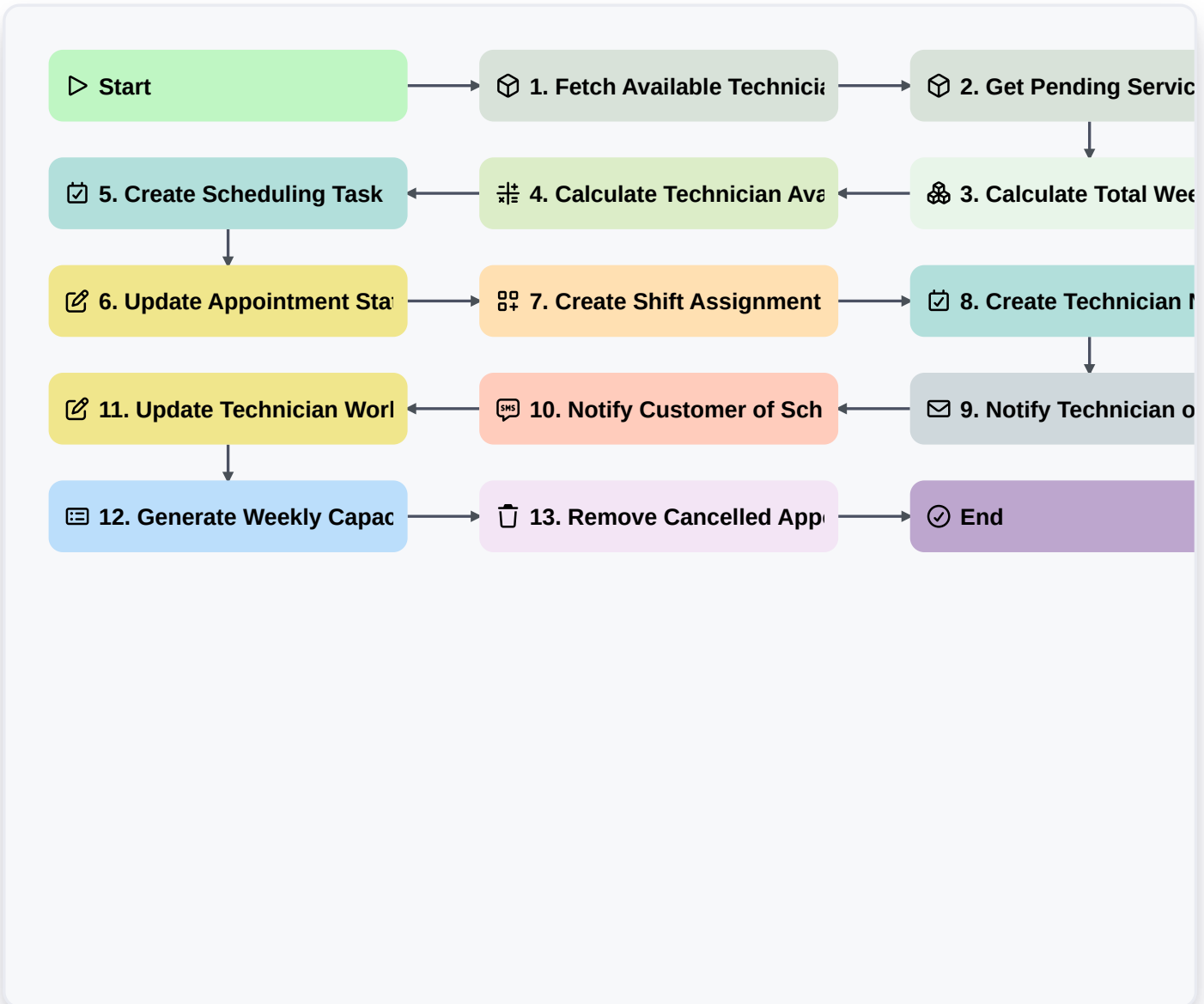


Automotive Workshop Staff Scheduling Process



▷ Start

Start of the Workflow/Process.

📦 1. Fetch Available Technicians

Retrieve all technicians from the Staff Data Model who are marked as 'Active' and not currently assigned to a long-term project.

📦 2. Get Pending Service Appointments

Retrieve all upcoming vehicle service entries from the Appointments Data Model that have not yet been assigned a technician.

🔗 3. Calculate Total Weekly Workload

Sum the total estimated hours of all assigned tasks for each technician to identify overcapacity.

⚖️ 4. Calculate Technician Availability Gap

Subtract the total assigned workload hours from the technician's total available working hours for the week.

📝 5. Create Scheduling Task

Create a task for the Workshop Manager to review the calculated availability and assign technicians to pending appointments.



6. Update Appointment Status

Update the 'Status' field in the Appointment Data Model to 'Scheduled' once a technician is assigned.

7. Create Shift Assignment Record

Create a new entry in the Staff Schedule Data Model linking the Technician, the Appointment, and the assigned Time Slot.

8. Create Technician Notification Task

Create a task for the assigned technician to review their new schedule and confirm availability.

9. Notify Technician of New Assignment

Send an email to the technician's registered email address with the details of the new scheduled workshop task.

10. Notify Customer of Schedule Confirmation

Send an SMS to the customer to inform them that their vehicle service has been officially scheduled.

11. Update Technician Workload

Update the technician's 'Current Weekly Hours' property in the Staff Data Model to reflect the new assignment.

12. Generate Weekly Capacity Report

Generate a report showing the ratio of assigned hours vs. available hours across the entire workshop staff.

13. Remove Cancelled Appointment

Delete the scheduled entry from the Staff Schedule Data Model if the customer cancels the appointment.

End

End of the Workflow/Process.