**Scheduling Guidelines**

1. In case of cart services or multiple services, ODS should support multiple scheduling before checkout.
2. For each service, ODS will display the broader window time slots as shared by Concordia. For example: Morning slot from 8 am to 12 pm and Afternoon slot from 1pm to 7 pm (Follow the standard schedule across all services)

Note: The exact time for technician visit will be confirmed by the Service Centre via call/email. ODS will only display the broader window across all services. Approach will be based on fixed duration for Customer to select. This duration will not change frequently. However, it will be configurable from backend via Admin console.

1. Service availability for each window is displayed based on the team strength of the selected service. By default, the standard team strength for each service is 3. Currently, for one slot, 3 parallel bookings can be made. This number of appointments per slot should be flexible and scalable to accommodate more bookings in future based on the demand for a particular service.
2. Based on the above combination of time duration and team strength, ODS will show slots to customers
3. ex: for AC cleaning on 20th April - 3 slots will be available for 8 to 12 and 3 slots for 1 to 7 - total 6 slots and once this limit is crossed no more slots will be shown on 20th April.
4. **Business Rules**

* ODS should display a disclaimer stating that preferred bookings will be confirmed with a call from Service centre.
* Booking will not be available beyond 15 days in future for day of purchase.
* Booking within 12hrs on the same day will not be available for the customer.

1. A user who is booking a service in the morning (within working hours) should only see available slots from next day’s morning schedule.
2. A user who is booking a service in the afternoon (within working hours) should only see available slots from next day’s afternoon schedule.
3. A user who is booking a service after Concordia’s working hours should only see available slots after skipping one day.
4. Concordia's portal admin should be able to edit these fields/schedule time to time (by uploading excel sheet)
5. Working days are Saturday to Thursday. Fridays and Public holidays should be greyed out on the portal but available for emergency schedule via Service centre.
6. The user selected date and time for a service will be pushed to CAFM via Job Card creation web service and on success another web service will be invoked to create an event for this task on CAFM with same date and time information.
7. In the event of a conflict in the scheduled time, the Customer service will update new time in CAFM. Once updated, CAFM will push the updated date/time to ODS using the API that will exposed by ODS. By this way, revised schedule time will be shown to the customer.
8. Customer should be notified via email regarding the change in timing.