

New system













Legacy system

Engineering, 1

Design, 1

Product, 1

New user interface



New front end +
back end APIs



Database
migration

When an new order is added to the system, a notification occurs on the screen for all viewers ("viewers" are predefined set of specific user types that have permission to view said notification).

Does such kinds of notification need to be listed and exist somewhere in the system? Or can they just be "cleared" after viewing? Does it need to link to an order? Should they require immediate action? Who cares most of these types of information (if at all)?

Define interaction

Validate in usability test

Need to define notification systems (Added parking)

There is an
to print the
informa

Need to confirm what should
here. Does the order look

(every hour)

 **Mike Gavich**

13 Aug, 14:28

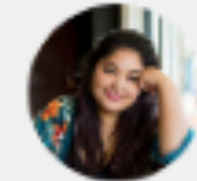
Questionable... I'm looking at the list and all of a sudden it refreshes in front of my eyes. Not sure about user experience.
[@shruti](#) please chime in

 **shruti**

15 Aug, 07:02

I agree that a sudden refresh of the list without warning would only confuse the user. I think best is to have a "Lasted update: 34 minutes ago" on the list page.

TO COUNT STOCK? Con: r



Persona: Amy, the warehouse operator for Warehouse ABC

Task: Fulfills orders

READ DOWNARROWS FOR EACH STEP IN SCENARIO
Add notes, answer questions, or leave comments

Phase /
Scenario

Amy arrives into the warehouse and walks over to the designated computer to login and start working.

Amy sees warehouse orders on the screen.

Amy sees a "new" order.

Amy goes to the designated area(s) in the warehouse to pick up the product(s) from the shelf for the order.

Amy brings all the products back to a "stationary" to package.

Amy assigns optimal carriers to the order.

Amy prints shipping label(s) and packing slip(s).

Amy sets "ready for pick up" shipment aside for carriers and starts a "new order".

END

"I want to know the status of orders since yesterday so I can assess the urgency and plan my day."

"I want to see "new" orders for the day so that I can understand what needs to be ready by noon (for scheduled carriers)."

"I want clear information on which products to pick because they are hard to distinguish from each other. I also need to know how much of each product to pick."

"I'm checking to see if products are in stock. If yes, I'll pick the quantity required."

"I want to see all the boxes and products in one place so I can decide how to best pack the products into the boxes."

"I want to select the best rate and the most optimal carriers for each package in this order."

"I want to add the respective shipping labels and packing slips to each package, and make sure the team has access to the tracking number and shipping details."

"I want to make sure everyone is notified of the progress of the order after it leaves my warehouse."

Desktop
computer,
browser

Browser

Browser,
printer,

Printed paper,
and/or notepad,
phone

Browser

Physically connecting
with carrier(s) as they
visit the warehouse to
pick up the packages.

Operator-User logs onto LWA application online to view orders.

User filters order by status "new"

User clicks on an order, and views product details and the quantity to pick.

No user action on interface.

User selects products and box type and performs action required to "split parcel".

For each package selected within an order, User is prompted to select carrier, carrier rate, and schedule.

User selects option to print shipping label and packing slip per package (or all at once) as often as they need to.

No action required in interface.

Illustration "split parcel" and is implemented in the user interface.

Scenario Assumptions



User Goal Assumptions

LWA is the main source for all orders.

For Phase 1, LWA is the main source for all orders.

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User Action Assumptions



Touchpoint Assumptions

Each vendor has an app that tracks their items on the shelves

Any inventory is always the same as the computer

We assume that Amy needs to go to the shelf to confirm inventory if she can't look up and just confirm the inventory from her position next to the computer.

User manually checks off each product on printed paper to confirm that it's available

We need to understand and

Press for significant features











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➤ Collaborative workshops to discover and validate assumptions about how the user uses the product, including physical environment impacts

➤ Advocating for collaborative interactions involving all key stakeholders when discussing features or user behaviour

Process for alignment on features

- Collaborative workshops to discover and validate assumptions about how the user uses the product, including physical environment impacts
- Advocating for collaborative interactions involving all key stakeholders when discussing features or user behaviour

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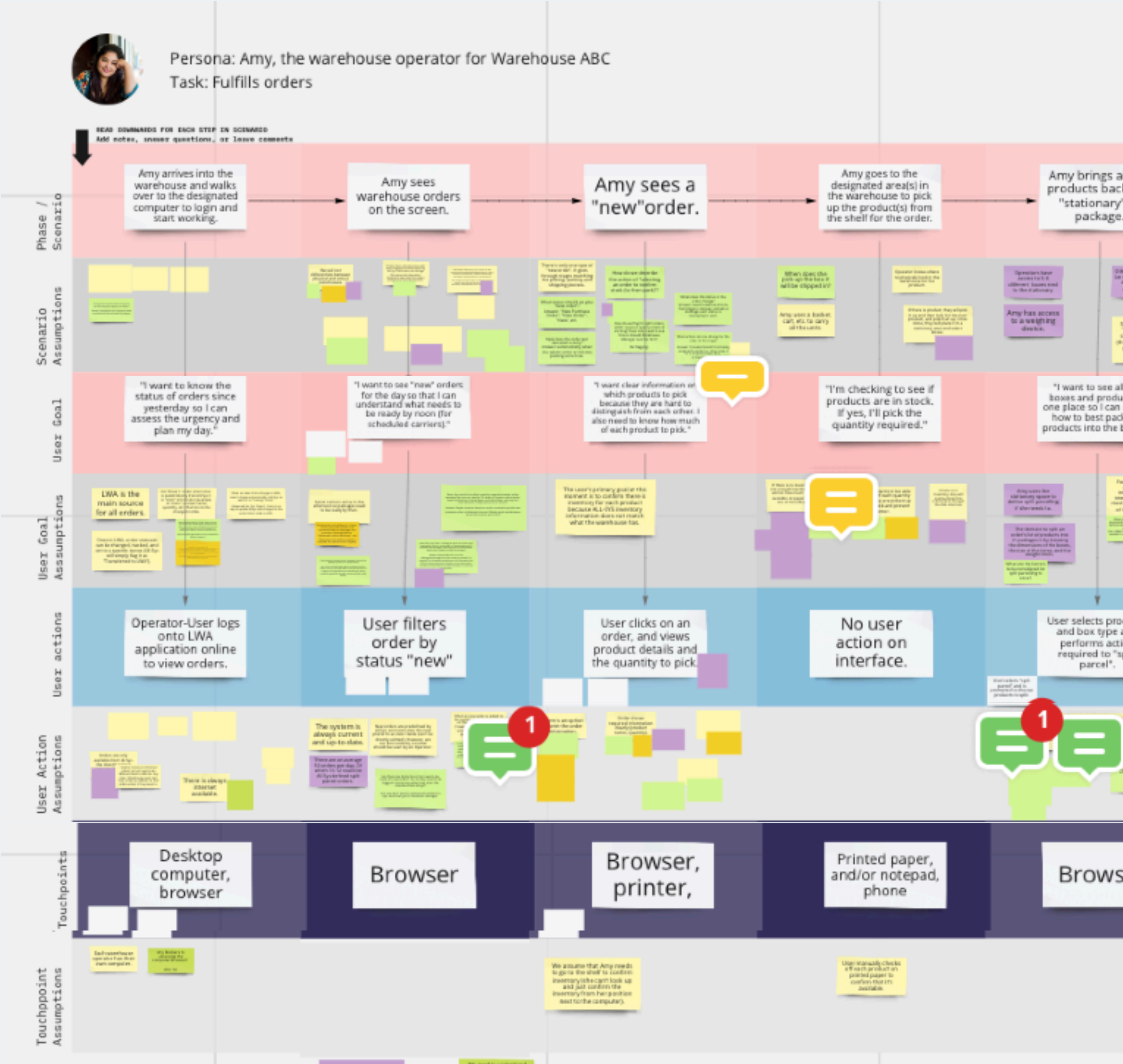
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