Swimlanes capture
Now we have three people agent customer kiosk
Before agent customer only
Now there is a kiosk
This is the before after difference
Now analyze cost
What is the cost of the agent
Assumptions: - monthly basis analysis
We call wagera XM
The kharcha is spread over the customers we serve
The number of flights they serve is NF
The number of customers per flight is CF
This is per day
So monthly is by 30
NF CF 30
The wages is the cost of the company
The company has to give u a good environment pension mood mental health
This is addition on top of wages
So the cost to company is different
So the number of agents multiplied by the cost of the agent
NA XM
Now this kiosk, forget the development, the kharcha is CAPEX and OPEX. capex is to get it up and running, OPEX is monthly running cost
Many companies require OPEX to not be wrong otherwise it eats into ur profits
Its NA multiplied by XCTC (cost to company) divided by 30 NF CF. so this is before
Now the kiosk is adding OPEX. but the serving time is ½ so agent cost is ½ but OPEX is added to the monthly cost
So this after cost is lesser than or equal to the old before cost
But there is also a CAPEx cost because we need to invest
And we get some appreciation called R
And then we have risk analysis
The more funademtnally we redesign processes the more we have to think about political social impact