Oracle Utilities Mobile Workforce Management Release 2.0.1

Utility Reference Model

5.3.2.5 MWM Manage Capacity

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Chapter 1

Overview

This chapter provides a brief description of the Manage Capacity business process and associated process diagrams. This includes:

- **Brief Description**
    - **Actors/Roles**

Brief Description

Business Process: 5.3.2.5 Manage Capacity

Process Type: Subprocess

Parent Process: 5.3.2 Manage Fieldwork

Sibling Processes:

This process covers the following subprocesses:

- **Manage Configuration and System Settings:** The major configuration and system settings a dispatcher will utilize in Oracle Utilities Mobile Workforce Management (MWM) such as Activity Type, Allocation Priority, Crew, Holiday, Personnel, Skill, Vehicle Capabilities, or Zone.
- **Plan Shift:** The addition, deletion, or modification of Crew Shifts and Shift Templates.
- **Manage Break:** The addition, deletion, or modification of Breaks.
- **Manage Crew Break (Pages 1-3):** How a Break is initiated, dispatched, and worked by the Crew.
- **Manage Crew POU (Pages 1-3):** How a POU is initiated, dispatched, and worked by the Crew.
- **Crew Logon and Logoff:** The Crew begins and ends each day with Logon and Logoff, respectively.

Actors/Roles

This section outlines the actors/roles used in the Manage Capacity business process.

- **MWM Application Dispatcher:** An authorized MWM user who monitors new and completed activities and crews
- **Crew:** An authorized user of the MWM Mobile application who executes field activities

Chapter 2

Detailed Business Process Model Description

This chapter provides a detailed description of the Manage Capacity business process. This includes:

- **Business Process Model Diagrams**
- **Manage Configuration and System Settings**
- **Plan Shift**
- **Manage Break**
- **Manage POU**
- **Manage Crew Break, Page 1**
- **Manage Crew Break, Page 2**
- **Manage Crew Break, Page 3**
- **Manage Crew POU, Page 1**
- **Manage Crew POU, Page 2**
- **Manage Crew POU, Page 3**
- **Alert Processing**
- **To-Do Processing**
- **Crew Logon**
- **Crew Logoff**
- **Business Object Lifecycles**

Business Process Model Diagrams

- **Business Process Diagram 1**
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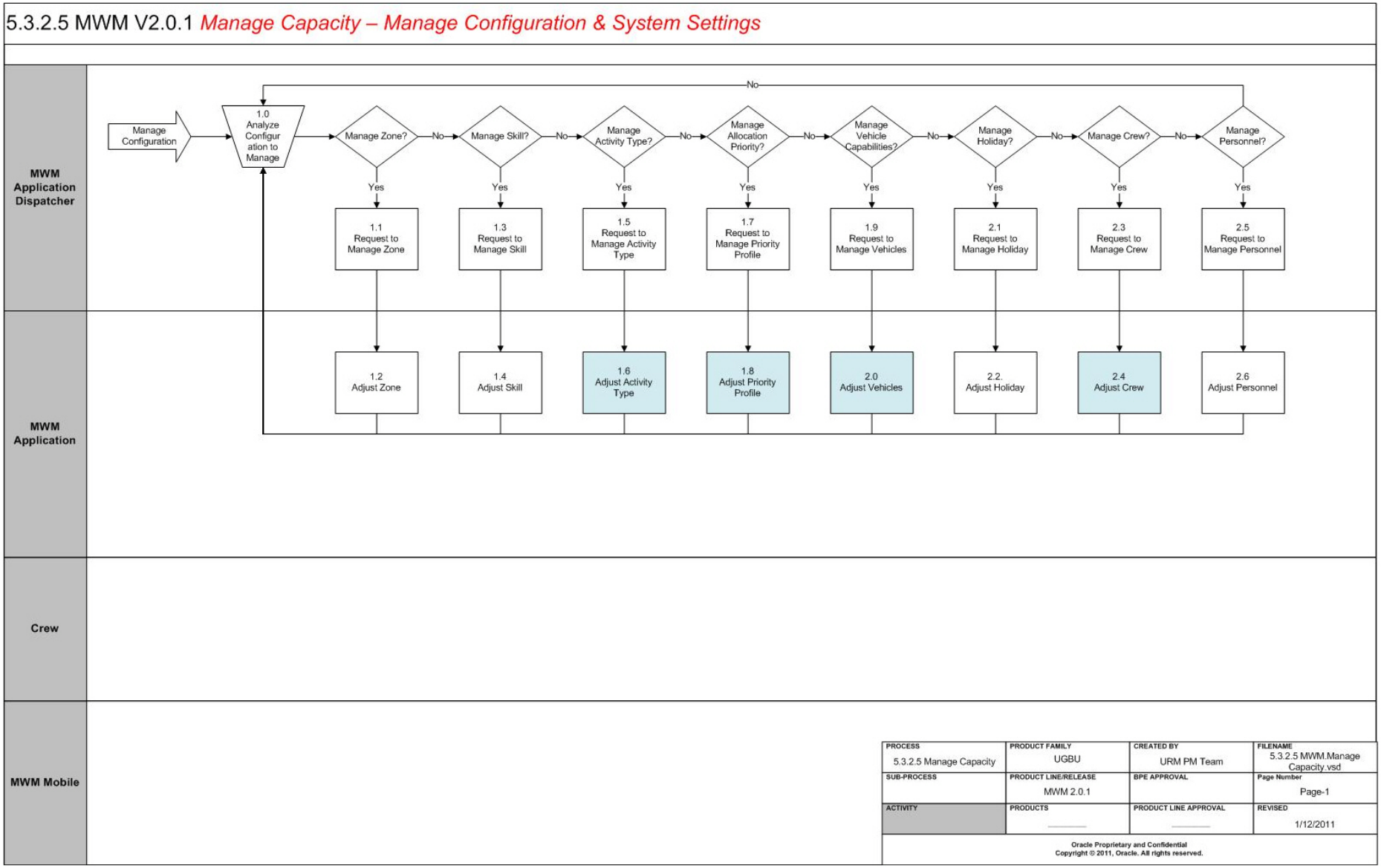
- **Business Process Diagram 10**
- **Business Process Diagram 11**
- **Business Process Diagram 12**
- **Business Process Diagram 13**
- **Business Process Diagram 14**
- **Business Process Diagram 15**

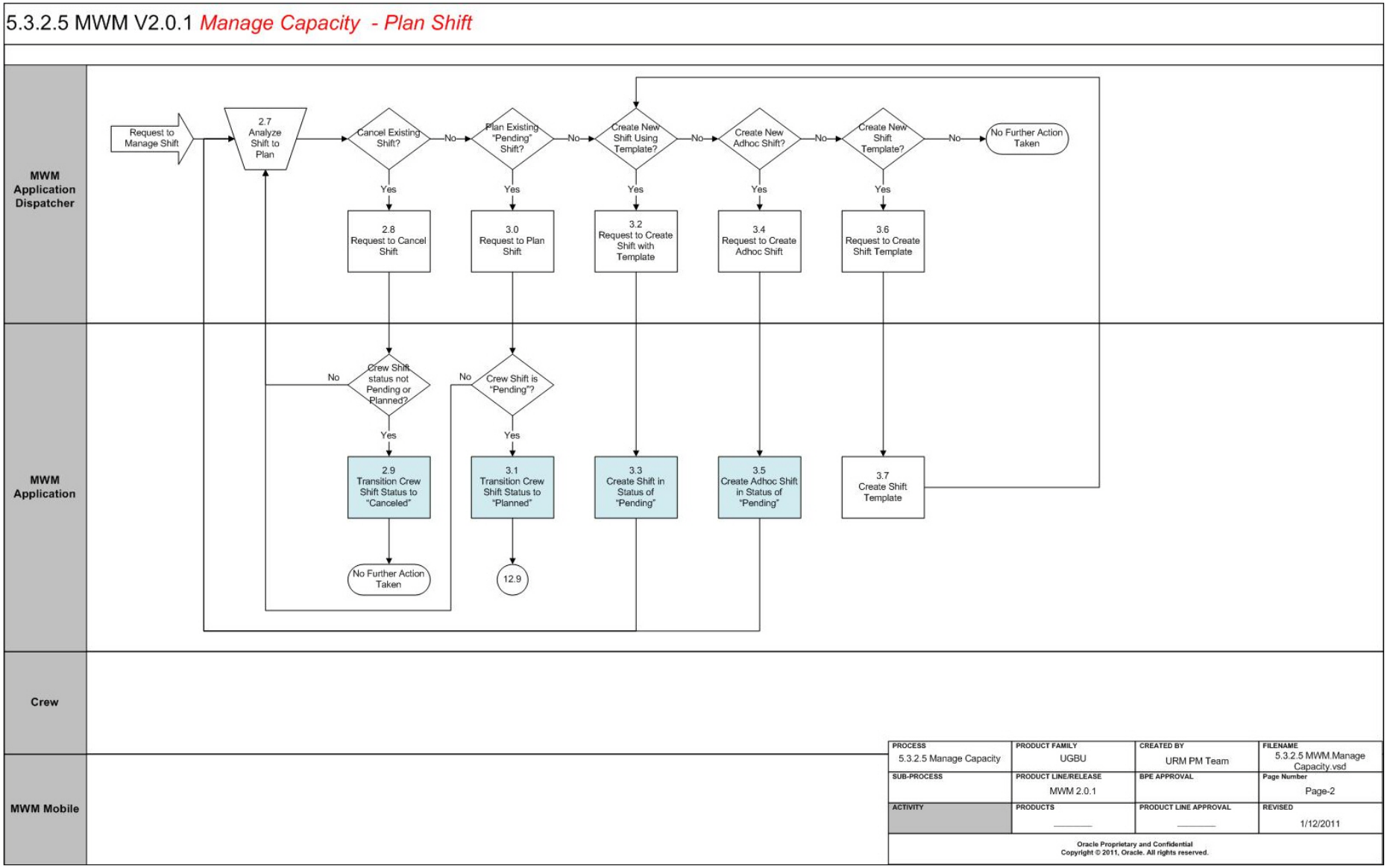
Business Process Diagram 1

Manage Configuration and System Settings



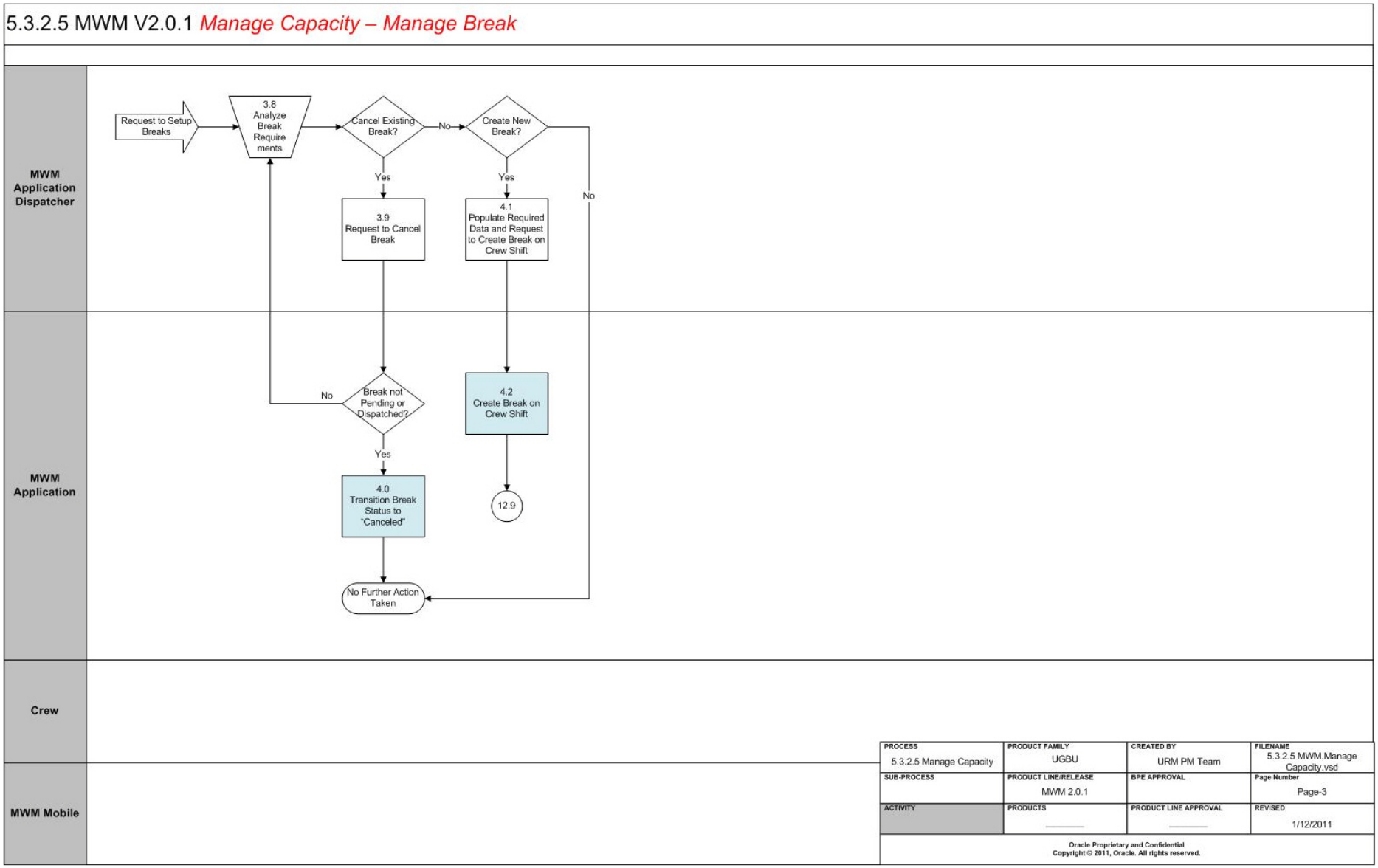
Business Process Diagram 2

Plan Shift



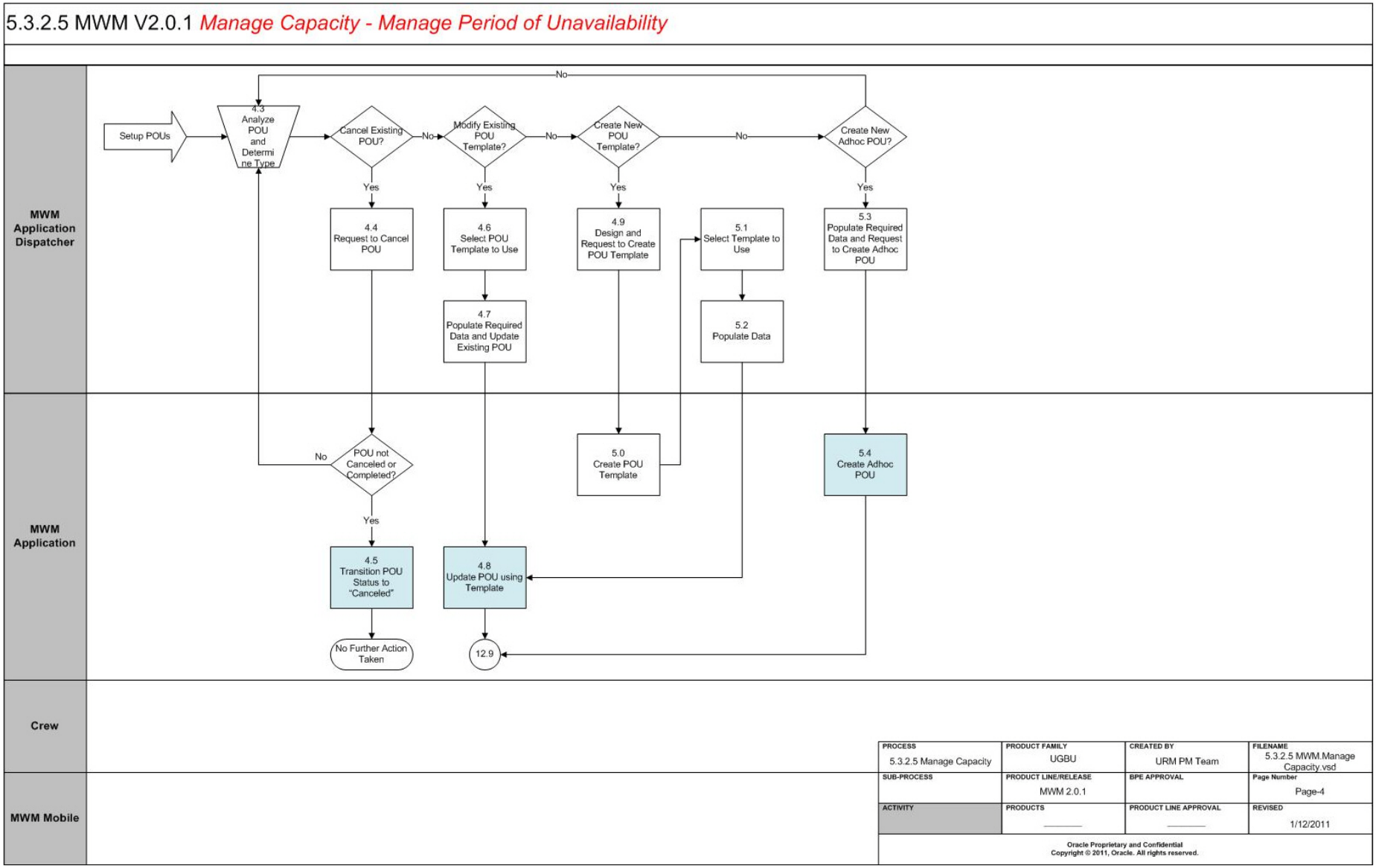
Business Process Diagram 3

Manage Break



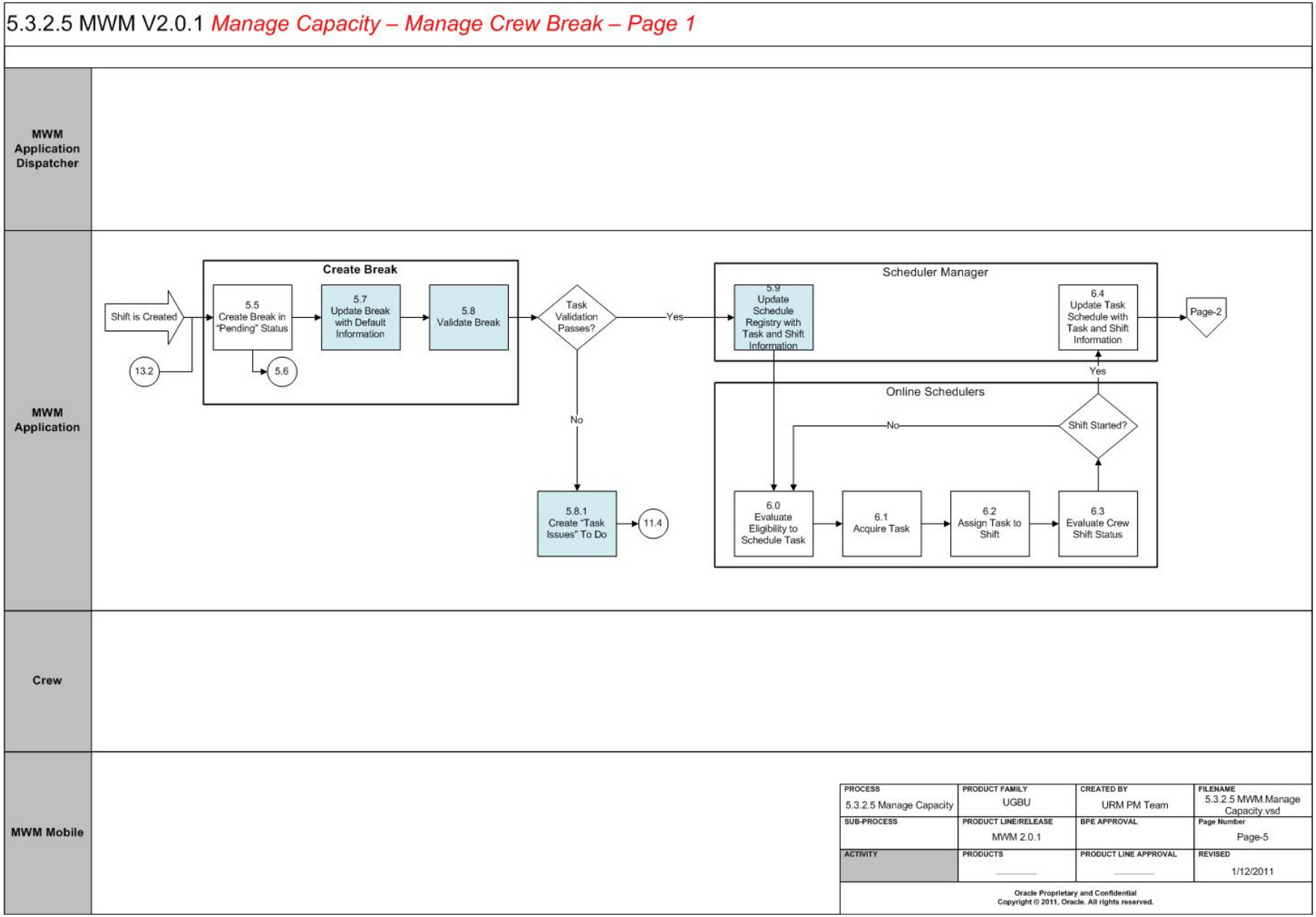
Business Process Diagram 4

Manage Period of Unavailability



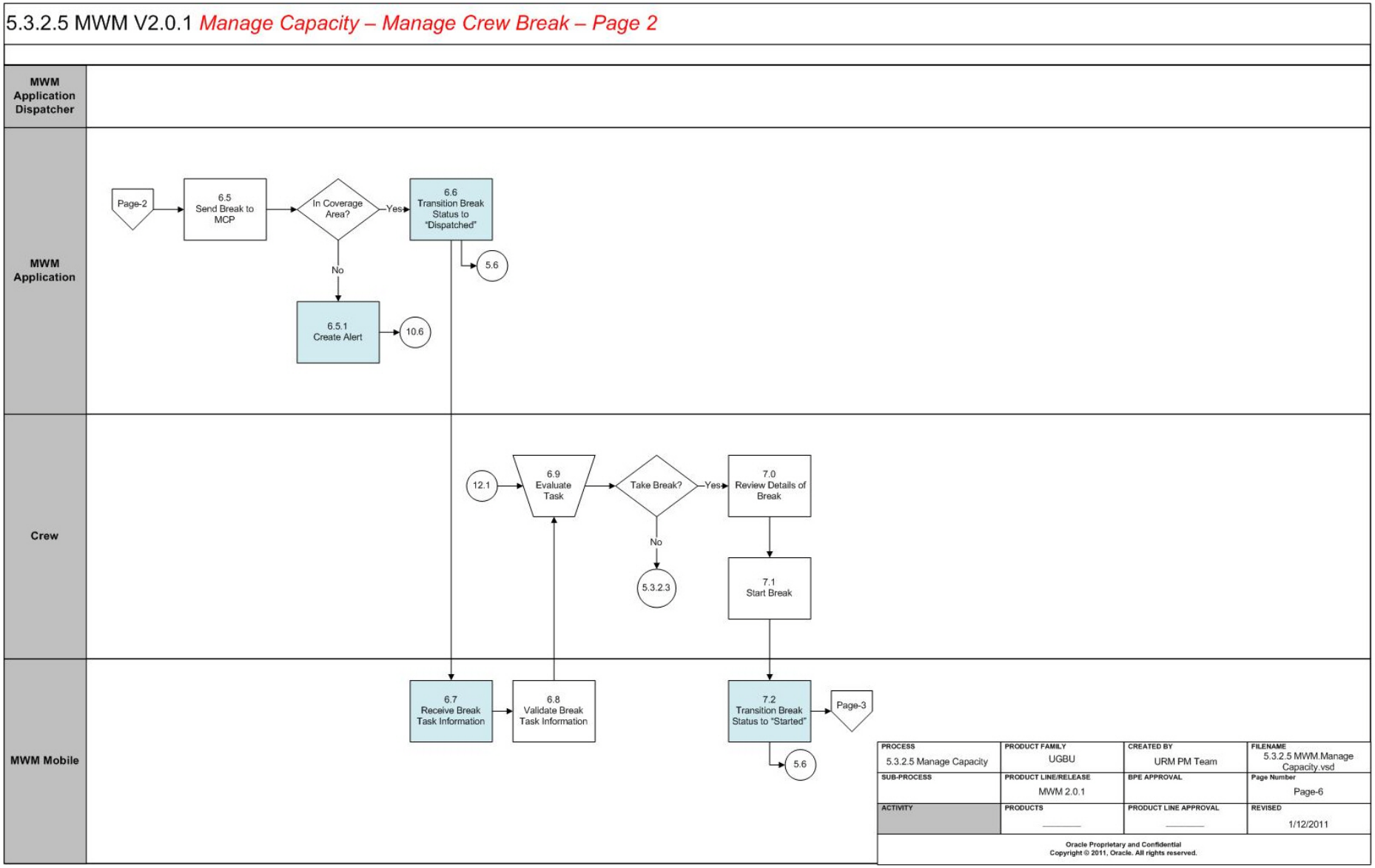
Business Process Diagram 5

Manage Crew Break 1



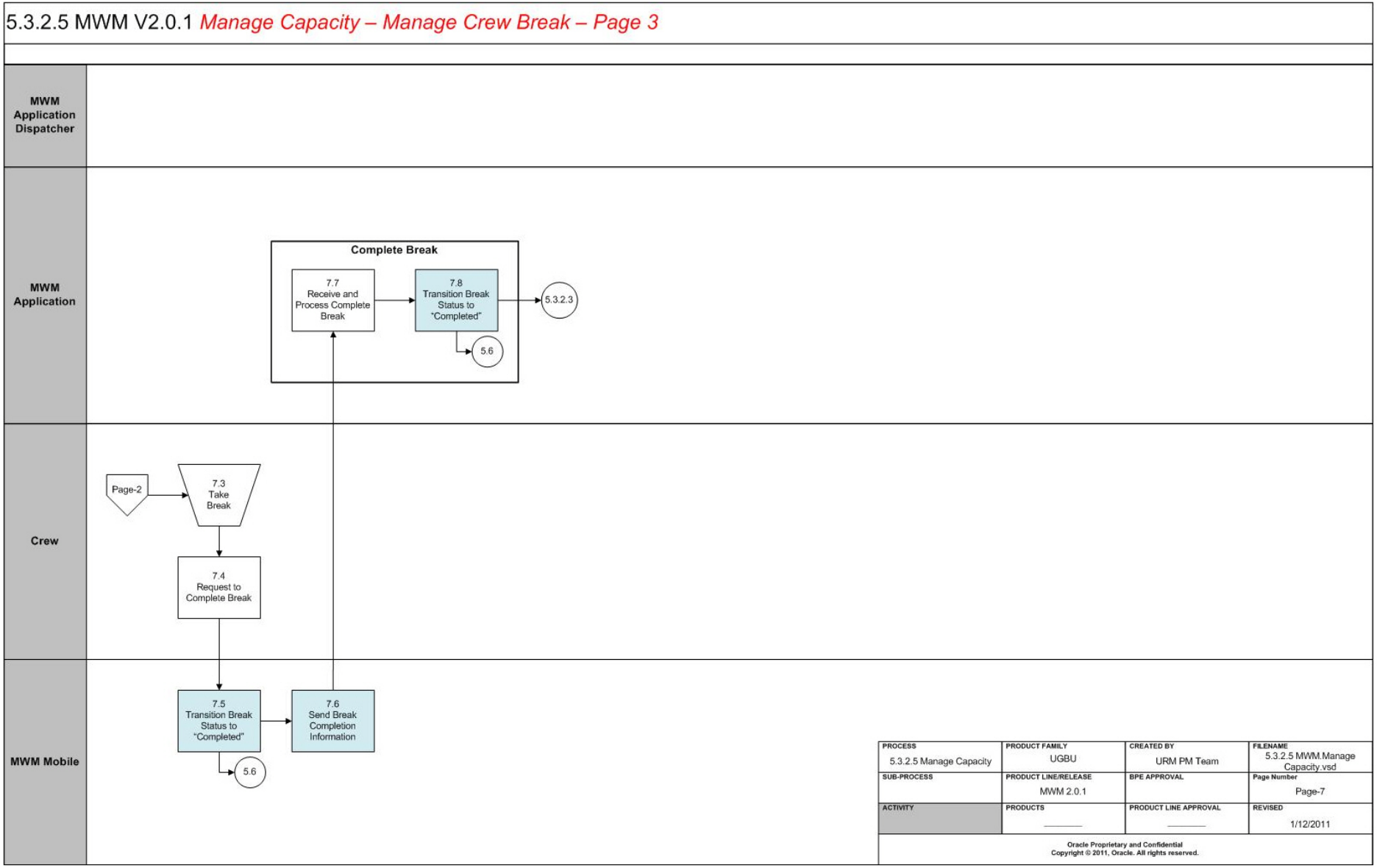
Business Process Diagram 6

Manage Crew Break 2



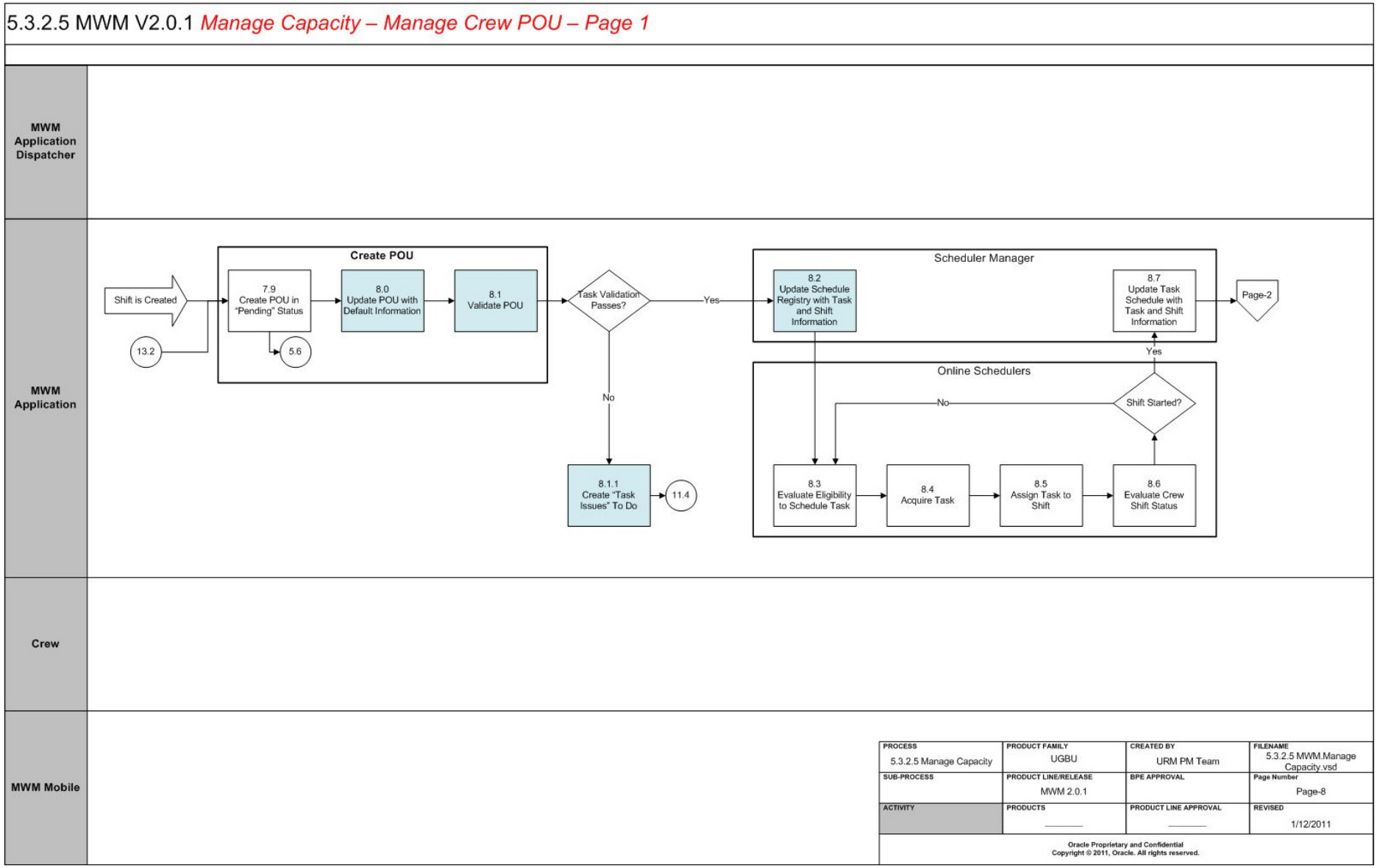
Business Process Diagram 7

Manage Crew Break 3



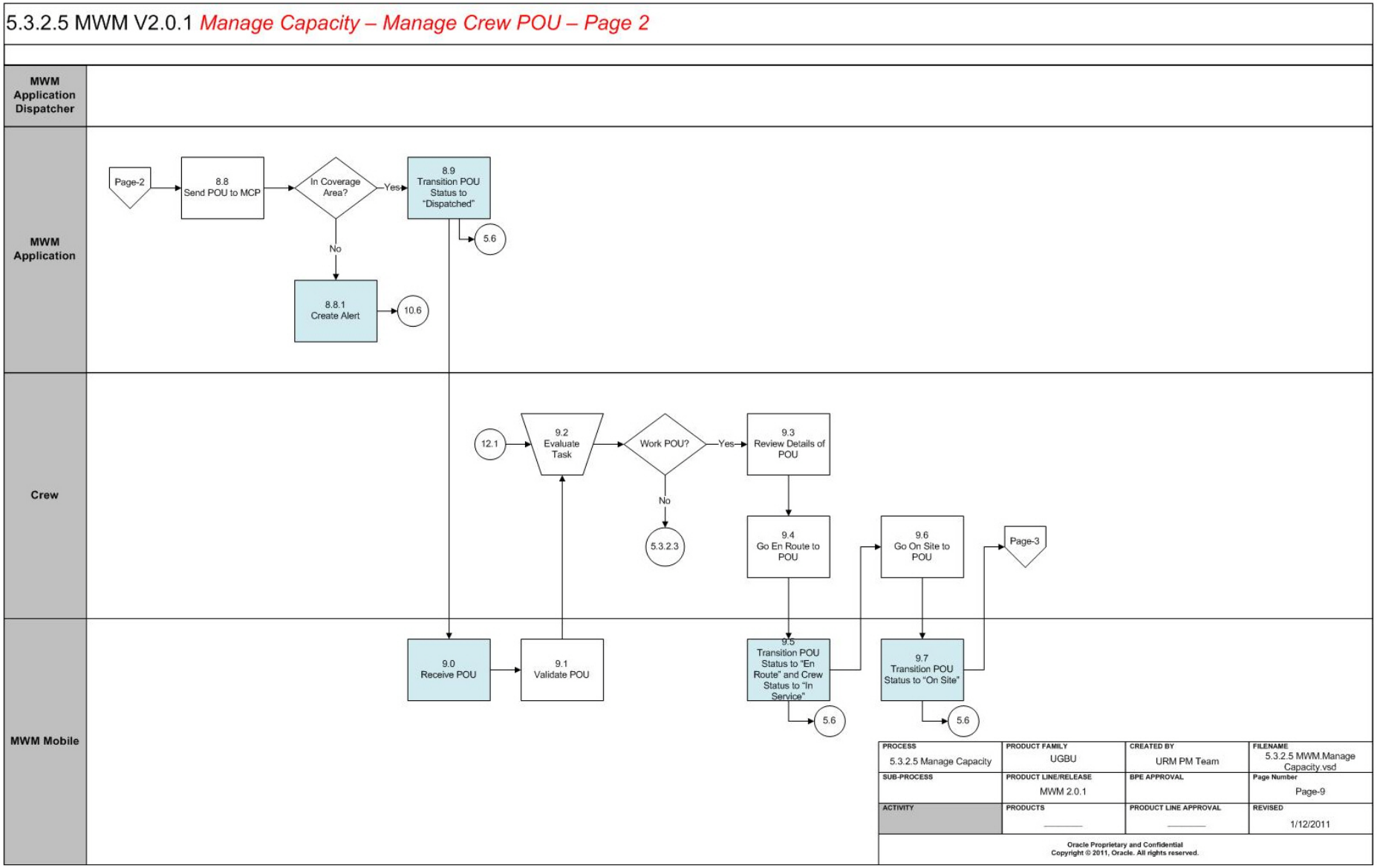
Business Process Diagram 8

Manage Crew POU 1



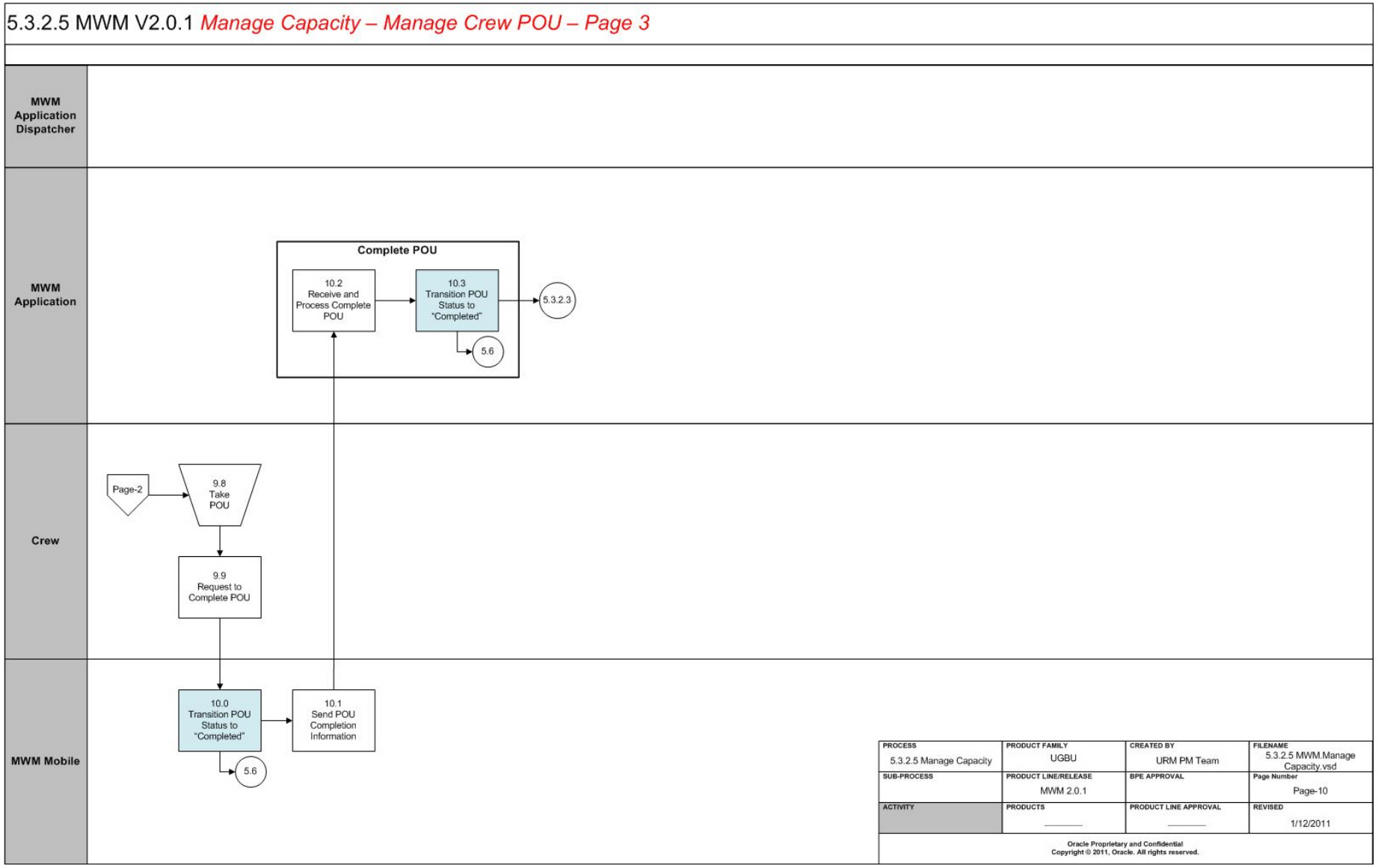
Business Process Diagram 9

Manage Crew POU 2



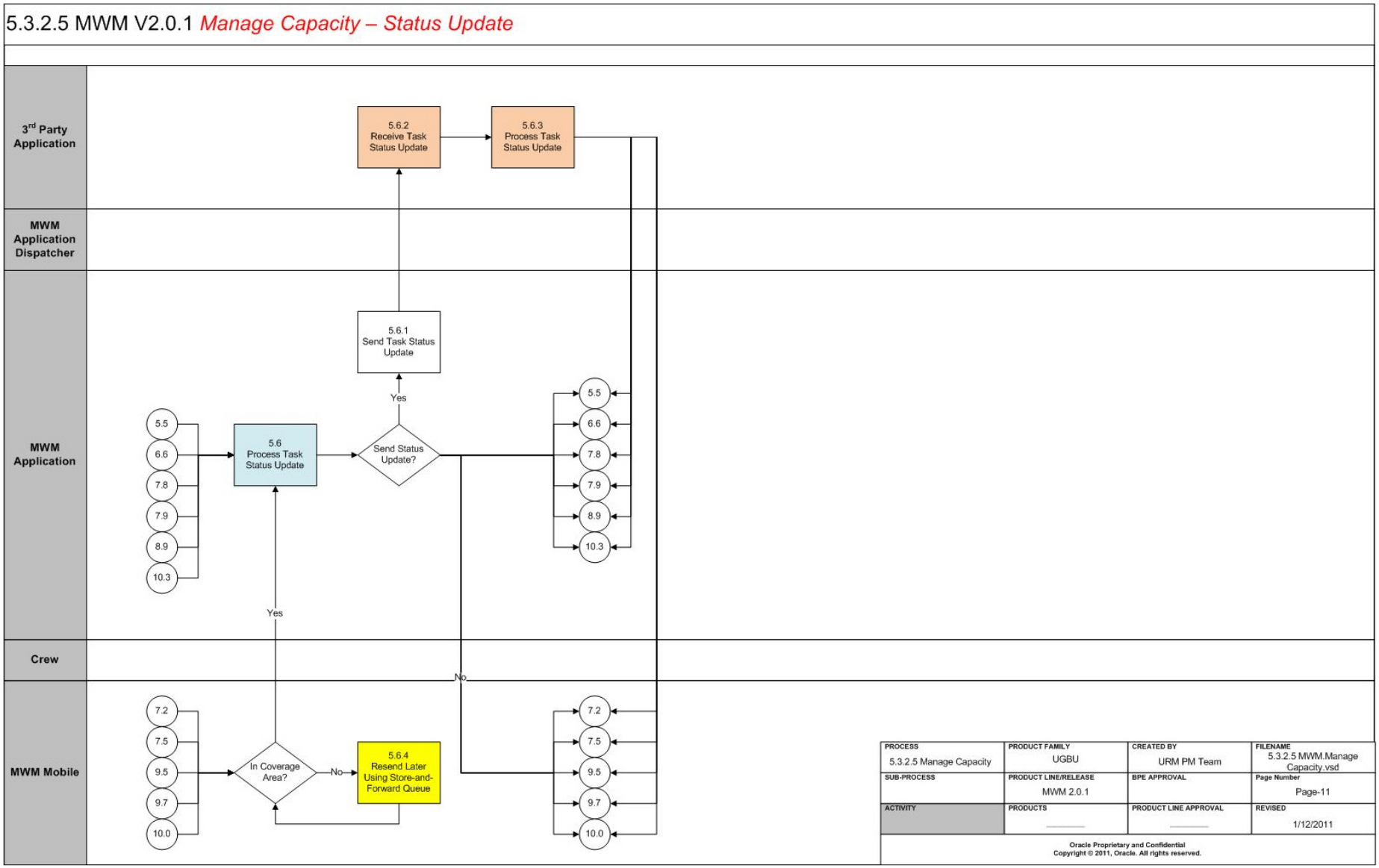
Business Process Diagram 10

Manage Crew POU 3



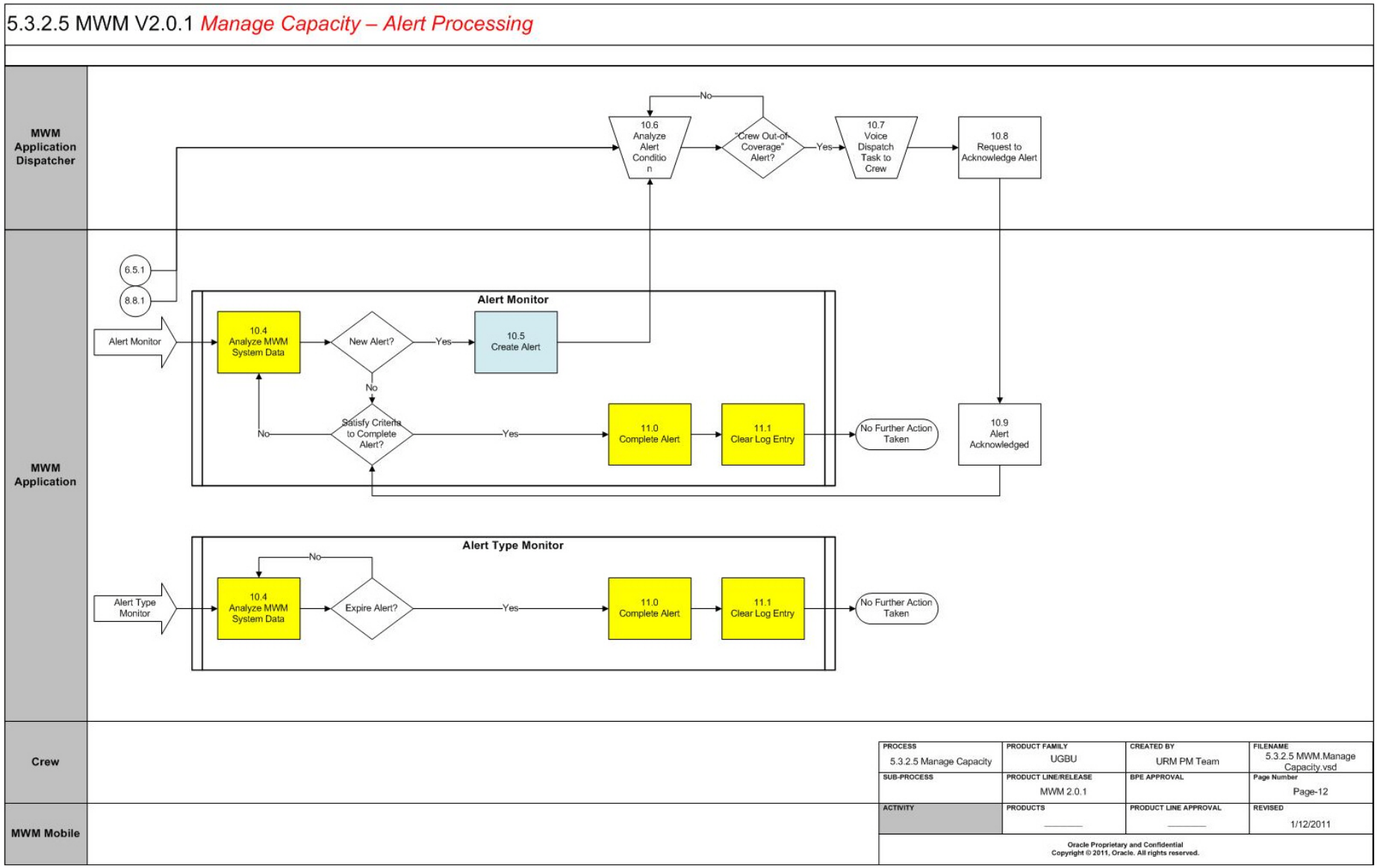
Business Process Diagram 11

Status Update



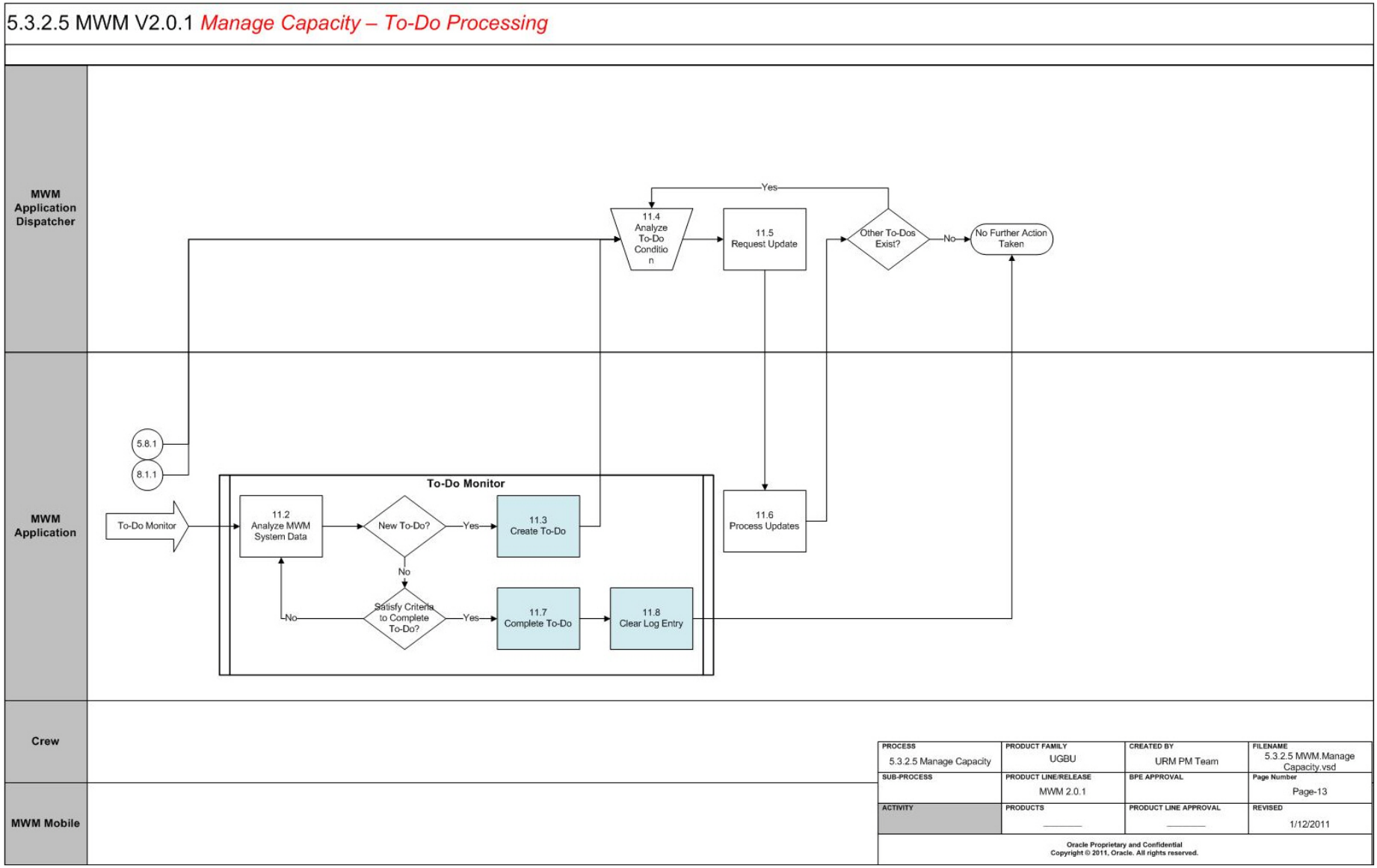
Business Process Diagram 12

Alert Processing



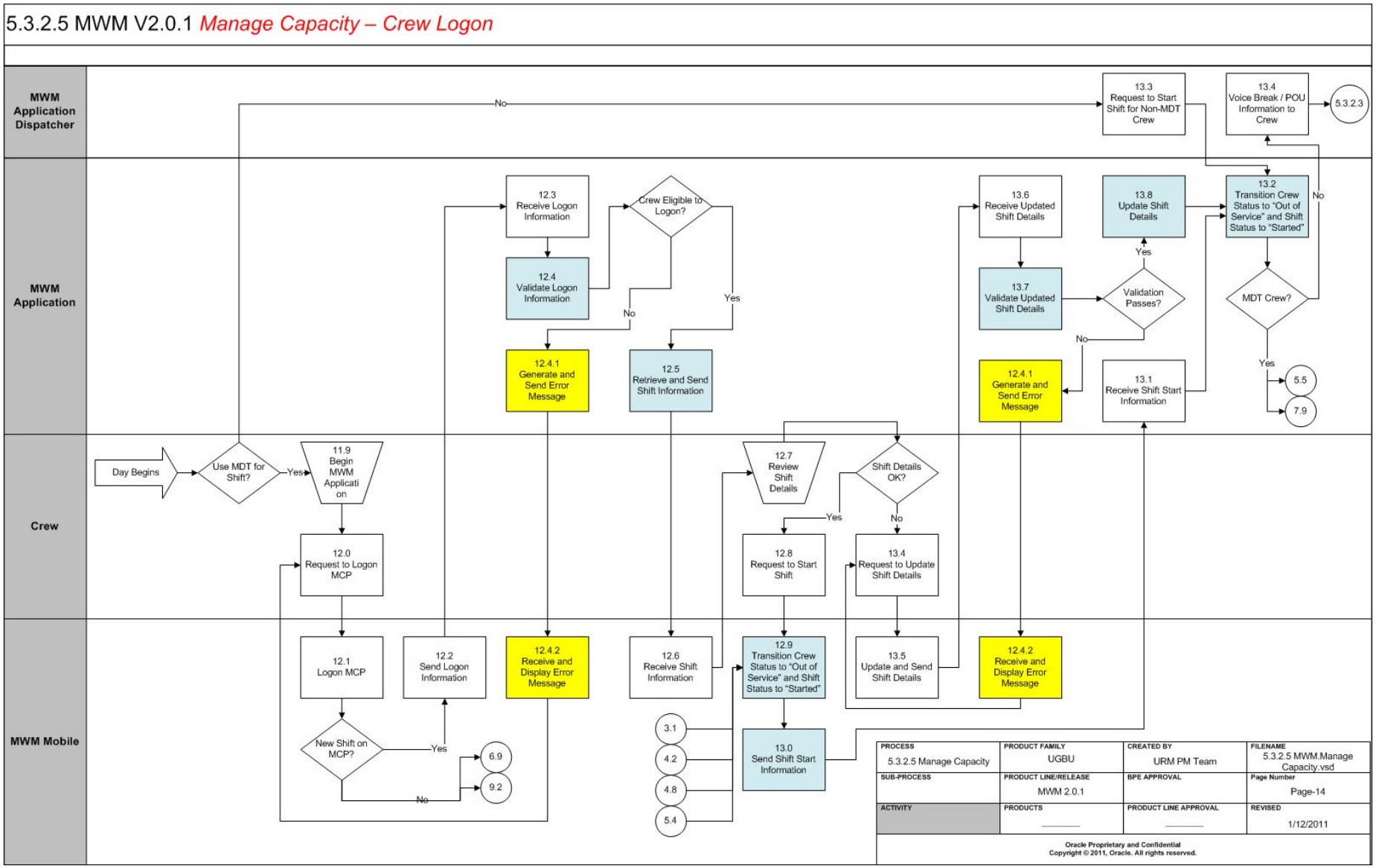
Business Process Diagram 13

To-Do Processing



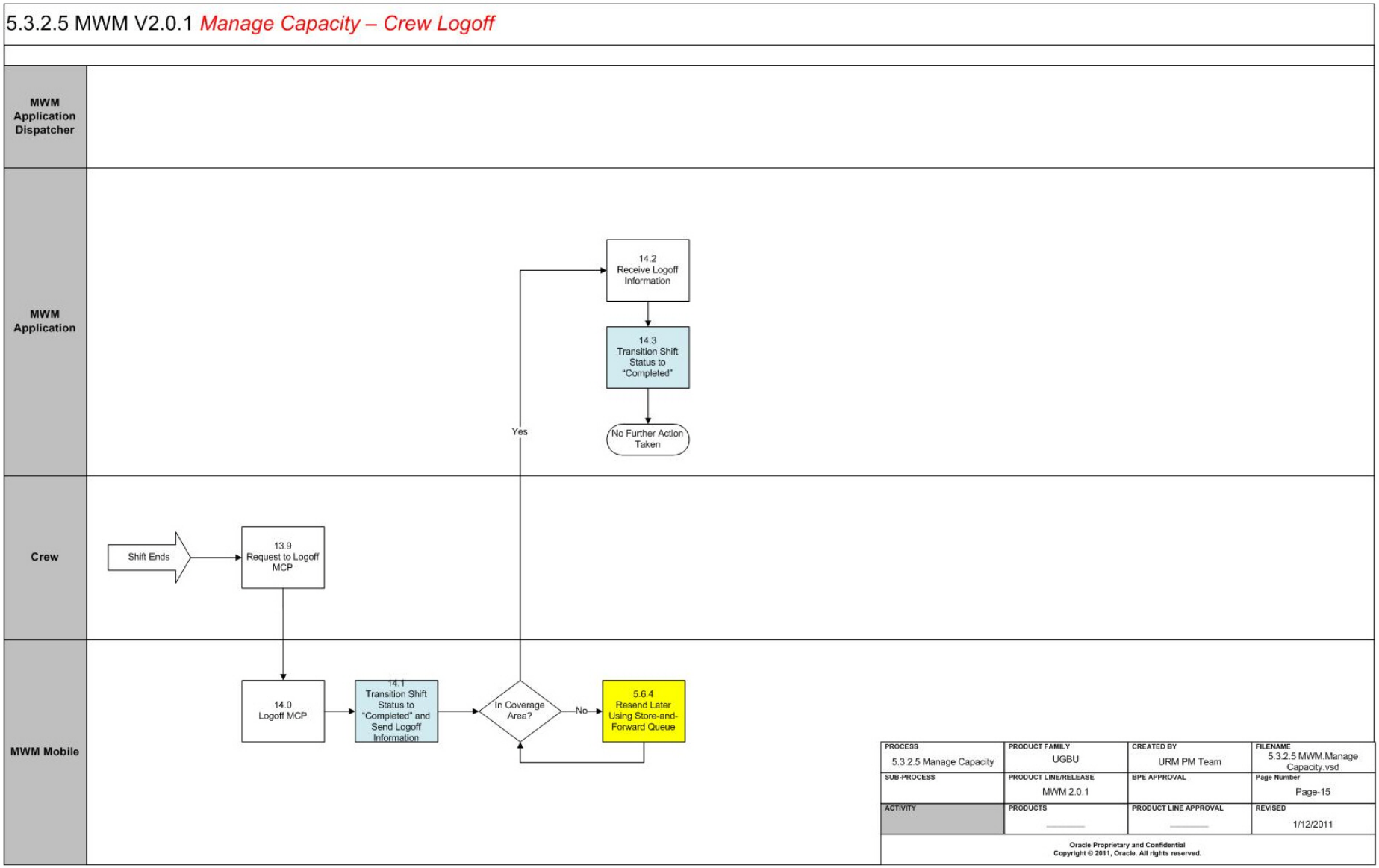
Business Process Diagram 14

Crew Logon



Business Process Diagram 15

Crew Logoff



Manage Configuration and System Settings

This section includes detailed descriptions of the steps involved in the "Manage Configuration and System Settings" business process, including:

- **1.0 Analyze Configuration to Manage**
- **1.1 Request to Manage Zone**
- **1.2 Adjust Zone**
- **1.3 Request to Manage Skill**
- **1.4 Adjust Skill**
- **1.5 Request to Manage Activity Type**
- **1.6 Adjust Activity Type**
- **1.7 Request to Manage Allocation Priority**
- **1.8 Adjust Priority**
- **2.0 Adjust Vehicle Capabilities**
- **2.1 Request to Manage Holiday**
- **2.2 Adjust Holiday**
- **2.3 Request to Manage Crew**
- **2.4 Adjust Crew**
- **2.5 Request to Manage Personnel**
- **2.6 Adjust Personnel**

1.0 Analyze Configuration to Manage

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher determines which configuration or system setting to adjust.

1.1 Request to Manage Zone

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to manage Zone settings.

1.2 Adjust Zone

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application adjusts the Zone settings.

1.3 Request to Manage Skill

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to manage Skill settings.

1.4 Adjust Skill

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application adjusts the Skill settings.

1.5 Request to Manage Activity Type

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to manage Activity Type settings.

1.6 Adjust Activity Type

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application adjusts the Activity Type settings.

Entities to Configure
Activity Type

Business Object	Available Algorithms
M1-ActivityType	M1-VAL-TT

1.7 Request to Manage Allocation Priority

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to manage Allocation Priority settings.

1.8 Adjust Priority

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application adjusts the Priority settings.

Entities to Configure
Priority Profile

Business Object	Available Algorithms
M1-PriorityProfile	M1-VAL-PP

1.9 Request to Manage Vehicle Capabilities

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to manage Vehicle Capabilities settings.

2.0 Adjust Vehicle Capabilities

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application adjusts the Vehicle Capabilities settings.

Entities to Configure
Vehicle

Business Object	Available Algorithms
M1-Vehicle	M1-VEHICLE M1-VEHI-INFO

2.1 Request to Manage Holiday

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to manage Holiday settings.

2.2 Adjust Holiday

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application adjusts the Holiday settings.

2.3 Request to Manage Crew

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to manage Crew settings.

2.4 Adjust Crew

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application adjusts the Crew settings.

Entities to Configure
Crew

Business Object	Available Algorithms
M1-Crew	M1-CREW-INFO

2.5 Request to Manage Personnel

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to manage Personnel settings.

2.6 Adjust Personnel

See **Manage Configuration and System Settings** on page 2-3 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application adjusts the Personnel settings.

Plan Shift

This section includes detailed descriptions of the steps involved in the "Plan Shift" business process, including:

- **2.6 Adjust Personnel**
- **2.7 Analyze Shift to Plan**
- **2.8 Request to Cancel Shift**
- **2.9 Transition Crew Shift Status to "Canceled"**
- **3.0 Request to Plan Shift**
- **3.1 Transition Crew Shift Status to "Planned"**
- **3.2 Request to Create Shift with Template**
- **3.3 Create Shift in Status of "Pending"**
- **3.4 Request to Create Ad Hoc Shift**
- **3.5 Create Ad Hoc Shift in Status of "Pending"**
- **3.6 Request to Create Shift Template**
- **3.7 Create Shift Template**

2.7 Analyze Shift to Plan

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher determines what Shift needs planning work.

2.8 Request to Cancel Shift

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to cancel existing Shifts.

2.9 Transition Crew Shift Status to "Canceled"

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application cancels the Shift.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-CANCRSHF M1-MCPSS-TRL (MCP if applicable)

3.0 Request to Plan Shift

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to change the status of existing Shifts from Pending to Planned.

3.1 Transition Crew Shift Status to "Planned"

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application plans the Shift.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-PLNSHVAL

3.2 Request to Create Shift with Template

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses a Shift Template to create a new shift based on existing formats.

3.3 Create Shift in Status of "Pending"

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates a new Shift.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1- DEFCRSHF M1- MONGENSHF

3.4 Request to Create Ad Hoc Shift

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher creates an ad hoc Shift if no Shift Template exists.

3.5 Create Ad Hoc Shift in Status of "Pending"

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates a new Shift.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1- DEFCRSHF M1- MONGENSHF

3.6 Request to Create Shift Template

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to create a new Shift Template.

3.7 Create Shift Template

See **Plan Shift** on page 2-4 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates a Shift Template.

Manage Break

This section includes detailed descriptions of the steps involved in the "Manage Break" business process, including:

- **3.7 Create Shift Template**
- **3.8 Analyze Break Requirements**
- **3.9 Request to Cancel Break**
- **4.0 Transition Break Status to "Canceled"**
- **4.1 Populate Required Data and Request to Create Break on Crew Shift**
- **4.2 Create Break on Crew Shift**

3.8 Analyze Break Requirements

See **Manage Break** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher determines what Break will be maintained.

3.9 Request to Cancel Break

See **Manage Break** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to cancel existing Breaks.

4.0 Transition Break Status to "Canceled"

See **Manage Break** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application cancels existing Breaks.

Entities to Configure
Break Task

Business Object	Available Algorithms
M1-BreakTask	M1-MCPSH-ISV M1-MCPST-COM M1-MCPTS-TRL

4.1 Populate Required Data and Request to Create Break on Crew Shift

See **Manage Break** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to enter Break data on Crew Shifts.

4.2 Create Break on Crew Shift

See **Manage Break** on page 2-5 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates new Breaks.

Entities to Configure
Break Task

Business Object	Available Algorithms
M1-Break	M1-BTSK-INFO

Manage POU

This section includes detailed descriptions of the steps involved in the "Manage POU" business process, including:

- **4.2 Create Break on Crew Shift**
- **4.3 Analyze POU and Determine Type**
- **4.4 Request to Cancel POU**
- **4.5 Transition POU Status to "Canceled"**
- **4.6 Select POU Template to Use**
- **4.7 Populate Required Data and Update Existing POU**
- **4.8 Update POU using Template**
- **4.9 Design and Request to Create POU Template**
- **5.0 Create POU Template**
- **5.1 Select Template to Use**
- **5.2 Populate Data**
- **5.3 Populate Required Data and Request to Create Ad Hoc POU**
- **5.4 Create Ad Hoc POU**

4.3 Analyze POU and Determine Type

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher determines which Period of Unavailability (POU) will be maintained.

4.4 Request to Cancel POU

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to cancel existing POUs.

4.5 Transition POU Status to "Canceled"

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application cancels existing POUs.

Entities to Configure
POU Task

Business Object	Available Algorithms
M1-POU	M1-MCPSH-COM (MCP if applicable) M1-MCPST-ISV (MCP if applicable) M1-MCPTS-TRL (MCP if applicable) M1-SHF-IN-SV

4.6 Select POU Template to Use

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher chooses the appropriate POU Template.

4.7 Populate Required Data and Update Existing POU

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to enter data and update the POU for use by Crews.

4.8 Update POU using Template

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates updates the existing POU.

Entities to Configure
POU

Business Object	Available Algorithms
M1-POU	M1-PTSK-INFO M1-PTSC-VAl

4.9 Design and Request to Create POU Template

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to create a new POU Template.

5.0 Create POU Template

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates new POU Templates.

5.1 Select Template to Use

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher selects the newly created POU Template in order to create a POU.

5.2 Populate Data

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to enter POU Template data.

5.3 Populate Required Data and Request to Create Ad Hoc POU

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher uses MWM to create an ad hoc POU instead of using a POU Template.

5.4 Create Ad Hoc POU

See **Manage Period of Unavailability** on page 2-6 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates a new ad hoc POU.

Entities to Configure
POU

Business Object	Available Algorithms
M1-POU	M1-PTSK-INFO M1-PTSC-VAl

Manage Crew Break, Page 1

This section includes detailed descriptions of the steps involved in the "Manage Crew Break" business process, including:

- **5.5 Create Break in "Pending" Status**
- **5.6 Process Task Status Update**
- **5.6.1 Send Task Status Update**
- **5.6.2 Receive Task Status Update**
- **5.6.3 Process Task Status Update**
- **5.6.4 Resend Later Using Store-and-Forward Queue**
- **5.7 Update Break with Default Information**
- **5.7 Update Break with Default Information**
- **5.8 Validate Break**
- **5.8.1 Create "Task Issues" To Do**
- **5.9 Update Schedule Registry with Task and Shift Information**
- **6.0 Evaluate Eligibility to Schedule Task**
- **6.1 Acquire Task**
- **6.2 Assign Task to Shift**
- **6.3 Evaluate Crew Shift Status**
- **6.4 Update Task Schedule with Task and Shift Information**

5.5 Create Break in "Pending" Status

See **Manage Crew Break 1** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates any defined Breaks on open Crew Shifts.

5.6 Process Task Status Update

See **Status Update** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will process any Task Status updates in order to determine if the 3rd Party Application needs updated.

Entities to Configure
Break Task
Crew Shift
POU Task

Business Object	Available Algorithms
M1-BreakTask	M1-SHF-OT-SV M1-VTSK-NMDT
M1-CrewShift	M1- DISPELTSK M1- SHFINSVC
M1-POU	M1-SHF-OT-SV M1-VTSK-NMDT

5.6.1 Send Task Status Update

See **Status Update** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Task Status changes are sent to any 3rd Party Application requiring the update.

5.6.2 Receive Task Status Update

See **Status Update** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: 3rd Party Application

Description: 3rd Party Application receives the update.

5.6.3 Process Task Status Update

See **Status Update** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: 3rd Party Application

Description: 3rd Party Application processes the update.

5.6.4 Resend Later Using Store-and-Forward Queue

See **Status Update** on page 2-13 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile attempts to resend any message that could not be sent due to coverage issues.

5.7 Update Break with Default Information

See **Manage Crew Break 1** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application system automatically populates the Break with default information.

Entities to Configure
Break Task

Business Object	Available Algorithms
M1-Break	M1-BTSK-INFO

5.8 Validate Break

See **Manage Crew Break 1** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application validates the Break.

Entities to Configure
Break Task

Business Object	Available Algorithms
M1-BreakTask	M1-BTSK-VAL

5.8.1 Create "Task Issues" To Do

See **Manage Crew Break 1** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The System automatically creates a To-Do for any Break that fails Validation and is in the Issues Detected status.

Entities to Configure
To-Do Type
To-Do Role

5.9 Update Schedule Registry with Task and Shift Information

See **Manage Crew Break 1** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM updates the Schedule Registry with all the information required to accurately evaluate the Break during real-time scheduling. Information updated includes Task details, Shift information, configured Cost Controls, and the Scheduler Area assigned to this Break.

Entities to Configure
Break Task
Crew Shift

Business Object	Available Algorithms
M1-BreakTask	M1-SCHRD-BRK
M1-CrewShift	M1-SCHRD-SHF

6.0 Evaluate Eligibility to Schedule Task

See **Manage Crew Break 1** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application evaluates the Break's eligibility for acquisition by examining the Scheduler Area and configured Scheduling Horizon.

6.1 Acquire Task

See **Manage Crew Break 1** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application acquires the Break in order to adjust any other assignments based on real-time events.

6.2 Assign Task to Shift

See **Manage Crew Break 1** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Using complex scheduling algorithms, the MWM Application assigns a Shift to the Break based on least-cost alternatives.

6.3 Evaluate Crew Shift Status

See **Manage Crew Break 1** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will only allow transition from the Pending status once the Shift has been started.

6.4 Update Task Schedule with Task and Shift Information

See **Manage Crew Break 1** on page 2-7 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Once the Break is ready to be dispatched, the MWM Application writes to the Scheduler Registry with updated Break information.

Manage Crew Break, Page 2

This section includes detailed descriptions of the steps involved in the "Manage Crew Break" business process, including:

- **6.5 Send Break to MCP**
- **6.6 Transition Break Status to "Dispatched"**
- **6.7 Receive Break Task Information**
- **6.8 Validate Break Task Information**
- **6.9 Evaluate Task**
- **7.0 Review Details of Break**
- **7.1 Start Break**
- **7.2 Transition Break Status to "Started"**

6.5 Send Break to MCP

See **Manage Crew Break 2** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application sends the Break to the Crew's MCP.

6.5.1 Create Alert

See **Manage Crew Break 2** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application automatically creates an Alert if the MCP fails to Synchronize Break information. It is based on this Alert that the MWM Application Dispatcher may choose to investigate the cause of the Alert further.

6.6 Transition Break Status to "Dispatched"

See **Manage Crew Break 2** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application transitions the Break status to Dispatched once the Break is sent to the MWM Mobile.

Entities to Configure
Break Task

Business Object	Available Algorithms
M1-BreakTask	M1-BRK-SCHUP

6.7 Receive Break Task Information

See **Manage Crew Break 2** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The Crew receives the Break.

Entities to Configure
Break Task

Business Object	Available Algorithms
M1-BreakTask	M1-MCPTS-TRL (Dispatched) M1- MCPTS-TRL (Pending) M1-SYNCPOUBR

6.8 Validate Break Task Information

See **Manage Crew Break 2** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile Validates the Break.

6.9 Evaluate Task

See **Manage Crew Break 2** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew evaluates newly received Break in order to determine where it resides in the current schedule.

7.0 Review Details of Break

See **Manage Crew Break 2** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: Prior to beginning the Break, the Crew reviews the Break details to ensure the Break is ready to be taken.

7.1 Start Break

See **Manage Crew Break 2** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew uses MWM Mobile to start the Break.

7.2 Transition Break Status to “Started”

See **Manage Crew Break 2** on page 2-8 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile changes the Break status to started.

Entities to Configure
Break Task

Business Object	Available Algorithms
M1-BreakTask	M1-MCPSH-OSV M1-MCPST-TRL M1-MCPTS-VAL

Manage Crew Break, Page 3

This section includes detailed descriptions of the steps involved in the "Manage Crew Break" business process, including:

- **7.3 Take Break**
- **7.4 Request to Complete Break**
- **7.5 Transition Break Status to "Completed"**
- **7.6 Send Break Completion Information**
- **7.7 Receive and Process Complete Break**
- **7.8 Transition Break Status to "Completed"**

7.3 Take Break

See **Manage Crew Break 3** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew takes a Break.

7.4 Request to Complete Break

See **Manage Crew Break 3** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew uses MWM to complete their Break in MWM.

7.5 Transition Break Status to "Completed"

See **Manage Crew Break 3** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile updates the Break Status to Completed.

Entities to Configure
Break Task

Business Object	Available Algorithms
M1-BreakTask	M1-MCPSH-COM M1-MCPST-ISV M1-MCPTS-TRL M1-MCPTS-UPD

7.6 Send Break Completion Information

See **Manage Crew Break 3** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile sends the MWM Application the Break completion information.

Entities to Configure
Break Task

Business Object	Available Algorithms
M1-BreakTask	M1-SYNCPOUBR

7.7 Receive and Process Complete Break

See **Manage Crew Break 3** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application receives the completed Break.

7.8 Transition Break Status to "Completed"

See **Manage Crew Break 3** on page 2-9 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application updates the Break Status to Completed.

Entities to Configure
Break Task

Business Object	Available Algorithms
M1-BreakTask	M1-SHF-IN-SV

Manage Crew POU, Page 1

This section includes detailed descriptions of the steps involved in the "Manage Crew POU" business process, including:

- **7.8 Transition Break Status to "Completed"**
- **7.9 Create POU in Pending Status**
- **8.0 Update POU with Default Information**
- **8.1 Validate POU**
- **8.1.1 Create "Task Issues" To Do**
- **8.2 Update Schedule Registry with Task and Shift Information**
- **8.3 Evaluate Eligibility to Schedule Task**
- **8.4 Acquire Task**
- **8.5 Assign Task to Shift**
- **8.6 Evaluate Crew Shift Status**
- **8.7 Update Task Schedule with Task and Shift Information**

7.9 Create POU in Pending Status

See **Manage Crew POU 1** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates any defined POUs on open Crew Shifts.

8.0 Update POU with Default Information

See **Manage Crew POU 1** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application system automatically populates the POU with default information.

Entities to Configure
POU

Business Object	Available Algorithms
M1-POU	M1-PTSK-INFO

8.1 Validate POU

See **Manage Crew POU 1** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application validates the POU.

Business Object	Available Algorithms
M1-POU	M1-PTSK-VAL

8.1.1 Create “Task Issues” To Do

See **Manage Crew POU 1** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The System automatically creates a To-Do for any POU that fails Validation.

Entities to Configure
To-Do Type
To-Do Role

8.2 Update Schedule Registry with Task and Shift Information

See **Manage Crew POU 1** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM updates the Schedule Registry with all the information required to accurately evaluate the POU during real-time scheduling. Information updated includes Task details, Shift information, configured Cost Controls, and the Scheduler Area assigned to this POU.

Entities to Configure
Crew Shift
POU

Business Object	Available Algorithms
M1-POU	M1-SCHRD-POU
M1-CrewShift	M1-SCHRD-SHF

8.3 Evaluate Eligibility to Schedule Task

See **Manage Crew POU 1** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application evaluates the POU's eligibility for acquisition by examining the Scheduler Area and configured Scheduling Horizon.

8.4 Acquire Task

See **Manage Crew POU 1** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application acquires the POU in order to adjust any other assignments based on real-time events.

8.5 Assign Task to Shift

See **Manage Crew POU 1** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Using complex scheduling algorithms, the MWM Application assigns a Shift to the POU based on least-cost alternatives.

8.6 Evaluate Crew Shift Status

See **Manage Crew POU 1** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will only allow transition from the Pending status once the Shift has been started.

8.7 Update Task Schedule with Task and Shift Information

See **Manage Crew POU 1** on page 2-10 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: Once the POU is ready to be dispatched, the MWM Application writes to the Scheduler Registry with updated POU information.

Manage Crew POU, Page 2

This section includes detailed descriptions of the steps involved in the "Manage Crew POU" business process, including:

- **8.7 Update Task Schedule with Task and Shift Information**
- **8.8 Send POU to MCP**
- **8.8.1 Create Alert**
- **8.9 Transition POU Status to "Dispatched"**
- **9.0 Receive POU**
- **9.1 Validate POU**
- **9.2 Evaluate Task**
- **9.3 Review Details of POU**
- **9.4 Go En Route to POU**
- **9.5 Transition POU Status to "En Route"**
- **9.6 Go On Site to POU**
- **9.7 Transition POU Status to "On Site"**

8.8 Send POU to MCP

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application sends the POU to the Crew's MCP.

8.8.1 Create Alert

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application automatically creates an Alert if the MCP fails to Synchronize POU information. It is based on this that the MWM Application Dispatcher may choose to investigate the cause of the Alert further.

Entities to Configure
Alert-Type

8.9 Transition POU Status to "Dispatched"

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application transitions the POU status to Dispatched once the POU is sent to the MWM Mobile.

Entities to Configure
POU

Business Object	Available Algorithms
M1-POU	M1-POU-SCHUP

9.0 Receive POU

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The Crew receives the POU.

Entities to Configure
POU

Business Object	Available Algorithms
M1-POU	M1-MCPTS-TRL (Dispatched) M1-MCPTS-TRL (Pending) M1-SYNCPOUBR

9.1 Validate POU

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile Validates the POU.

9.2 Evaluate Task

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew evaluates newly received POU in order to determine where it resides in the current schedule.

9.3 Review Details of POU

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: Prior to beginning the POU, the Crew reviews the Break details to ensure the POU is ready to be taken.

9.4 Go En Route to POU

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew uses MWM to notify a change of status before driving to the POU location.

9.5 Transition POU Status to "En Route"

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile changes the POU status to en route.

Entities to Configure
Crew Shift
POU

Business Object	Available Algorithms
M1-CrewShift	M1-MCPSS-TRL
M1-POU	M1-MCPSH-OSV M1-MCPST-TRL M1-MCPTS-VAL

9.6 Go On Site to POU

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew uses MWM to notify a change of status before executing the POU.

9.7 Transition POU Status to "On Site"

See **Manage Crew POU 2** on page 2-11 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile changes the POU status to on site.

Entities to Configure
POU

Business Object	Available Algorithms
M1-POU	M1-MCPTS-TRL

Manage Crew POU, Page 3

This section includes detailed descriptions of the steps involved in the "Manage Crew POU" business process, including:

- **9.8 Take POU**
- **9.9 Request to Complete POU**
- **10.0 Transition POU Status to "Completed"**
- **10.1 Send POU Completion Information**
- **10.2 Receive and Process Complete POU**
- **10.3 Transition POU Status to "Completed"**

9.8 Take POU

See **Manage Crew POU 3** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew takes the POU.

9.9 Request to Complete POU

See **Manage Crew POU 3** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew uses MWM to complete the POU in MWM.

10.0 Transition POU Status to "Completed"

See **Manage Crew POU 3** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile updates the POU Status to Completed.

Entities to Configure
POU

Business Object	Available Algorithms
M1-POU	M1-MCPTS-COM M1-MCPTS-ISV M1-MCPTS-TRL M1-MCPTS-UPD

10.1 Send POU Completion Information

See **Manage Crew POU 3** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: The MWM Mobile sends the MWM Application the POU completion information.

10.2 Receive and Process Complete POU

See **Manage Crew POU 3** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application receives the completed POU.

Entities to Configure
POU

Business Object	Available Algorithms
M1-POU	M1-SHF-IN-SV

10.3 Transition POU Status to “Completed”

See **Manage Crew POU 3** on page 2-12 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application updates the POU Status to Completed.

Alert Processing

This section includes detailed descriptions of the steps involved in the "Alert Processing" business process, including:

- **10.4 Analyze MWM System Data**
- **10.5 Create Alert**
- **10.6 Analyze Alert Condition**
- **10.7 Voice Dispatch Task to Crew**
- **10.8 Request to Acknowledge Alert**
- **10.9 Alert Acknowledged**
- **11.0 Complete Alert**
- **11.1 Clear Log Entry**

10.4 Analyze MWM System Data

See **Alert Processing** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application monitors for certain conditions and based on that analysis, will generate Alerts.

10.5 Create Alert

See **Alert Processing** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates an Alert.

Entities to Configure
Alert Type

10.6 Analyze Alert Condition

See **Alert Processing** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher reviews the Alerts and makes decisions based on the Alert Type and other business processes.

10.7 Voice Dispatch Task to Crew

See **Alert Processing** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher communicates the Task unable to be dispatched due to coverage issues to the Crew.

10.8 Request to Acknowledge Alert

See **Alert Processing** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher Acknowledges the Alert.

10.9 Alert Acknowledged

See **Alert Processing** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application Acknowledges the Alert.

11.0 Complete Alert

See **Alert Processing** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application Alert monitor will automatically close Alerts that have met specific conditions.

Entities to Configure
Alert Type

11.1 Clear Log Entry

See **Alert Processing** on page 2-14 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will clear the Alert log entry for any newly closed Alert.

Entities to Configure
Alert Type

To-Do Processing

This section includes detailed descriptions of the steps involved in the "To-Do Processing" business process, including:

- **11.2 Analyze MWM System Data**
- **11.3 Create To-Do**
- **11.4 Analyze To-Do Condition**
- **11.5 Request Update**
- **11.6 Process Updates**
- **11.7 Complete To-Do**
- **11.8 Clear Log Entry**

11.2 Analyze MWM System Data

See **To-Do Processing** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application Dispatcher reviews the To-Dos and makes decisions based on the To-Do Type and other business processes.

11.3 Create To-Do

See **To-Do Processing** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application creates a To-Do.

Entities to Configure
To-Do Type
To-Do Role

11.4 Analyze To-Do Condition

See **To-Do Processing** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher reviews the To-Do and takes appropriate action based on business process.

11.5 Request Update

See **To-Do Processing** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher updates the Activity as required.

11.6 Process Updates

See **To-Do Processing** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application updates the Activity as required.

11.7 Complete To-Do

See **To-Do Processing** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application To-Do monitor will automatically close To-Dos that have met closure conditions.

Entities to Configure
To-Do Type
To-Do Role

11.8 Clear Log Entry

See **To-Do Processing** on page 2-15 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application will clear the To-Do log entry for any newly closed To-Do.

Entities to Configure
To-Do Type
To-Do Role

Crew Logon

This section includes detailed descriptions of the steps involved in the "Crew Logon" business process, including:

- **11.8 Clear Log Entry**
- **11.9 Begin MWM Application**
- **12.0 Request to Logon MCP**
- **12.1 Logon MCP**
- **12.2 Send Logon Information**
- **12.3 Receive Logon Information**
- **12.4 Validate Logon Information**
- **12.4.1 Generate and Send Error Message**
- **12.4.2 Receive and Display Error Message**
- **12.5 Retrieve and Send Shift Information**
- **12.6 Receive Shift Information**
- **12.7 Review Shift Details**
- **12.8 Request to Start Shift**
- **12.9 Transition Crew Status to "Out of Service" and Shift Status to "Started"**
- **13.0 Send Shift Start Information**
- **13.1 Receive Shift Start Information**
- **13.2 Transition Crew Status to "Out of Service" and Shift Status to "Started"**
- **13.3 Request to Start Shift for Non-MDT Crew**
- **13.4 Voice Break / POU Information to Crew**
- **13.5 Request to Update Shift Details**
- **13.6 Update and Send Shift Details**
- **13.7 Receive Updated Shift Details**
- **13.8 Validate Updated Shift Details**
- **13.9 Update Shift Details**

11.9 Begin MWM Application

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew starts the MWM Application

12.0 Request to Logon MCP

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew requests to logon the MCP.

12.1 Logon MCP

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile accepts User ID and Password and executes the MCP Initial Script.

Scripts to Configure
M1-MCPIntScr

12.2 Send Logon Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile sends the logon credentials to the MWM Application for validation.

12.3 Receive Logon Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application receives the MCP logon credentials.

12.4 Validate Logon Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application validates the MCP logon credentials.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-CRSHFVAL

12.4.1 Generate and Send Error Message

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: The MWM Application generates and sends an error message if the MCP logon credentials or Crew Shift updates fail validation.

12.4.2 Receive and Display Error Message

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile receives and displays the error message prompting the Crew to try logging on again or correcting applicable Crew Shift updates.

12.5 Retrieve and Send Shift Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application sends the Crew's shift information to be confirmed by the Crew.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-CSDETINFO M1-CRSHFINFO

12.6 Receive Shift Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile receives the Shift information.

12.7 Review Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew reviews the Shift details.

12.8 Request to Start Shift

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew confirms the Shift details and requests to start the Shift.

12.9 Transition Crew Status to “Out of Service” and Shift Status to “Started”

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile starts the Shift.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-MCPSS-TRL (Out of Service) M1-MCPSS-TRL (Pending) M1-MCPSS-TRL (Planned) M1-MCPSS-TRL (Started)

13.0 Send Shift Start Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile sends the Shift start information.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-SYNCHSHFT

13.1 Receive Shift Start Information

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application receives the Shift start information.

13.2 Transition Crew Status to “Out of Service” and Shift Status to “Started”

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application transitions the Crew status to **“**Out of Service**”**.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	F1-AT-RQ M1-DISPELTSK M1-SHFOUTSVC

13.3 Request to Start Shift for Non-MDT Crew

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher will start the Non-MDT Crew Shift.

13.4 Voice Break / POU Information to Crew

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application Dispatcher

Description: The MWM Application Dispatcher provides the Break or POU information to the Crew.

13.5 Request to Update Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew is able to update the Shift details and make changes if necessary.

13.6 Update and Send Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile updates the Shift details and sends the information to the MWM Application for validation.

13.7 Receive Updated Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application receives the updated Shift details.

13.8 Validate Updated Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application validates the updated Shift details.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-CRSHFVAL

13.9 Update Shift Details

See **Crew Logon** on page 2-16 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application updates the Shift details.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-SYNCHSHFT

Crew Logoff

This section includes detailed descriptions of the steps involved in the "Crew Logoff" business process, including:

- **14.0 Request to Logoff MCP**
- **14.1 Logoff MCP**
- **14.2 Transition Shift Status to "Completed" and Send Logoff Information**
- **14.3 Receive Logoff Information**
- **14.4 Transition Shift Status to "Completed"**

14.0 Request to Logoff MCP

See **Crew Logoff** on page 2-17 for the business process diagram associated with this activity.

Actor/Role: Crew

Description: The Crew requests to Logoff the MCP.

14.1 Logoff MCP

See **Crew Logoff** on page 2-17 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile processes the Logoff request.

14.2 Transition Shift Status to "Completed" and Send Logoff Information

See **Crew Logoff** on page 2-17 for the business process diagram associated with this activity.

Actor/Role: MWM Mobile

Description: MWM Mobile sends the Logoff request to the MWM Application and transitions the Crew Shift status to Completed.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-MCPSS-COM M1-MCPSS-TSK M1-MCPFN-TRL M1-MCPSS-VAL

14.3 Receive Logoff Information

See **Crew Logoff** on page 2-17 for the business process diagram associated with this activity.

Actor/Role: MWM Application

Description: MWM Application receives the Logoff request.

14.4 Transition Shift Status to “Completed”

See **Crew Logoff** on page 2-17 for the business process diagram associated with this activity.

Actor/Role: MWM Application

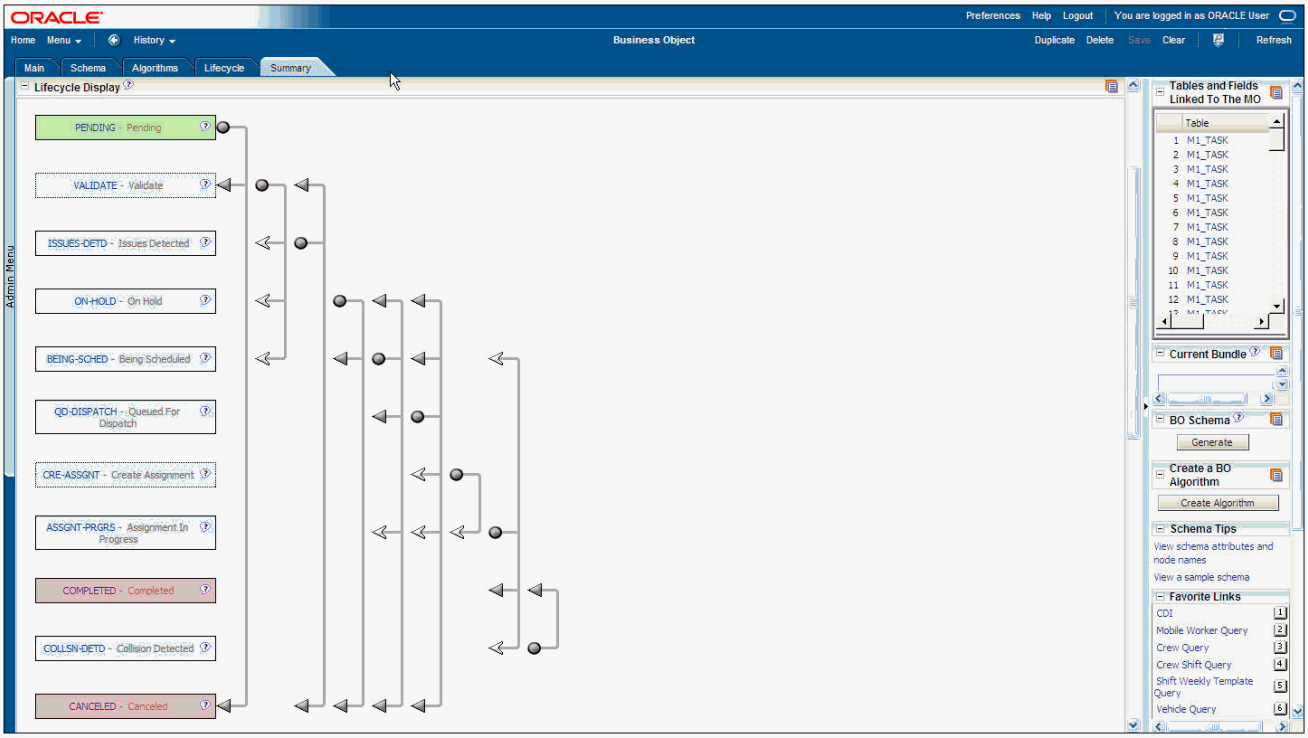
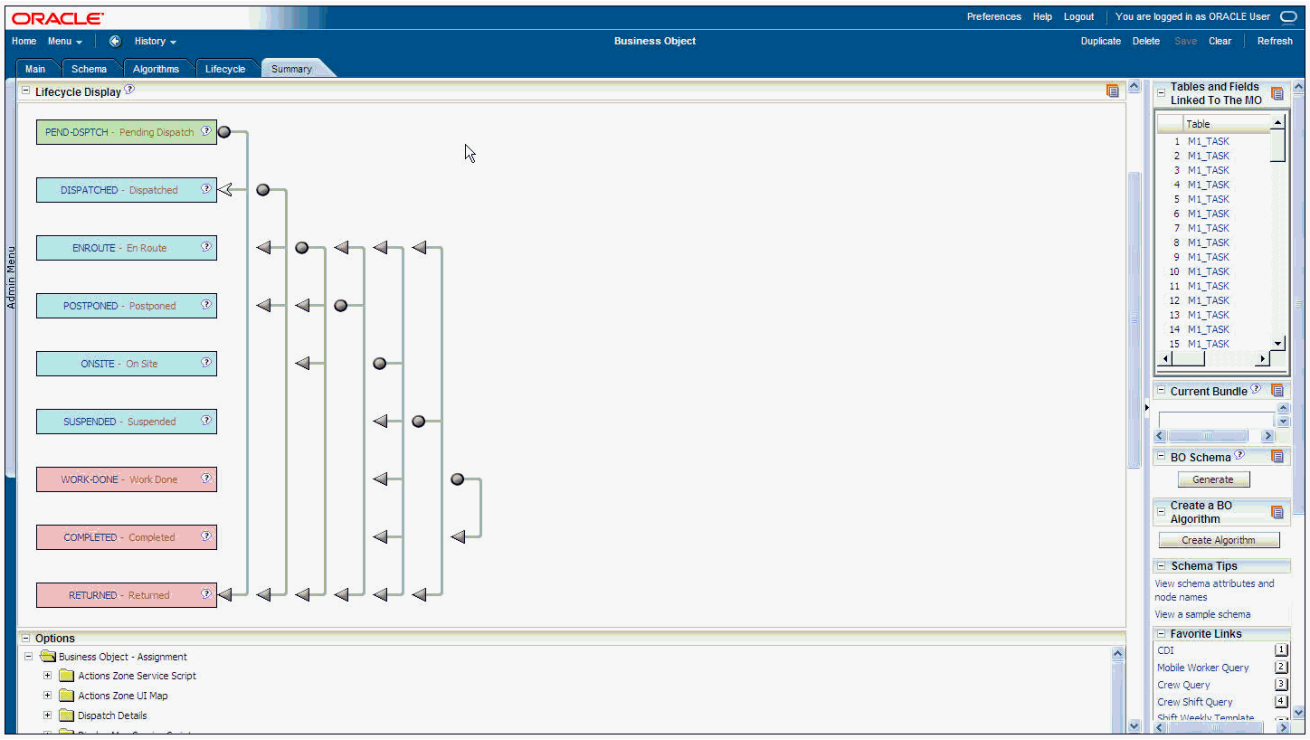
Description: MWM Application transitions the Crew Shift status to Completed.

Entities to Configure
Crew Shift

Business Object	Available Algorithms
M1-CrewShift	M1-FINALTASK M1- MCPSS-UPD M1-SHFTCOMPL

Business Object Lifecycles

Activity Lifecycle



Assignment Lifecycle