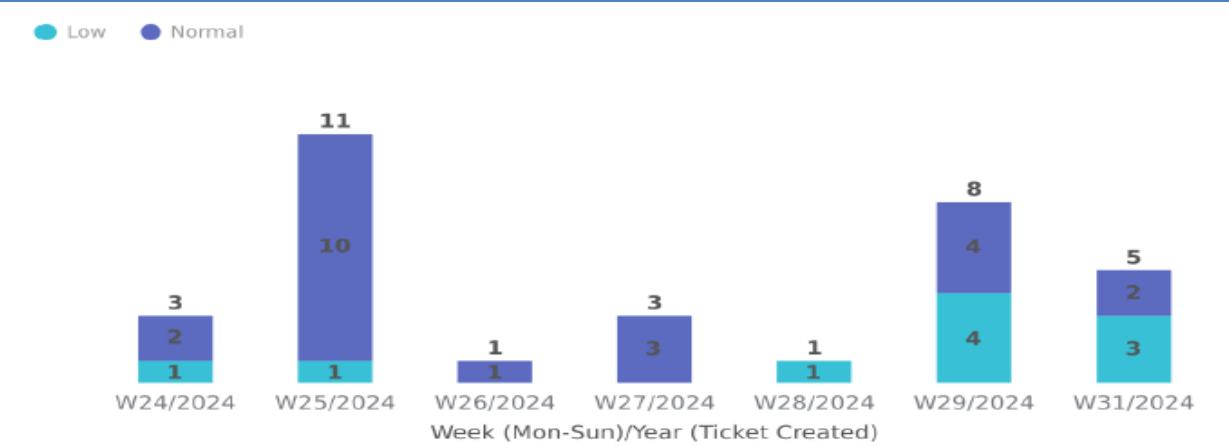
- IAMSSO 1056: Onboard CommsCentre Application into IAM for UK.
- IAMSSO 1739: Onboard CommsCentre Application into IAM for CE.

# Communication Centre Support

Weekly Incident Trend - Communication Centre



Incident Priority Trend - Communication Centre



Technical Debt

- N/A

Change Management

- N/A

# Communication Centre Support

## CommsCentre KPI Measure

### Success Ratio

Last 24 Hours  
100.00%  
277/277

Last 7 Days  
100.00%  
1858/1858

Last 30 Days  
99.98%  
8458/8460

### Latest Test Results

Oldest

Most Recent



Showing 8 hours of test results.

## ZEBRA Statistics

Current Status	Production	Non-Production
Waiting for Customer	3	1
Open	0	1
Closed	3	0

# Pharmacy Support

## What went well?

- We have successfully tested the New Version of StoreAppsLauncher in the AD enabled test device with new registry configured.
- Google Chrome update: We have successfully tested the updated Version (v126) of Google Chrome on Pilot machines, and everything appears to be fine.

## Challenges / Concerns

- N/A

## Key activities for current week

- N/A

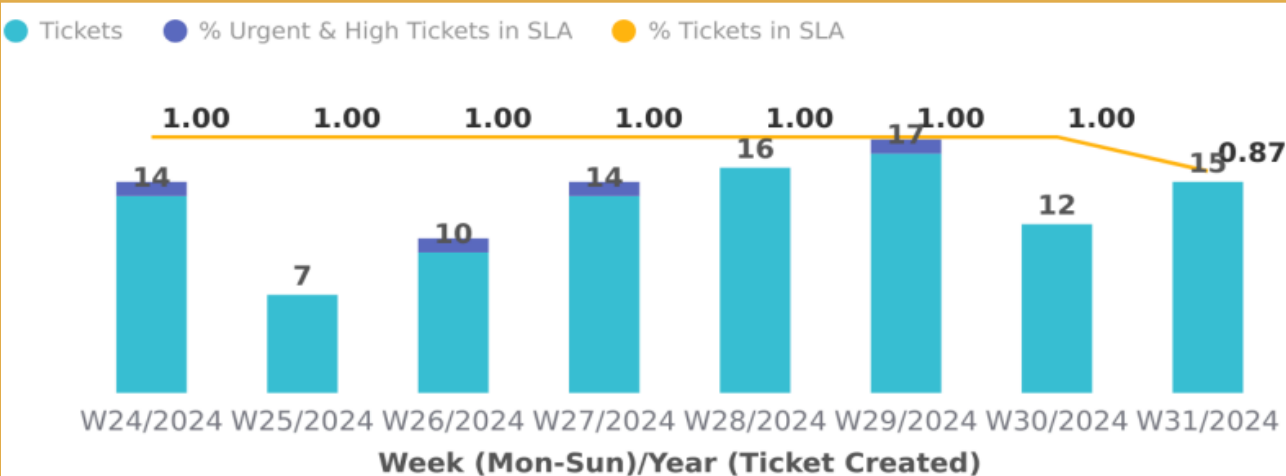
## Engineering Update

- N/A

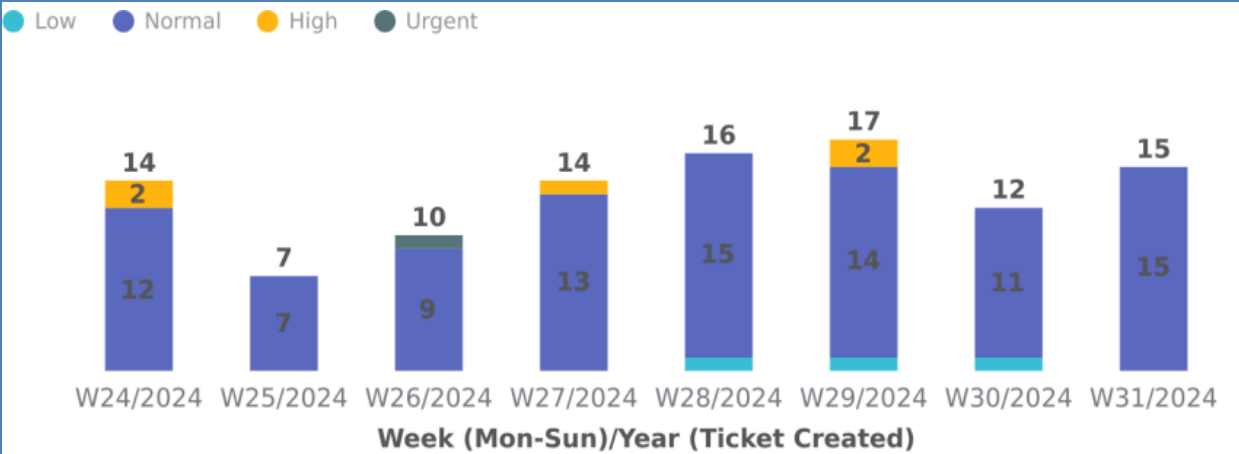


# Pharmacy Support

Weekly Incident Trend - Pharmacy



Incident Priority Trend – Pharmacy



## Technical Debt

- N/A

## Change Management

- N/A

# Traka & Biometrics Support

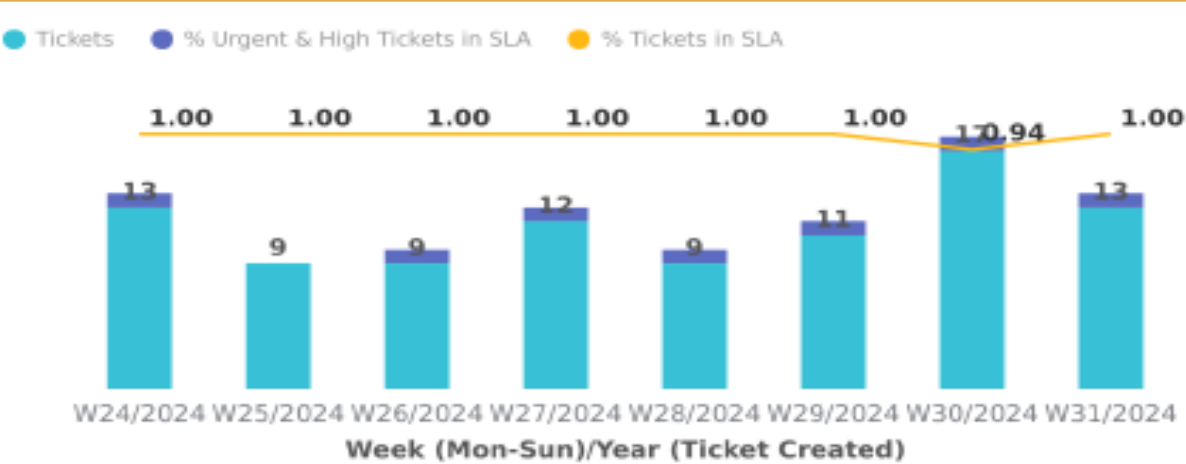
What went well?	Challenges / Concerns
<ul style="list-style-type: none"><li>N/A</li></ul>	<ul style="list-style-type: none"><li>N/A</li></ul>
Key activities for current week	Change Management
<ul style="list-style-type: none"><li>Raised request for creation of new db servers by DB team.</li><li>Working on Architecture setup for new application servers migration.</li></ul>	<ul style="list-style-type: none"><li>N/A</li></ul>

# Call a Colleague Support

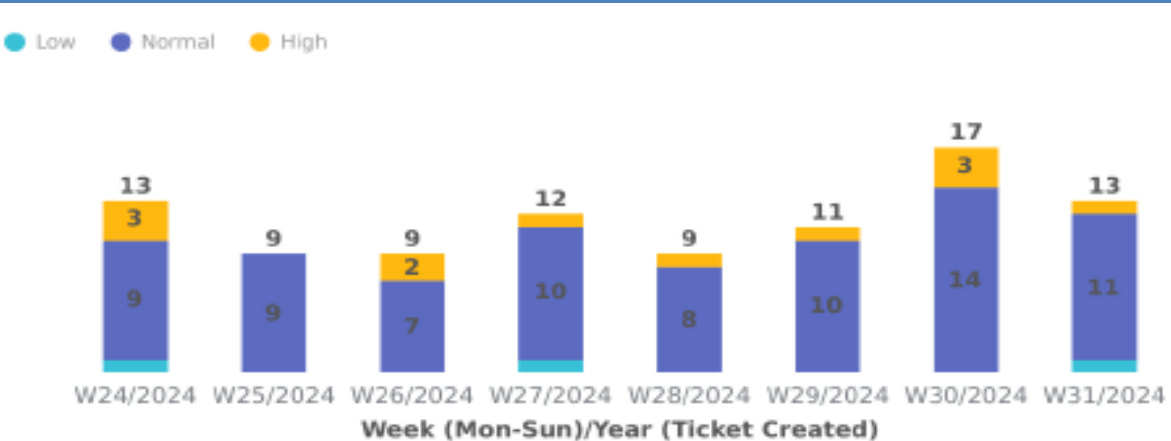
What went well?	Challenges / Concerns
<ul style="list-style-type: none"><li>N/A</li></ul>	<ul style="list-style-type: none"><li>Verint needs to find the route cause why the false sound notification is coming after clearing the actual notification.</li></ul>
Key activities for current week	Engineering Update
<ul style="list-style-type: none"><li>N/A</li></ul>	<ul style="list-style-type: none"><li>N/A</li></ul>

# Call a Colleague Support

Weekly Incident Trend - Call a Colleague



Incident Priority Trend - Call a Colleague



## Technical Debt

- N/A

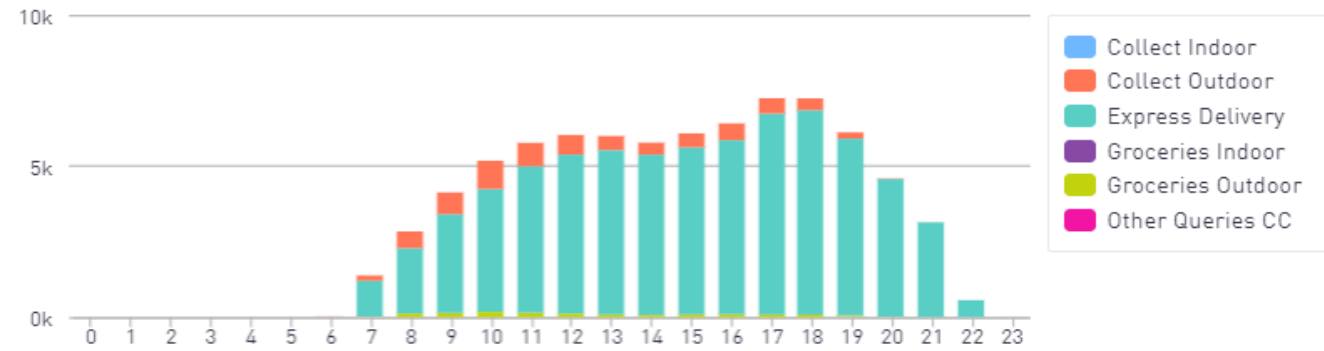
## Change Management

- N/A

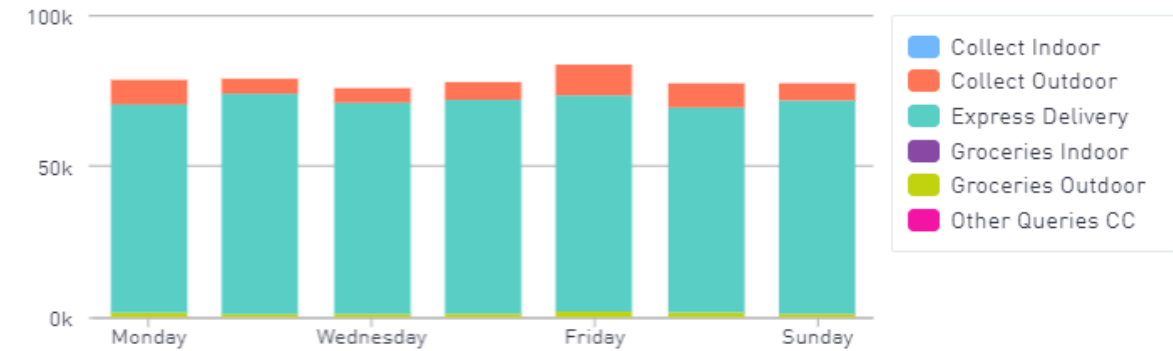
# Call a Colleague Support

## Call a Colleague KPI Measure

Avg Walk-ins Added/ Appointments Due By Hour

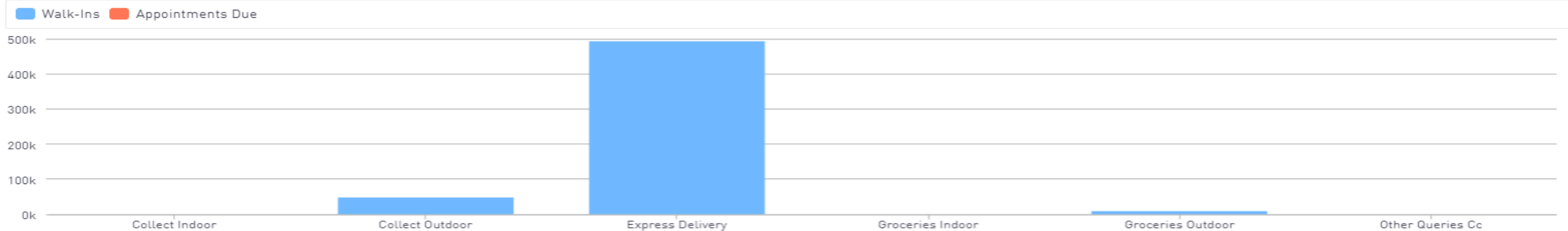


Avg Customers Added/Due By Product/Day of Week



## Walk-ins Statistics

Appointments Due And Walk-ins Added By Product



# Mpro5 Support

## What went well?

- N/A

## Challenges / Concerns

- N/A

## Key activities for current week

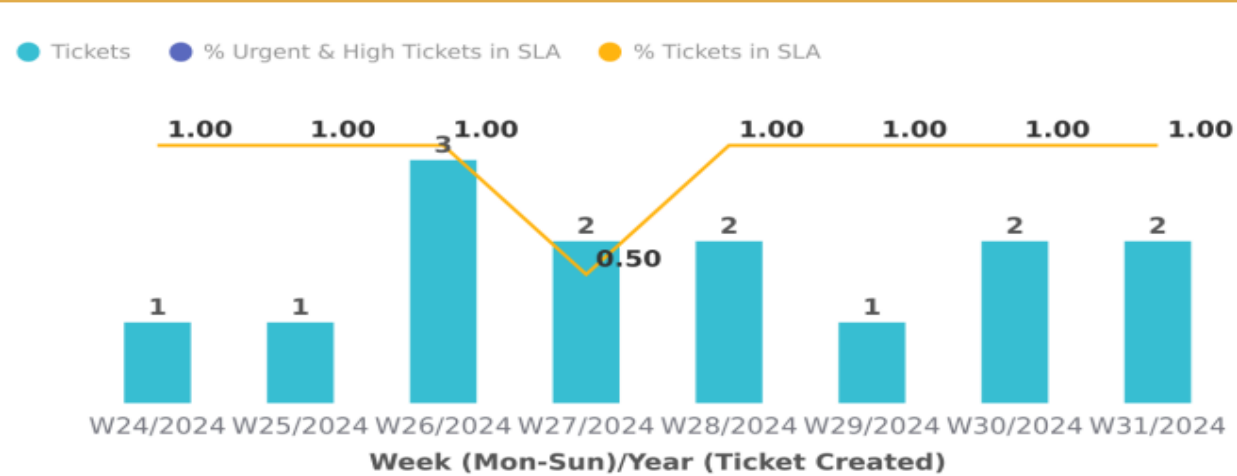
- N/A

## Engineering update

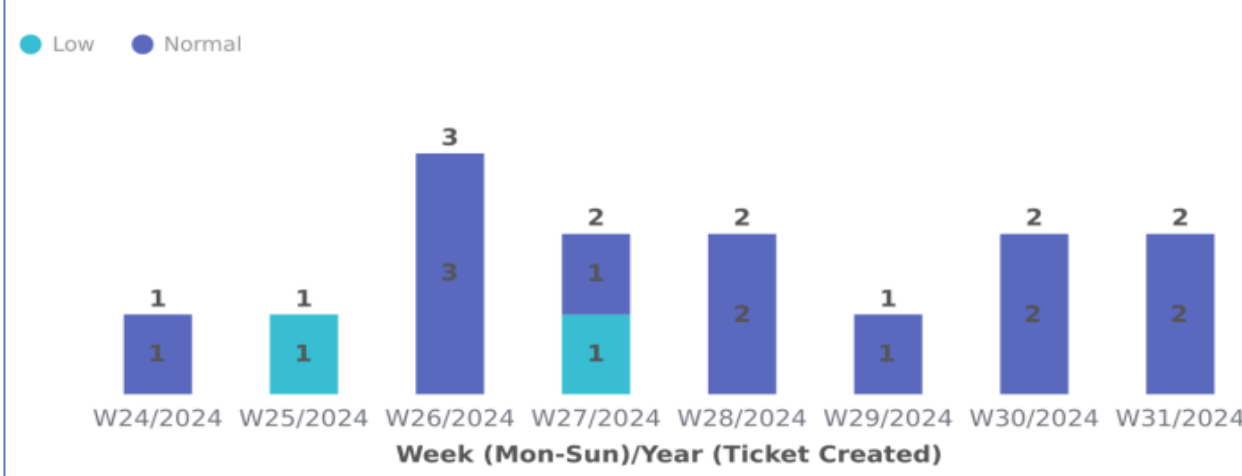
- N/A

# Mpro5 Support

Weekly Incident Trend - Mpro5



Incident Priority Trend – Mpro5



Technical Debt

- N/A

Change Management

- N/A

# 26 Store Operations – Kenna Dashboard

WL3: Mark MacFarlane



Reporting

Top Fixes

Team: 26\_Sterla\_StoreApps\_Portal



Reporting

Top Fixes

Team: 26\_Sterla\_Biometrics



Reporting

Top Fixes

Team:  
26\_Retail\_Colleague\_Devices\_Tablets



Reporting

Top Fixes

Team: 26\_CommunicationCentre



Reporting

Top Fixes