



Walmart Tech Bar Scheduler

**Ben Hodges, Joe Tam, Austin Dixon, Cole
Alvarado, Sebastian Vivo**

Problem

- Walmart is in the process of creating and improving an IT portal named “MyTech”
- Physical tech bars have an issue that is not prominent in digital ones, physical lines.
- This affects the technicians as well. Without a digital check-in for their Tech Bars, technicians cannot be prepared for the issues that are going to be brought to them.



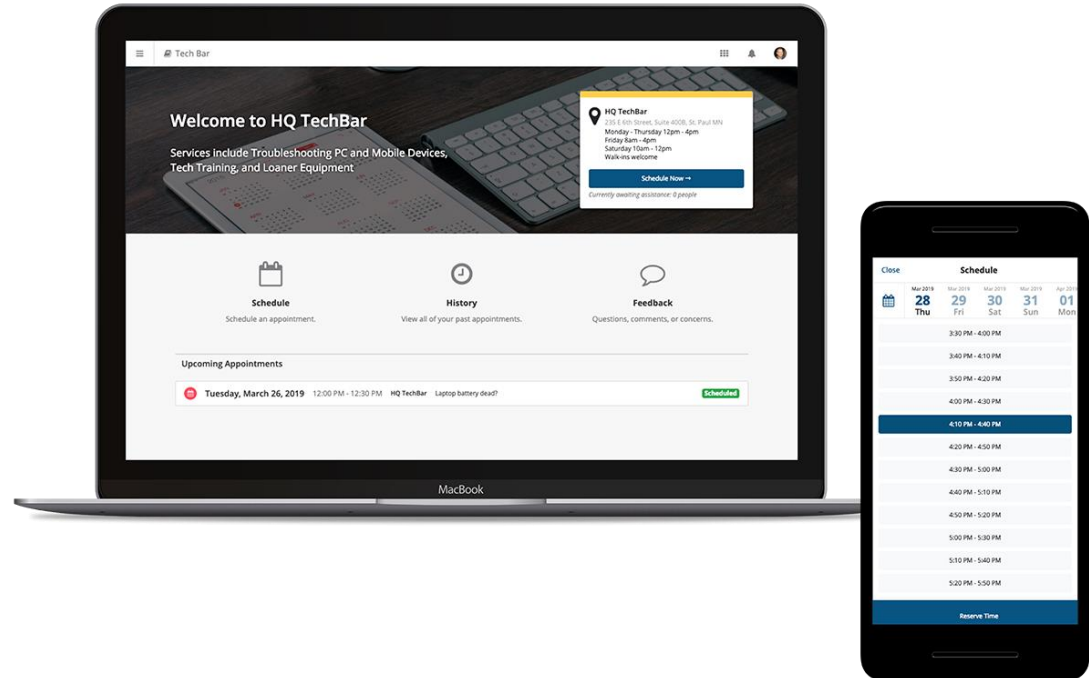
Objective

- The goal of this project is to create an end-to-end Tech Bar scheduler web application for Walmart associates and tech support technicians.
- Within the web application associates should be able to see Walmart Tech Bar locations.
- Once finding a Tech Bar in the desired location that is also open, the web application should allow associates to enter a queue for that location.



Related Work

- Check-in systems like what we are building are prominent across the country.
- Kinetic Tech Bar
 - Advanced appointment scheduling
 - In person servicing
 - View of the user's position in queue
- KASPA
 - Request tech repair
 - Drop it off in a locker
 - Pick up from locker when device is repaired



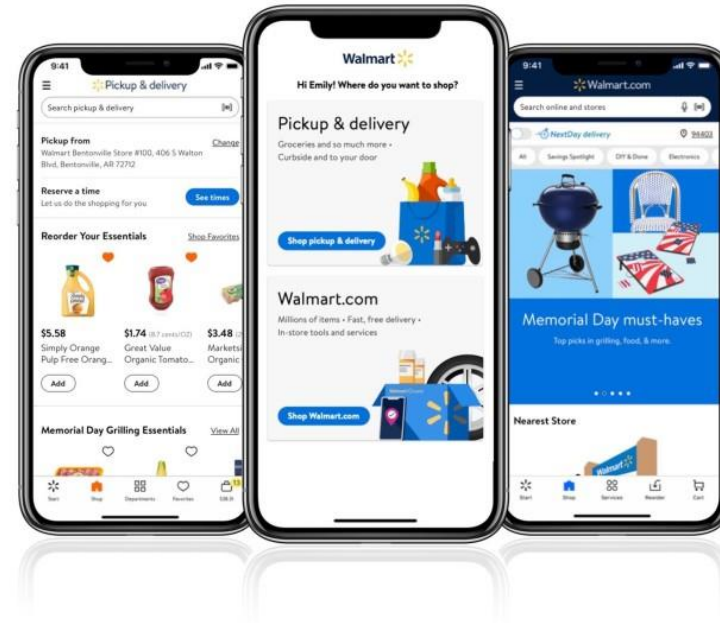
Requirements

- Create an end-to-end Tech Bar scheduler web application for Walmart associates and tech support technicians.
- Associates should be able to see all Tech Bar locations, their business hours and real time status (open, closed, busy, etc.)
- Associates should also be able to get in queue at Tech Bar locations of their choice.
- Tech Support technicians should be able to configure Tech Bar locations, their business hours and status.
- Tech Support technicians should be able to view the queue and remove associates from it with a resolution.
- Ability to configure or change Tech Bar information and remove associates from queue should be password protected.



Optional Requirements

- Mobile responsiveness
- Dark Mode support
- Ability to reschedule Tech Bar appointments



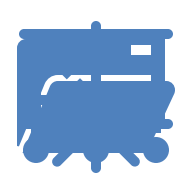
Risks

- Malicious user penetrates site
- Tech Bar experiences unforeseen issues on site
- Associates suddenly cancel their appointment
- Associates unable to find Tech Bar
- Large queue lines
- Associates not ready when they reach their turn in queue



Schedule

Tasks	Dates
1. Work with our Walmart sponsors to review the requirements of the project and revise them until we have a full understanding of what we need to implement, and they understand what to expect from us.	11/18-1/15
2. Prepare a project plan similar to this proposal but specifically for our Walmart sponsors based on their guidelines.	1/18-2/1
3. Design a Wireframe mockup for the Associate's view of the system. This will include the view of the queue.	2/1-2/15
4. Design a Wireframe mockup for the Technician's view of the system including the login screen.	2/15-3/1
5. Create the database backend	3/1-3/8
6. Create the web application frontend	3/8-3/15
7. Verify Ruby seeds relational database backend with frontend inputs	3/15-3/29
8. Final testing	3/29-4/15
9. Write source code documentation and user guide	4/15-5/2
10. Final Deliverable	5/2 - 5/5



Deliverables



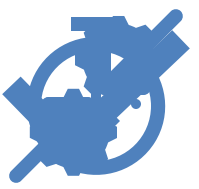
Detailed project plan with clear description of requirements, assumptions, technology, and implementation.



Architectural diagram to demonstrate the interaction and data flow between the front end, back end, and database.



Application files and artifacts with setup and usage instructions.



Success Criteria

Ease of use

Quality

Scalability

Delivering
by deadlines