**Schedule Adherence Problem Statement**

**Terminologies:-**

**1)User :- Employees**

**May Work for Different WorkGroup without Overlapping**

**Belongs to one Site**

**2)Interval :-Interval**

**Work/Lunch/Break**

**3)Site :-Del/Hyd/Blr**

**Can have many WorkGroups not necessarily all**

**4)WorkGroup:-Mail/Message/Call**

**5)Planned Schedule**

**6)Actual Schedule**

**7)Deviation :-User/Site/WorkGroup/Interval level**

**8)Duration:-Daily/Weekly/Monthly**

**9)UnderCapacity**

**10)OverCapacity**

**Architecture**

**Input File- Planned File and Actual File**

**Output File-On request and real time**