

## STARTUP SEQUENCE



### PHASE 0.5: Database Schema Design

#### Core Tables:

1. workers (worker\_id, name, badge\_id, face\_embedding, shift, skill\_level, station\_assignments, created\_at, updated\_at)
2. cameras (camera\_id, name, rtsp\_url, location, status, calibration\_params, last\_seen\_at)
3. zones (zone\_id, camera\_id, name, polygon\_coords, zone\_type, color, min\_workers, max\_workers, created\_at)
4. time\_logs [TimescaleDB] (log\_id, timestamp, worker\_id, track\_id, zone\_id, camera\_id, state, active\_duration\_seconds, idle\_duration\_seconds, index\_number, motion\_score)
5. sessions (session\_id, worker\_id, zone\_id, track\_id, entry\_time, exit\_time, total\_active\_seconds, total\_idle\_seconds, index\_number, status)
6. index\_records (index\_id, date, index\_number, scheduled\_start, scheduled\_end, actual\_start, actual\_end, zone\_metrics, completion\_status, anomalies\_count)
7. anomalies (anomaly\_id, timestamp, anomaly\_type, severity, zone\_id, worker\_id, description, root\_cause, resolution, resolved\_at, resolved\_by)
8. alerts (alert\_id, timestamp, alert\_type, severity, zone\_id, worker\_id, message, acknowledged, acknowledged\_by, acknowledged\_at)
9. schedules (schedule\_id, date, work\_start\_time, work\_end\_time, break1\_start, break1\_duration, break2\_start, break2\_duration, index\_timeline, active)
10. system\_logs (log\_id, timestamp, level, component, message, stack\_trace)
11. zone\_templates (template\_id, name, template\_data, created\_by, created\_at)

#### Indexes:

- idx\_time\_logs\_worker\_time ON time\_logs(worker\_id, timestamp)
- idx\_time\_logs\_zone\_time ON time\_logs(zone\_id, timestamp)
- idx\_sessions\_worker\_index ON sessions(worker\_id, index\_number)
- idx\_anomalies\_timestamp ON anomalies(timestamp DESC)



### PHASE 1: System Initialization

- └ Load configurations (camera, zone, schedule)
- └ Initialize databases (PostgreSQL, Qdrant, Redis)

- └ Load AI models (YOLOv8, Tracker, Embedding, LLM)
- └ Start background services (ETL, monitoring, watchdog)
- └ Initialize UI (PyQt6 window)



#### PHASE 1.5: System Reliability Layer

- └ Watchdog System:
  - └ Monitor all threads every 5 seconds
  - └ Detect frozen threads (no heartbeat)
  - └ Auto-restart dead threads
  - └ Send alert to admin
- └ Network Resilience:
  - └ Camera: Ping RTSP every 30s, reconnect if timeout
  - └ Database: Health check every 1min, retry with backoff
  - └ Qdrant: Retry failed upserts, queue if offline
- └ Error Handling:
  - └ Try-except around: frame read, YOLO, DB ops, Qdrant
  - └ Graceful degradation: Continue with fewer cameras if fail
  - └ Log all errors to system\_logs table
- └ Health Check API:
  - └ GET /health → {status, cameras, gpu, databases, uptime}
- └ Startup Self-Check:
  - └ Verify GPU available
  - └ Test database connections
  - └ Load models successfully
  - └ Test camera streams
  - └ Abort if critical components fail



#### PHASE 2: Camera Setup (Multi-Camera Support)

##### Step 1: Camera Discovery

- └ Scan for USB cameras (cv2.VideoCapture)
- └ Discover RTSP streams (user input or auto-scan)
- └ Test IP camera connections

##### Step 2: Camera Configuration

- └ Set resolution (1920x1080 recommended)
- └ Set FPS (15-30 for performance)
- └ Configure encoding (H.264/H.265)
- └ Test connection stability

### Step 3: Multi-Camera Thread Pool

- └ Create thread for each camera (max 4)
- └ Implement frame buffer (queue size: 3-5)
- └ Setup frame synchronization
- └ Handle disconnection & reconnection

### Step 4: Grid Layout Display

- └ 1 camera → 1x1 grid (fullscreen)
- └ 2 cameras → 2x1 grid (side-by-side)
- └ 3-4 cameras → 2x2 grid
- └ Auto-adjust on camera add/remove



## PHASE 2.5: Performance Optimization Layer

- └ Multi-threading Strategy:
  - └ Camera Threads (4): One per camera, queue size 3
  - └ Detection Thread (1, GPU): Batch 4 frames, 90% GPU util
  - └ Tracking Thread (1, CPU): Process 4 camera tracks
  - └ Database Writer (1): Async queue, batch every 10s
- └ Frame Rate Strategy:
  - └ Camera capture: 30 FPS
  - └ Processing rate: 15 FPS (skip alternate frames)
  - └ UI update: 10 FPS (100ms refresh)
  - └ Time tracking: Every processed frame
- └ GPU Optimization:
  - └ YOLOv8n (nano) for speed
  - └ Half precision (FP16): 2x faster
  - └ TensorRT optimization
  - └ Batch size: 4 (one per camera)
- └ Memory Management:
  - └ Pre-allocate frame buffers
  - └ Keep last 30 frames track history only
  - └ Redis auto-expire (TTL)
  - └ Python GC trigger after each index
  - └ Alert if RAM > 80%
- └ Caching Strategy:
  - └ Redis: Active sessions, zone configs, worker mappings
  - └ In-memory: YOLO model, embeddings, zone polygons
  - └ Connection pools: PostgreSQL(10), Qdrant(5)



### PHASE 3: Zone Configuration (Per Camera)

#### Step 1: Enter Zone Drawing Mode

- └ Pause camera feed (optional)
- └ Display static frame for drawing
- └ Show drawing toolbar

#### Step 2: Draw Zones (Polygon)

- └ Click to add points (minimum 3 points)
- └ Right-click to close polygon
- └ Support up to 4 zones per camera
- └ Visual feedback (highlight, grid snap)

#### Step 3: Zone Properties

- └ Assign zone name (e.g., "Assembly Station 1")
- └ Choose zone color (for visualization)
- └ Set zone type (work area, inspection, etc.)
- └ Set alert thresholds (optional)

#### Step 4: Zone Validation

- └ Check polygon validity (no self-intersection)
- └ Ensure zones don't overlap (warning only)
- └ Test person detection in zone
- └ Save configuration to database & config file



### PHASE 3.5: Zone Configuration Management

#### └ Zone Templates:

- └ Save current layout: name, polygons, colors
- └ Load template: select from dropdown, auto-apply
- └ Template library: default + user-created

#### └ Camera Calibration Wizard:

- └ Step 1: Test connection
- └ Step 2: Adjust resolution & FPS
- └ Step 3: Set exposure & brightness
- └ Step 4: Draw zones (or load template)
- └ Step 5: Test detection
- └ Step 6: Save configuration

#### └ A/B Testing Framework:

- └ Test parameters: thresholds, timeouts, sensitivity
- └ Split traffic: 50/50
- └ Measure: accuracy, false positives
- └ Choose winner

- └ Configuration Versioning:
  - └ Track changes
  - └ Rollback capability
  - └ Audit log: who, what, when



#### PHASE 4: Work Schedule Setup

##### Step 1: Define Daily Schedule

- └ Set work start time (e.g., 08:00)
- └ Set work end time (e.g., 17:00)
- └ Total work duration: 9 hours = 540 minutes

##### Step 2: Configure Break Times

- └ Break 1: Start time & duration (e.g., 10:00, 15 min)
- └ Break 2: Start time & duration (e.g., 15:00, 15 min)
- └ Total break time: 30 minutes

##### Step 3: Calculate Index Schedule (11 Indices)

- └ Net work time:  $540 - 30 = 510$  minutes
- └ Index duration:  $510 \div 11 \approx 46.36$  minutes
- └ Rounded to: 57 minutes per index (with buffer)
- └ Generate timeline with break exclusions

##### Example Timeline:

Index 1: 08:00 - 08:57

Index 2: 08:57 - 09:54

Index 3: 09:54 - 10:00 → BREAK 1 (10:00-10:15)  
10:15 - 10:36 (complete remaining 21 min)

Index 4: 10:36 - 11:33

...

Index 8: 14:30 - 15:00 → BREAK 2 (15:00-15:15)  
15:15 - 15:42 (complete remaining 27 min)

...

Index 11: 16:03 - 17:00

##### Step 4: Store Schedule

- └ Save to database & Redis cache for quick access



#### PHASE 5: Real-time Detection & Tracking (Continuous Loop)

##### FOR EACH CAMERA (Parallel Processing):

##### Step 1: Frame Acquisition

- └ Read frame from camera stream

- └ Check frame validity (not None, correct size)
- └ Handle dropped frames (skip or interpolate)
- └ Add to processing queue

#### Step 2: Person Detection (YOLOv8)

- └ Preprocess frame (resize, normalize)
- └ Run YOLO inference on GPU (batch of 4 frames)
- └ Filter detections (confidence > 0.5, class="person")
- └ Extract bounding boxes [x, y, w, h]
- └ Output: List of person detections with confidence

#### Step 3: Person Tracking (DeepSORT/ByteTrack)

- └ Update tracker with new detections
- └ Assign unique tracking ID to each person
- └ Handle occlusion (maintain ID when hidden)
- └ Re-identify after temporary disappearance
- └ Remove stale tracks (disappeared > 30 frames)

#### Step 4: Zone Matching

- └ For each tracked person:
  - └ Calculate person center point (bbox center)
  - └ Check if center is inside any zone polygon (use point-in-polygon algorithm)
  - └ If inside: Record (track\_id, zone\_id, timestamp)
  - └ If outside all zones: Record as "unassigned"
- └ Handle multi-zone overlap (prioritize by area)

#### Step 5: Motion Detection (Per Person)

- └ Store previous frame bbox for each track\_id
- └ Calculate displacement:  $\text{distance} = \sqrt{(x_2 - x_1)^2 + (y_2 - y_1)^2}$
- └ Determine motion state:
  - └ Moving: distance > threshold (e.g., 10 pixels)
  - └ Idle: distance ≤ threshold
- └ Track consecutive idle frames
- └ Trigger state change after 60s (1800 frames @ 30fps)



### PHASE 5.5: Worker Identification & Re-identification

#### Step 1: Identity Detection

- └ Face Recognition (DeepFace/ArcFace/FaceNet):
  - └ Detect faces in bbox
  - └ Generate face embedding (512-dim vector)
  - └ Compare with workers database embeddings
  - └ Match if similarity > 0.7
  - └ Link: track\_id → worker\_id
- └ ID Badge/QR Code Detection (OCR):

- └ Detect badge in frame
- └ Extract text using Tesseract/EasyOCR
- └ Parse badge\_id
- └ Link to worker\_id from database
- └ Uniform Color Detection (fallback):
  - └ Extract dominant color from person bbox
  - └ Match with known worker uniforms
  - └ Lower confidence, use as hint
- └ Output: {track\_1: "worker\_A001", track\_3: "worker\_B023"}

#### Step 2: Re-identification (ReID)

- └ When track lost (person leaves frame):
  - └ Store appearance features (ReID embedding)
  - └ Store last known position
  - └ Mark track as "temporarily lost"
- └ When new person detected:
  - └ Generate appearance embedding
  - └ Compare with "lost" tracks
  - └ If match (similarity > 0.8):
    - └ Restore previous track\_id & worker\_id
  - └ Else: Assign new track\_id
- └ Prevent duplicate counting:
  - └ Same worker can't have 2 active tracks
- └ Update mapping in Redis cache

#### Step 3: Worker Registry Management

- └ Database: workers table
  - worker\_id, name, face\_embedding, badge\_id
  - shift, station\_assignment, skill\_level
- └ Enrollment Process:
  - └ Capture multiple face photos (5-10)
  - └ Generate averaged embedding
  - └ Store in database with worker info
  - └ Test recognition accuracy
- └ Update embeddings:
  - └ Re-enroll quarterly (appearance changes)
  - └ Update on recognition failures
  - └ Maintain version history



#### PHASE 5.6: Data Quality Validation

- Detection Validation:
  - Confidence Threshold: Require  $\text{conf} > 0.6$
  - Bounding Box Sanity Check:
    - Min size: 30x50 pixels
    - Max size: 500x800 pixels
    - Aspect ratio: 0.3 to 0.8 (person-like)
  - False Positive Filtering:
    - Must appear in 3+ consecutive frames
    - Filter shadows, reflections
    - Remove static "persons" (objects)
- Occlusion Handling:
  - Detect occlusion: bbox shrinks, confidence drops
  - Maintain track: Kalman filter prediction, 2s alive
  - Re-associate: Match by ReID embedding
- Data Integrity Checks:
  - Before insert: Validate FKs, timestamps, durations
  - Periodic validation: Daily at midnight
    - Check orphaned records
    - Fix inconsistencies
  - Quality metrics: Track accuracy, false positive rate
- Zone-specific Tuning:
  - Different thresholds per zone
  - Store per-zone configuration
  - Adjust based on lighting, camera angle



## PHASE 6: Intelligent Time Tracking (Per Person, Per Zone)

### Step 1: Initialize Tracking Session

- When person first detected in zone:
  - Create session record in Redis
  - `session_id = f"{worker_id}_{zone_id}_{timestamp}"`
  - Initialize: `active_time=0`, `idle_time=0`
  - Set state = "active"
- Store: `{worker_id, zone_id, start_time, state, timers}`

### Step 2: Active State Processing

- Every frame (while person moving):
  - Increment `active_time += frame_duration (1/FPS)`
  - Reset idle counter = 0
  - Update `last_active_timestamp`
- If motion stops:
  - Start counting `idle_frames++`
  - Continue incrementing `active_time`



- └ Store real-time state in Redis

### Step 3: Idle State Transition

- └ When idle\_frames >= 1800 (60 seconds):
  - └ Change state to "idle"
  - └ Stop incrementing active\_time
  - └ Record idle\_start\_timestamp
  - └ Trigger alert (if configured)
- └ Continue monitoring for movement

### Step 4: Resume from Idle

- └ When movement detected after idle:
  - └ Calculate idle\_duration = now - idle\_start\_timestamp
  - └ Log idle period to database
  - └ Change state back to "active"
  - └ Resume incrementing active\_time
- └ Do NOT reset active\_time (accumulate continuously)

### Step 5: Zone Exit Handling

- └ When person leaves zone:
  - └ Save session to PostgreSQL:
    - session\_id, worker\_id, zone\_id
    - entry\_time, exit\_time
    - total\_active\_time, total\_idle\_time
    - index\_number
  - └ Clear Redis session
  - └ Prepare for re-entry (new session)
- └ If re-enters: Create new session, continue for same index



## PHASE 6.5: Alert & Notification System (Real-time)

- └ Alert Triggers:
  - └ Idle Threshold: IF idle\_time > 300s → Alert
  - └ Zone Violation: IF worker in restricted zone → Alert
  - └ No Worker: IF critical\_zone = 0 workers > 2min → Alert
  - └ Productivity Drop: IF efficiency < 70% → Alert
  - └ Anomaly: IF sequence\_model flags → Alert
- └ Notification Channels:
  - └ In-App (PyQt6): Toast, alert panel, sound
  - └ Email (SMTP): Immediate for critical, daily digest
  - └ LINE Notify: Push to supervisor with snapshot
  - └ Webhook: POST to external system
  - └ SMS (Twilio): Critical only (safety, failures)
- └ Alert Management:
  - └ Acknowledge alerts

- └ Snooze temporarily
- └ Escalation: If not ack'd in 5min
- └ Alert history & analytics
- └ Daily Summary Report:
  - └ Generate at 17:00 (end of shift)
  - └ Include: work time, productivity, anomalies, performers
  - └ Email to management
  - └ Store in database



## PHASE 7: Index Management (11 Indices per Day)

### Step 1: Index Timeline Monitoring

- └ Background thread checks time every second
- └ Compare with pre-calculated index schedule
- └ Determine current active index (1-11)
- └ Detect index transitions and break periods

### Step 2: Index Transition Detection

- └ When current\_time reaches index\_end\_time:
  - └ Trigger index completion event
  - └ Broadcast to all tracking sessions
  - └ Increment index\_number (1 → 2)
- └ Handle break periods:
  - └ Pause all time tracking
  - └ Maintain person detection (don't lose tracks)
  - └ Resume when break ends

### Step 3: Index Completion Processing

- └ For each active session:
  - └ Finalize current index data
  - └ Save to PostgreSQL (index completion record)
  - └ Calculate metrics: active time, idle time, workers, productivity score
  - └ Prepare data for ETL to Qdrant
- └ Generate index summary report

### Step 4: Index Reset & New Index Start

- └ For each session:
  - └ Do NOT reset track\_id (maintain identity)
  - └ Update index\_number to next
  - └ Reset index-specific counters
  - └ Keep cumulative daily counters
- └ Continue tracking seamlessly

### Step 5: Break Time Handling

- └ Entering break:

- ├─ Set system\_state = "break"
- ├─ Pause all time increments
- ├─ Keep tracking IDs active
- ├─ Display "BREAK TIME" overlay
- ├─ Log break start event
- ├─ During break:
  - ├─ Continue person detection
  - ├─ Do NOT accumulate time
  - ├─ Allow manual override if needed
- ├─ Break ends:
  - ├─ Set system\_state = "active"
  - ├─ Resume time tracking
  - ├─ Continue/start index
  - ├─ Log break end event



## PHASE 8: Data Storage & ETL Pipeline

### Step 1: Real-time Data Storage (PostgreSQL)

- ├─ time\_logs: INSERT every 5-10s per active session
- ├─ index\_records: INSERT at index completion (11/day)
- ├─ anomalies: INSERT when detected (event-driven)
- ├─ alerts: INSERT when triggered (event-driven)

### Step 2: ETL Trigger Conditions

- ├─ Immediate ETL: Anomaly, critical incident, alert
- ├─ Periodic ETL: Every 5 minutes (batch processing)
- ├─ Scheduled ETL: Daily at midnight (full aggregation)

### Step 3: Embedding Generation

- ├─ Load model: paraphrase-multilingual-mpnet-base-v2 (768-dim)
- ├─ For work\_sequences: Encode process steps + metrics
- ├─ For anomaly\_patterns: Encode description + cause + fix
- ├─ For knowledge\_base: Encode documents (chunk if >512 tokens)

### Step 4: Qdrant Upsert

- ├─ Collections:
  - work\_sequences (process patterns)
  - anomaly\_patterns (historical issues)
  - knowledge\_base (docs, instructions)
  - worker\_behaviors (performance patterns)
  - incident\_reports (past incidents)
- ├─ Batch upsert: 100 points at a time
- ├─ Include full payload with metadata
- ├─ Handle errors: Retry with exponential backoff

### Step 5: Redis Cache Management

- ├─ Store current sessions (TTL: 8h)

- Cache recent embeddings (TTL: 1h)
- Store index schedule (TTL: 24h)
- Evict stale data automatically



## PHASE 8.5: Data Retention & Backup Management

- Data Retention Policy:
  - Hot (PostgreSQL):
    - time\_logs: 30 days → compress to hourly
    - sessions: 90 days → archive
    - anomalies: 1 year
    - system\_logs: 30 days
  - Warm: Aggregate to daily/weekly summaries
  - Cold: Export to S3/MinIO after 1 year
- Automated Backup:
  - PostgreSQL:
    - Full backup: Daily at 2 AM
    - Incremental: Every 6 hours
    - WAL archiving: Continuous
    - Retention: 30 days
  - Qdrant:
    - Snapshot: Daily at 3 AM
    - Export collections: Weekly
    - Retention: 14 days
  - Configs: Git + daily remote backup
- Disaster Recovery:
  - Point-in-time recovery (PITR)
  - Off-site replication
  - RTO: 1 hour



## PHASE 9: Sequence Model + RAG + LLM Analysis

### Step 1: Sequence Model Processing (Real-time)

- For each completed work sequence:
  - Extract sequence of steps/actions
  - Compare with standard procedure (from Qdrant)
  - Calculate compliance score
  - Detect deviations or skipped steps
  - Flag anomalies for RAG analysis
- Example: Standard [pick,align,install,tighten,inspect]  
Observed [pick,install,align,tighten] → Flag deviation

## Step 2: RAG Query Interface

- └ User queries (NL): "ทำไม station 2 วันนี้ช้ากว่าปกติ" |
- └ Automated queries: Anomaly detected → "Find similar incidents"

## Step 3: Query Router

- └ Analyze query intent (keywords/NLP)
- └ Determine required sources:
  - PostgreSQL: Current/recent data
  - Qdrant: Historical patterns, knowledge
  - Both: Comparative analysis
- └ Route to appropriate path

## Step 4: Vector Search in Qdrant

- └ Generate query embedding
- └ Search collections (top-k=3-5):
  - work\_sequences, anomaly\_patterns, knowledge\_base, worker\_behaviors, incident\_reports
- └ Apply filters (date, zone, severity)
- └ Return top matches with payloads

## Step 5: SQL Query for Real-time Context

- └ Extract time-based data from PostgreSQL
- └ Aggregate metrics (hourly, daily, weekly)
- └ Combine with vector search results

## Step 6: Context Assembly

- └ Combine: vector\_results + sql\_results + system\_status
- └ Rank by relevance score

## Step 7: Prompt Engineering

- └ Build structured prompt:
  - System role: "คุณคือผู้เชี่ยวชาญด้านการผลิต" |
  - User question
  - Current data (SQL)
  - Historical context (Qdrant)
  - Instructions: analyze, cite, recommend
- └ Optimize token usage

## Step 8: LLM Inference (Ollama)

- └ Send to local LLM (Llama 3.1 8B / Qwen 2.5 7B)
- └ Stream response
- └ Parse structured output
- └ Handle errors (retry, fallback)

## Step 9: Response Post-processing

- └ Extract key insights
- └ Add source citations
- └ Generate action items
- └ Store conversation for learning

- Step 10: Feedback Loop
- User feedback (thumbs up/down)
  - Log response quality
  - Retrain/fine-tune periodically
  - Update embeddings if needed

PHASE 10: User Interface & Monitoring

UI Layout (PyQt6):

Top Menu Bar

[File][Camera][Zone][Schedule][Analytics][Settings]

Status Bar

Index: 3/11 | Active Workers: 8 | Alerts: 2 | GPU: 85%

Camera Grid (2x2)

Cam 1 Zone 1	Cam 2 Zone 2
Cam 3 Zone 3	Cam 4 Zone 4

Right Sidebar

Zone Statistics

Zone 1: 2 workers, 95% active

Zone 2: 1 worker, 75% active

Active Alerts

- Zone 2: High idle time
- Worker 5: Out of zone

Index Progress

[=====> ] 65%

Time left: 20 minutes

RAG Chat Interface

[User]: ทำไม zone 2 วนนี้ซ้ำ

[Claude]: วิเคราะห์แล้ว idle time สูงกว่าปกติ...

Real-time Updates (WebSocket):

- Push tracking updates every 2 seconds
- Push alerts immediately
- Update charts every 5 seconds
- Sync index transitions

#### System Monitoring Dashboard:

- Health: CPU, GPU, memory, disk
- Cameras: Status, FPS, latency
- Detection: Inference time, accuracy
- Database: Connections, query time
- Error logs



#### PHASE 10.5: Analytics & Reporting Engine

- Real-time Metrics:
  - Productivity:  $\text{active\_time} / (\text{active} + \text{idle})$
  - Efficiency:  $\text{completed\_tasks} / \text{scheduled\_tasks}$
  - Utilization:  $\text{actual\_workers} / \text{planned\_workers}$
- Trend Analysis:
  - Daily: Today vs Yesterday, vs Last Week Same Day
  - Weekly: Productivity by day, identify problems
  - Monthly: Overall performance, rankings
- Heatmap Visualization:
  - Spatial: Overlay on frame, color = time spent
  - Temporal: Activity by hour, peak/low periods
- Predictive Analytics:
  - Forecast idle time
  - Predict bottlenecks
  - Suggest worker assignments
- Report Generation:
  - Scheduled: Daily(email 17:30), Weekly(PDF Mon 8AM), Monthly(Excel with charts)
  - On-demand: Custom date range, specific worker/zone
  - Formats: PDF, Excel, CSV
  - Contents: Summary, metrics, tables, charts, anomalies, recommendations



#### PHASE 11: External Integration Layer

- REST API (FastAPI):
  - Endpoints:
    - GET /api/workers → List workers
    - GET /api/zones → List zones
    - GET /api/sessions/active → Current sessions
    - GET /api/metrics/today → Today's metrics

- GET /api/alerts → Recent alerts
- POST /api/workers → Add worker
- POST /api/query → RAG query
- Auth: API key (M2M), OAuth2 (users)
- Rate limit: 100 req/min

#### WebSocket (Real-time):

- ws://localhost:8000/ws/tracking
- Events: zone updates, alerts, metrics

#### ERP/MES Integration:

- Export: Time logs → Payroll, Productivity → Planning
- Import: Work orders → Schedule, Shifts → Assignments
- Methods: REST API, Message queue, DB replication

#### Export Functions:

- Excel: openpyxl, charts, multi-sheet
- CSV: Raw data for analysis
- PDF: ReportLab, formatted reports

#### Webhook Integration:

- Events: Alert, Index completed, Anomaly
- Multiple destinations
- Retry: 3 attempts with backoff