1. Is a @home service appointment tied down to a store as seen in the service appointment sheet?

**Our current approach**: We are not mapping home service request to any store. Each home service is independent and not tied to any store. Each home service request is assigned to an employee with proximity, availability, EBIT, NPS etc. from a single pool of resources.

1. Are employees tied down to a specific store (Store Assignment in Resources test data)?

**Our current approach:** We are considering a single pool of resources.The employee allocation in store and home visits are purely based on the parameters like proximity availability, skills etc.

1. Number of Service point technicians per store doesn’t match store working hours.

eg: MM Alcalá Henares has 1 service point technician allocation with 8 hours of availability but the store working hours is 12 hours.

**Our current approach:** We are considering one employee shift to be of 8 hours and if the store needs more than 8 hours of work, then another available employee will be scheduled to fulfil the remaining operational hours.

1. For MVP the communication was only 3 services (for store – Mobile repair and Ready to use notebook, for home service – TV Calibration). But in the given product sheet, more than 3 services are listed.

**Our current approach:  I**n our curated data, only 3 services are considered. For Home – TV Calibration, For stores – Ready2Use Laptop and Mobile repair

1. What does the per shift column represent in stores sheet? If it says only one shift in the store, one employee cant serve the entire 12 hours.

**Our current approach:** We are not limiting any shift at the store. We consider the operational hours of the store, the availability of resources and schedule employees accordingly. Multiple employees can work in a store irrespective of shifts.

1. "@home" Technicians column in the stores sheet shows that in some store, no employees are available for home visit. If the home service employee is not tied to any store, why do we need this?

**Our current approach:** We are considering a single pool of resource and all employees are not tied to any store. So we will have employees available to serve all requests irrespective of the store allocation.

1. How salary component (fix, fulfilment based and hourly based) will vary for different employees given that hourly salary is used for the total salary calculation.

**Our current approach:** We are calculating salary based on the hourly salary mentioned in the resource sheet. So the calculation is number of hours \* hourly salary. We are not considering whether it’s fixed, fulfilment or hourly based salary for calculation.

1. We are considering a single pool of resources that can be deployed according to the proximity. But the given test data says “30 Technicians in the tablet are only for instore repair at the Smartbar during opening hours” and “13 Technicians are on top responsible for @home services”

**Our current approach:** Similar to the above point, we have a single resource pool and we don’t mark any employee to any store.

Skills

Store Priorities

Selected Employees

Affected Services

Employee Replacement

Adhoc Request (Leave, late)

Store Size

Pass 2 Algorithm

Filer the availability, skills, store size, traffic

Employee Allocation

Store Backoffice tasks

Instore

Customer Details

Resource Availability

Home

Store Traffic/ Operational Hours

Booking Data (Slots)

Skills

Proximity

Availability

Booked Slots

Availability

Booked Slots

Home Pass 1 Algo

Filter

Store /Home

Customer care agent