

WORKLOAD MANAGEMENT

Appointment Maker

Date: August 28, 2012

To: SMs, ASMs, SASMs, D59/D23/D30 DSs, D59/D23/D30 Specialists, Designers, COSs

CC: RSMs, RMMs, DMMs, DSMs, DHRMs, ASDSs

From: Kevin Hofmann, SVP Services

DESCRIPTION

We are better connecting our Specialty experts to our customers! To provide a better customer experience, a new online appointment tool known as **Appointment Maker** will be rolled out to our Specialty departments, including; Flooring (D23), Millwork (D30) and Décor (D59). For Kitchens - D29, Appointment Maker will replace the current KDAT appointment tool after October 30th. Appointment Maker allows any associate to schedule a customer with a Specialist, Designer, Department Supervisor or COS (back-up Specialist/Designer) that is scheduled to work in a Specialty Department. In addition, customers will also be able to set up appointments online (for initial appointments and after October 30th only). This is an excellent tool for both customers and associates because they can better plan their day knowing they have a confirmed appointment.

Appointment Maker has some excellent enhancements over the KDAT tool with over 40 ideas incorporated from ideas submitted by store associates; easy to use, shared calendars, easy drag feature to change times and many others. FaST will update the tool daily so that any entered changes to an associates schedule will update in AM. If the change causes a “conflict” with an already scheduled appointment, the tool will alert the user to correct the issue. Appointment Maker cannot see “same day” changes – such as a callout – or schedule changes not in FaST; for these instances, **it is imperative that the MOD (or designate) review the AM schedule and have any affected customers contacted** right away to reschedule planned appointments for another time or with another associate.

The Appointment Maker tool can be accessed from *myApron/mySuccess – myDepartments/Resources – Additional Quick Links* (and soon from the home screen of ESVS); Customers access the tool to make “initial” appointments via HomeDepot.com (after 10/30). The benefits of this tool include:

- Supports the “call, click or visit” strategy to help customers shop how they want and when they want.
- Plan your day – allows customers to schedule appointments with knowledgeable associates in Flooring, Millwork, Cabinets/Countertops and décor.
- Enables all associates to easily make, change, or cancel customer appointments.
- Automatically blocks out time at the beginning and end of associates’ work shifts, and before and after associates’ scheduled lunch (associate can change by dragging time with the mouse).
- Sends customers e-mail confirmations of scheduled appointment (if customer provides e-mail address).
- For Initial Appointments only, a lead quote is automatically created in ESVS with the Appointment ID in the job description; will display in My Quotes for the designer/specialist the appointment is scheduled with.
- For all appointments, a note with the appointment details is automatically created in ESVS and assigned to the designer/specialist responsible for the appointment, making it easy for associates to quickly see they have an upcoming appointment.

KEY DATES

See the Workload Management schedule to verify date of install for your store

ACTION REQUIRED

SM

- Print and share this communication with ASMs, DSs, Designers, D59/D23/D30 Specialists and COSs
- Complete the Appointment Maker training (WBT-00047700) found in Knowledge Depot (myApron > my Tool Box > Knowledge Depot) after 9/15 (Pilot stores received a DVD). Class completion time will take approximately 15 minutes.
- **Ensure** that your ASM/MOD team knows to check the Appointment Maker schedule anytime there is a callout by a Specialist/Designer and contact affected customers to reschedule for another time or with another associate. Also, ensure any “conflicts” in the system are rectified.

ASM/SASM

- Complete the Appointment Maker training (WBT-00047700) found in Knowledge Depot (myApron > my Tool Box > Knowledge Depot) after 9/15 (Pilot stores received a DVD). Class completion time will take approximately 15 minutes.

ASDS

- Ensure that all Specialists, Designers, COS and Department Supervisors in D59/D23/D30 are properly assigned by job code. If incorrect, please contact the HR Service Center to modify.
- Prior to rollout in your store (refer to the rollout schedule), Schedule all ASMs, DSs, D59/D23/D30 Specialists, Designers, and COSs to:
 - Complete the Appointment Maker training (WBT-00047700) found in Knowledge Depot (myApron > my Tool Box > Knowledge Depot) after 9/15. Class completion time will take approximately 15 minutes.
 - Refer to the Help Button function or hover over information with your mouse inside the Appointment Maker for tool tips. The Playbook also has step-by-step instructions/FAQs.
 - Optional for Pro Desk and Special Service Desk to review video (Store decision).

Designers, D59/D23/D30 Specialists and COS

- Become familiar with Appointment Maker by completing the training. The Appointment Maker training (WBT-00047700) can be found in Knowledge Depot (myApron > my Tool Box > Knowledge Depot) after 9/15. Class completion time will take approximately 15 minutes.
- Review ESVS daily at the beginning of work shift to determine if any appointments have been made (quote and note for initial appts., note for other appts.) or need to be changed.

Kitchen Designers, please also note the following important process changes:

- Project Tracker will be eliminated with the rollout of Appointment Maker. In the future, you will use Order Management in ESVS R4 to replace Project Tracker.
- You will no longer receive an e-mail confirmation of appointment or changes. You will need to check notes regularly for appointment changes in ESVS and confirm with your ASDS that the store schedule includes a specialist or designer on duty on the designated day/time.

CONTACT

For training questions, contact Marty Webster, Atlanta SSC, ext. 82747 or Marty_Webster@homedepot.com

For IT related questions, please contact the Help Desk at 1-800-791-2750.