

Scheduler Flows and Error Scenarios

This document outlines all the scheduler flows and error scenarios pertaining to the scheduler.

Current Step 1

The screenshot shows a web browser window displaying the Sears Home Services scheduler. The browser's address bar shows the URL <http://www.searshomeservices.com/scheduler>. The page header includes the Sears Home Services logo, a "Need Help?" link with the phone number 1-800-424-2047, and a "Chat Now" button.

Schedule Your Service

1 How can we help you?

Please provide some more information about your product so we can direct you to a technician that specializes in your repair.

Dishwasher

Amana

Cleaning: Dishes not clean

Don't Know

Next

2 When are you available?

3 How can we reach you?

Appointment Details

Minimum Charge:
\$85.95 [What's this?](#)

Appointment For:
Dishwasher Repair

Change Location:
Hoffman Estates, IL 60179 >

Done

Trusted sites

100%

Current Step 2

Schedule Service | Sears Home Services - Windows Internet Explorer provided by SHC

http://www.searshomeservices.com/scheduler

File Edit View Favorites Tools Help

Schedule Service | Sears Home Services

sears HOME SERVICES

Need Help? 1-800-424-2047 Chat Now

Schedule Your Service

How can we help you?

When are you available?

APRIL

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Available Times:

- 8:00 AM - 12:00 PM
- 1:00 PM - 5:00 PM

Appointment Details

Minimum Charge: **\$85.95** [What's this?](#)

Appointment For: **Dishwasher Repair**

Appointment Date: **Friday, April 25**
8:00 AM - 12:00 PM

Change Location: **Hoffman Estates, IL 60179** [>](#)

Back Next

start | Inbox - Ed.Przytycki... | C:\Documents and Se... | Schedule Service | Se... | Skype™ - ed.przytycki | 3:00 PM

Trusted sl... | Anirban Sanyal is online

Current Step 3

The screenshot shows a web browser window with the URL <http://www.searshomeservices.com/scheduler>. The page title is "Schedule Service | Sears Home Services". The main content area is titled "3 How can we reach you?". It contains a form with the following fields: "First Name", "Last Name", "Street Address", "Hoffman Estate" (with a dropdown menu showing "IL" and a ZIP code field with "60179"), "Phone", "Email Address", and "Anything else?". Below the form are two buttons: "Back" and "Book Appointment". To the right of the form is a "Appointment Details" box with the following information: "Minimum Charge: \$85.95", "Appointment For: Dishwasher Repair", "Appointment Date: Friday, April 25 8:00 AM - 12:00 PM", and "Change Location: Hoffman Estates, IL 60179". The footer of the page includes the copyright notice "© 2014 Sears Brands, LLC. All Rights Reserved.", a logo for "ACCREDITED BUSINESS", and links for "Terms of Use", "Privacy Policy", "California Privacy Policy", and "License Info". The browser's status bar at the bottom shows "Trusted sites" and "100%" zoom.

Current Repair Flow

Step-0 of scheduler

User lands on step-0 of scheduler when IP sniff cannot determine the zipcode. Zipcode is required to display the minimum trip charge information on the right rail and to retrieve appointment date/time on step-2 of scheduler.

Required fields on step-0: zipcode
Required tagging on step-0: zipcode, Next button

Step-0 RHR

When the user lands on step-0 of scheduler, the RHR only consists products details.

Step-1 of scheduler

Step 1 of scheduler entails product details. Brand/NOP dropdowns are shown only when warranty is selected "Yes"

Required fields on step-1: product, sub-product, brand, nature of problem, warranty
Required tagging on step-1: product, sub-product, brand, nature of problem, warranty selection, Next button, "Not in <City>?"

Given	When	Then
user is on step-1 of scheduler	n/a	user should see product with thumbnail
-	On page load	user should only see Product/sub-product/warranty selections and should NOT see rest of the steps
-	user selects warranty as "yes"	user should see brand/NOP dropdowns and the remaining step headings.
-	user selects warranty as "no"	user should see "Next" button and should NOT see the remaining step headings.
-	user clicks on "Change Product"	???
-	n/a	user should be able to select NOP/warranty/sub-product by clicking on the label and radio button
-	user clicks on "i'm not	user sees a modal that has a button "I Still

	sure”	Don’t Know” and phone number
-	user clicks on “I Still Don’t Know” on “i’m not sure” modal	???
-	user selects on “other” on NOP	user should be able to enter comments and we should pass that to NPS system

Step-1 RHR

“Problem details” section of RHR should be populated as user choose sub-product/brand. The format of that is “Brand Sub-product Product”.

Given	When	Then
user is on step-1 of scheduler	user selects sub-product	user should see the selected “Sub-product Product” on RHR
-	user selects brand	user should see the selected “Brand Sub-product Product” on RHR
-	n/a	Pricing information?? when to show?
-	n/a	user should see city, ST information.
	user clicks on “Not in <City>?”	???

Step-0 or Step-1 decision table

The table below shows where the user will land when they hit schedule now from a page that has product, zipcode, service available or unavailable.

Product available?	Zipcode available?	Service available?	Result	Example
Yes	Yes	Yes	Step-1 with service and product selected	Dishwasher PDP(has zipcode) -> scheduler
Yes	Yes	No	Not possible. Since product has dependency on service	n/a

Yes	No	Yes	Step-0 with service and product selected	Dishwasher PDP(no zipcode) -> scheduler
Yes	No	No	Not possible. Since product has dependency on service	n/a
No	Yes	Yes	Step-1 with service and product dropdown	Repair service page(has zipcode) -> scheduler
No	Yes	No	Step-1 with repair service(default) and repair product dropdown	Home page(has zipcode) -> scheduler
No	No	Yes	Step-0 with service and respective product dropdown	Repair service page(no zipcode) -> scheduler
No	No	No	Step-0 with repair service(default)	Home page(no zipcode) -> scheduler

Step-2 Calendar

User gets to calendar step in repair flow when they select an in-home product/sub-product and select warranty as "No".

Things to note for overall page:

- SID phone number logic should be implemented
- Chat on warranty step should point to take user to warranty flow in 24X7 chat queue
- Chat on the rest of the page should be generic 24X7 chat.