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| **Topic:** Simulating operations of a Food processing plant such as Pran Foods | | |
| **ID:** 2022430 | **Name:** Md Asif Intesar | **User3:** Food Production Manager |
| **User4:** Sales Manager |
| **ID:** 2021771 | **Name:** Ashrafur Rahman Asem | **User5:** Accounting manager |
| **User6:** Food Controlling manager |
| **ID:** 1930666 | **Name:** Jahid Hasan Milon | **User7:** Sales Representative (SR) |
| **User8:** Customer |

**Possible event type:**

* UIE - - user input to trigger event
* UID - - user input to be considered as data
* OP – display content (output)
* PC – prerequisite check
* VL – validation check
* VR – verification check
* DP – fetching data from file system and process it to get some calculated outcome (data processing)

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| **User1 name:** Food Production Manager | | | |
| **Goal-1** | **Description of Goal-1:** Place orders for food and supplies. | | event type |
| Workflow: | event-1 | In the workflow, first, click the log-in option and log in with user id, valid password, and valid user type. | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, Food Production Manager’s landing/dashboard scene will be loaded | OP |
|  | event-3 | Select “Place Order” for food delivery. | UIE |
|  | event-4 | If VR is successful, A ordering display will be shown including Product type, Product ID, Order date, Number of products, and shipment date. If not successful notification will be given that " Please Wait until the previous order runs out of stock." | DP, OP |
|  | event-5 | After inputting the required quantity, it will check whether the requirement of minimum order / maximum order point has been fulfilled. | UID, VR, DP |
|  | event-6 | If DP is successful, a notification will be shown that “Placing order successful”. | OP |
| **Goal-2** | **Description of Goal-2:** Analyze delays and production problems | | |
| Workflow: | event-1 | The workflow of the login process will be executed first. | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, Food Production Manager’s landing/dashboard scene will be loaded | OP |
|  | event-3 | Select “Production Problem Report” option | UIE |
|  | event-4 | Then a display will be shown including reporting Date, Product Brand, Product Type, Product ID, percentage of less production, and Reason for the problem (following options Less workforce, lack of equipment, Little Production, work environment, Staff Scheduling) these options. | DP, OP |
|  | Event-5 | After Inputting the data, click “Add Product to the List”. Then select another according to user according to user demand. | DP ,OP |
|  | event-6 | Then input the required data.  If DP is successful, a notification will be shown that “Problems record has been taken successful”. | DP, OP,UID |
| **Goal-3** | **Description of Goal-3:** Develop and promote new food products | | |
| Workflow: | event-1 | When logged in, Food Production Manager’s landing/dashboard scene will be loaded | UID, VL, VR: see WF of login, OP |
|  | event-2 | Select “Develop New Product” option. | UIE |
|  | event-3 | A new display will be shown that contains some options that shows the reason for promoting new products including New innovation, demand from customers, loss of current market, and market pressure. After selecting the options select the next button. | DP,UID |
|  | event-5 | After completing DP another display will be shown that contain some option following product type, Product Brand, Product ID, product name, product color, and product pricing. | DP, OP |
|  | event-6 | Then after inputting the required data, if DP is successful, a notification will be shown that “New food product suggestion has been taken successful”. | DP, OP,UID |
| **Goal-4** | **Description of Goal-4:** Develop menu items for a variety of food products. | | |
| Workflow: | event-1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, Food Production Manager’s landing/dashboard scene will be loaded | OP |
|  | event-3 | Select the “Develop menu item” option | UIE |
|  | event-4 | Then a display will be shown that contains menu types including options Static menu, cycle menu, and daily menu.  Click the desired menu type option. | DP, OP,UIE |
|  | event-5 | After completing DP, another display will be shown that includes food types, meal periods, quantity, and trends. And an option about details of why need to bring this product. | OP,DP |
|  | event-6 | After inputting the required data, if DP is successful, a notification will be shown that “New menu item develop successfully” | DP, OP,UID |
| **Goal-5** | **Description of Goal-5:** Create work shifts | | |
| Workflow: | event-1 | When logged in, Food Production Manager’s landing/dashboard scene will be loaded. | UID, VL, VR: see WF of login, OP |
|  | event-2 | Select the “Create work shift” option | UIE |
|  | event-3 | After complete UIE,  there will be a ques will be shown about “For which employees in the company are you fixing this new timing schedule?” containing option General employee, Best employee, New employee, Transferred employee. After there will be shown containing options for the Number of shifts following 2 or 3. | UIE, DP, OP |
|  | event-4 | After inputting the required data, then press NEXT Button. | UID, DP |
|  | event-5 | After completing DP, a new display will be shown which will be shown by the following condition,  If click 2, then there will be seen 2 shift option.  If click 3, then there will be seen 3 shift option. | UIE, DP, OP |
|  | event-6 | Then a new display will be shown containing the schedule following shifting,  For 2 shifts, the morning shift (00:00 am - 00:00 pm) and night shift (00:00 pm - 00:00 pm)  For 3 shifts,  the morning shift (00:00 am– 00:00 pm), afternoon shift (00:00 pm – 00:00 pm), night shift (00:00 pm – 00:00 am) | DP, OP |
|  | event-7 | After inputting data, it will check whether it matches the total working hours specified by the company. | PC, VR, DP,UID |
|  | event-8 | If DP is successful, a new working shift has been created and a notification will be shown that “A new working shift proposal has been taken”. | DP, OP |
| **Goal-6** | **Description of Goal-6:** Set production objectives and implement action plans | | |
| Workflow: | event-1 | User have to login first by inputting the required information. | UID, VL, VR: see WF of login |
|  | event-2 | After successful the login process, Food Production Managers dashboard will be shown. | OP |
|  | event-3 | Select the “Report on Production Objectives” option. | UIE |
|  | event-4 | After UIE is successful, a display will be shown containing: Production objective and Implement the action plan. | OP, DP |
|  | event-5 | Then Put the data following Project Goals, Project Objectives, Action Steps, Identify and Prioritize Action Items. (Implement action plan) | UID, DP |
|  | event-6 | After inputting these data to the required position, a notification will be shown “Production Objective has been updated and sent to all users”. | UID, DP, OP |
| **Goal-7** | **Description of Goal-7:** Prepare periodic reports on food production activities | | |
| Workflow: | event-1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, Food Production Manager’s landing/dashboard scene will be loaded | OP |
|  | event-3 | Select the “Periodic Report” option. | UIE |
|  | event-4 | Then a question will be shown “What type of reports do you want to give?” with some options following Daily, weekly, monthly, and yearly. | DP,OP |
|  | event-5 | After selecting an option there will be a new display shown up including the Date (up and down), Product type, product name, Number of Produced items, Number of products sold, and Number of newly placed orders. | OP, DP |
|  | event-6 | Then input the required data that must be placed to proceed. | DP,UID |
|  | event-7 | If the data is provided following the rules given by the company, there will be a notification will bw shown that contains “Food production record has been taken successfully”. | DP, OP |
| **Goal-8** | **Description of Goal-8:** Measuring project and resource requirements. | | |
|  | event-1 | User has to log in first by inputting the required information. | UID, VL, VR: see WF of login |
|  | event-2 | After successful the login process, Food Production Managers dashboard will be shown. | OP |
|  | event-3 | Select the “Resource Requirements” option. | UIE |
|  | event-4 | After UIE is successful, a display will be shown up which contains some questions following the project name and project ID. Put the required data and submit it. | OP, DP,UID |
|  | event-5 | After that there will be another display loaded where the resource requirement is given with some options following Labor, Consumables & materials, Equipment & Tools, and Finance. | DP, OP |
|  | event-6 | Fill up these options with desired resource requirements. | DP,UID |
|  | event-7 | If DP is successful, a notification will be shown that “Newly requested equipment list has been taken successfully” | DP, OP |

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| **User2 name:** Sales Manager | | | |
| **Goal-1** | **Description of Goal-1:** Overseeing daily operations in the sales department. | | Event type |
| Workflow: | event-1 | In the workflow, first, click the log-in option and log in with user id, valid password, and valid user type. | UID, VL, VR: see  WF of login |
|  | event-2 | if login successful, Sales Manager landing/dashboard scene will be loaded | OP |
|  | event-3 | Select option to observe the sales department operation. | UIE |
|  | event-4 | If UIE is successful, then an option will be seen for confirming the date like (dd-mm-yyyy) to see the activities. |  |
|  | event-5 | After confirming the date same data will be seen including Product brand, product name, No of sold products, No of sold percentage,  revenue, customer demand for a specific product, etc.  After seeing these data he will save them to determine the next goal. | UID, DP, OP |
|  | event-7 | If DP is successful, click on “Save the Output data for further inquiry” | UIE |
| **Goal-2** | **Description of Goal-2:** Directing all sales activities locally and regionally | | |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR: see  WF of login |
|  | event-2 | if login successful, Sales Manager landing/dashboard scene will be loaded | OP |
|  | event-3 | Select “Allocate sales activities” option. | UIE |
|  | event-4 | A new display will be shown where all sales activities can be input locally and regionally. | OP |
|  | event-5 | If click on the Local option, Then some local sales activities like percentage of selling products, revenue, customer review, and feedback will be shown. | OP, DP |
|  | event-6 | If click on Regional, then the names of a few regions will show.  Then to see the sales activity click on the desired region. | DP,OP,UIE |
|  | event-7 | If DP is successful, a display will be opened including that region's sales activities like percentage of selling products, revenue, customer review, and feedback.  After seeing these data, feedback will be given to that region's sales representative and a goal will also be given. | DP,OP |
|  | event-8 | If DP is successful, a notification will be sent to the regional sales representative that a “New goal has arrived”. | DP,OP |
| **Goal-3** | **Description of Goal-3:** Generating leads to divide among Sales Representatives. | | |
| Workflow: | event-1 | User have to login first by inputting the required valid information. | UID, VL, VR: see  WF of login |
|  | event-2 | After successful the login process, Sales Manager dashboard will be shown. | OP |
|  | event-3 | Click option for generating leads to Sales Representatives. | UIE |
|  | event-4 | If UIE is successful, a new tab will be open for dividing work to sales representatives with some options following Team code, No of Team Member, Work Leads, and Assign Goals. | OP,DP |
|  | event-5 | Put the desired value and click on submit. | UID, DP |
|  | event-6 | After submitting the Data, a notification is sent to all sales representatives like “New goals lead has arrived”. | OP |
| **Goal-4** | **Description of Goal-4:** Setting discount rates and determining price schedules. | | |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR: see  WF of login |
|  | event-2 | if login successful, Sales Manager landing/dashboard scene will be loaded | OP |
|  | event-3 | Select “Product Brand” option including some options like  Biscuit and Bakery, Beverage, Confectionery, Culinar, Dairy, Snacks, etc.  Clicking on any option from here will open a new display where all the products of that brand can be seen. | UIE , DP, OP |
|  | event-4 | After completing OP,  in the newly opened display the option of discount set next to each product will be seen. | OP |
|  | Event-5 | If there will be any need to set a discount on a product, click on "Set Discount" and write the percentage of the discount. | UIE, OP,DP |
|  | event-6 | Or if you need to set a price for a new product, click “Show new product”.  After that, an option will be seen, “Set the pricing”. Click on it. And enter the price. | UIE, DP,OP |
|  | event-7 | After set the discount or new prices, a notification will be sent to the Account Manager that “Discount on Product has been set” or "New Product Pricing has been added". | OP |
| **Goal-5** | **Description of Goal-5:** Tracking sales goals and reporting results. | | |
| Workflow: | event-1 | When logged in, Food Production Manager’s landing/dashboard scene will be loaded. | UID, VL, VR: see  WF of login, OP |
|  | event-2 | Select option for “Tracking sales goal”. | IUE |
|  | event-3 | If IUE is successful, a display will be seen where the list of goals has been shown which has been set previously. | OP |
|  | event-4 | Then select the desired goal which will be tracked. | UIE |
|  | event-5 | If IUE is successful, another display will be seen where the Goals details, goal start day, How much progress has been made towards the target, Revenue, how much progress has to be made these will be seen. | OP |
|  | event-6 | Record all of these results which have been found through tracking the order. And reporting these data through the option “Report the Results”. | DP, UIE |
| **Goal-6** | **Description of Goal-6:** Submit sales report | | |
| Workflow: | event-1 | When logged in, Food Production Manager’s landing/dashboard scene will be loaded. | UID, VL, VR: see  WF of login, OP |
|  | event-2 | Select “Sales Report” option. | UIE |
|  | event-3 | If UIE is successful, a display will be open including some options following Daily Sales Report, Weekly Sales Report, and Monthly Sales Report.  Then click on the desired option for inputting the data. | UIE, OP,DP |
|  | event-4 | If Daily Sales Report Has been clicked then an option  will be seen for confirming the date like (dd-mm-yyyy).  After confirming the date, three more options will be seen there, following the sales volume, revenue, and expenses report.  Put the desired value and click on submit. | OP,DP,UID |
|  | event-5 | If the Weekly Sales Report has been clicked then three options will be seen following No of the week, Month, and Year.  After confirming the input, three more options also be seen there, following the sales volume, revenue, and expenses report.  Put the desired value and click on submit. | OP,DP,UID |
|  | event-6 | If the Monthly Sales Report has been clicked then two options will be seen following Month and Year.  After confirming the input, three more options also be seen there, following the sales volume, revenue, and expenses report.  Put the desired value and click on submit. | OP,DP,UID |
|  | event-7 | After submitting the sales report, a notification will be seen that “Sales report has been taken successful”. | OP |
| **Goal-7** | **Description of Goal-7:** Handling and resolving customer complaints regarding a product or service. | | |
| Workflow: | event-1 | When logged in, Food Production Manager’s landing/dashboard scene will be loaded. | UID, VL, VR: see  WF of login, OP |
|  | event-2 | Select “Customer Review” option. | UIE |
|  | event-3 | If UIE is successful a new display will be open where the customer's review and complaint have been stored. | OP |
|  | event-4 | Then the Sales Manager will review it and take the necessary steps. | DP |
|  | event-5 | If there will be any complaints regarding service, then he will notify The Sales representative by the “Sending to the Sales Representative” option Which is right after each review. | DP,UIE |
|  | event-6 | If there will be any complaints regarding a product, then he will notify The Food Production Manager by the “Sending to the Food Production Manager” option Which is right after each review. | DP,UIE |
| **Goal-8** | **Description of Goal-8:** Recruit and train Sales representatives. | | |
| Workflow: | event-1 | workflow of login process will be executed first | UID, VL, VR: see  WF of login |
|  | event-2 | if login successful, Sales Manager landing/dashboard scene will be loaded | OP |
|  | event-3 | There will be some option will be seen there including Recruit Sales Representative and Train Sales Team.  Click the desired option. | OP |
|  | event-4 | If Click on the “Recruit Sales Representative” option, then a display will be open. | UIE,OP |
|  | event-5 | If OP is successful then there will be some options following  “Qualification for Recruitment”, and “Vacancy for sales Representative” will be seen.  Input the desired data. | OP,DP,UID |
|  | event-6 | If click on the “Train sales team” option, then another display will be seen. | OP |
|  | event-7 | If OP is successful then there will be some options following sales Representative ID, Date for training, Place for Training, and Time.  Input the desired data. | OP,DP,UID |
|  | event-8 | After submitting the sales report, a notification will be seen that “Report for New recruitment has been submitted successfully” or “Sales team training session has been scheduled”. | OP |

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| **User3 name:** Accounting manager | | | |
| **Goal-1** | **Description of Goal-1:** Maintaining accurate and complete financial records | | event type |
| Workflow: | event-1 | Workflow of login process will be executed first | ULD, VL, VR: See WF of login |
|  | event-2 | If login successful accounting manager landing or dashboard scene will be loaded | OP |
|  | event-3 | Select option for financial records | UIE |
|  | Event-4 | After UIE has successful then it will be shown some option including revenues, expenses, profits, cashflow.  Click the desired option. | VR, DP |
|  | Event-5 | If VR is successful, financial record display will be shown including income statement, balance sheet, cash flow statement. | DP, OP |
|  | Event-6 | After inputting the required data there will be a notification send to the administrator "A financial statement have been arrived" | OP |
| **Goal 2** | **Description of Goal-2:** Overseeing the daily activities of the accounting department. | | |
|  | Event 1 | Workflow of login process will be executed first | ULD, VL, VR: See WF of login |
|  | Event-2 | If login successful, accounting manager landing or dashboard scene will be loaded | OP |
|  | Event 3 | Select option for “Daily activities” | UIE |
|  | Event 4 | Then daily activities display will be shown including update financial data, review and reconcile transections, record and categories expenses, record inventory received.  click the desired option | DP |
|  | Event 5 | If DP is successful, a notification will be shown that “daily activities” has been taken successfully. | DP, OP |
| **Goal 3** | **Description of Goal-3:** Coordinates training programs for new accounts staff and identifies training needs for current staff. | | |
|  | **Event 1** | The workflow of login process will be executed first | ULD, VL, VR: See WF of login |
|  | Event 2 | If login successful, accounting manager landing/ dashboard scene will be loaded | OP |
|  | Event 3 | Select option for “training programs” | UIE |
|  | Event 4 | After completing UIE, then “Set Training program” will be shown that contains includes some option for setting a training session.  click the desired option | DP |
|  | Event 5 | After inputting the required data, if DP is successful, a notification will be shown that “a training program has been scheduled successfully” | DP, OP |
| **Goal 4** | **Description of goal 4:** Develop staff by setting goals | | |
|  | Event-1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event 2 | If login successful, accounting manager landing/ dashboard scene will be loaded | OP |
|  | Event 3 | Select the “Setting goals” option | UIE |
|  | Event 4 | Then “setting goals” display will be shown that align with company objectives, invite employees to identify job specific goals, set smart goals, emphasize attainable goals, set consistence goals for employees with similar responsibilities.  Click the desired option. | DP, OP |
|  | Event-6 | After inputting required data, if DP is successful, notification will be shown that develop staff by setting goals” has been taken successfully | DP, OP |
| **Goal 5** | **Description of goal 5:** Assigning accounting tasks or projects to a company’s finance and accounting staff. | | |
|  | Event-1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event-2 | If login successful, accounting manager landing/ dashboard scene will be loaded. | OP |
|  | Event-3 | Select the “Assigning accounting tasks” option | UIE |
|  | Event-4 | After completing UIE, then “assigning accounting tasks” will be shown that then.  Click the desired option. | DP |
|  | Event-6 | After inputting required data, if DP is successful, notification will be shown that “Assigning accounting tasks has been placed successfully” | DP, OP |
| **Goal 6:** | **Description of goal 6:** Providing all accounting and financial reports and documents needed by the company’s external auditors | | |
|  | Event-1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event-2 | If login successful, accounting manager landing/ dashboard scene will be loaded | OP |
|  | Event-3 | Select the “Providing all accounting and financial reports” option | UIE |
|  | Event-4 | After UIE is successful then a display will be shown that contains transaction documents includes sells receipts, journal vouchers, bank statements, taxes returns, petty cash records, inventory records.  Click the desired option. | DP |
|  | Event-5 | After inputting required data, if DP is successful then notification will be showed “Providing all accounting and financial reports” has been taken successfully | DP, OP |
| **Goal 7:** | **Description of goal 7:** Calculating and filing corporate tax returns for the company to the nation’s revenue authorities | | |
|  | Event-1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event-2 | If login successful, accounting manager landing/ dashboard scene will be loaded | OP |
|  | Event-3 | Select the “Calculating and filling corporate tax” option | UIE |
|  | Event-4 | If UIE is successful then a display will be shown that contains corporate tax income revenue. | DP |
|  | Event-5 | After Successfully calculating corporate tax then there will be new display shown that returns for the company to the nation’s revenue authorities. | DP, OP |
|  | Event-6 | Then input the required data that must place to proceed. | DP |
|  | Event-7 | If the data is provided successfully then there will be a notification will be sent to the nation’s revenue authorities | DP, OP |
| **Goal 8:** | **Description of goal 8:** Evaluating a company’s financial transactions to ensure they comply with generally accepted accounting principles (GAAP) | | |
|  | Event-1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event-2 | If login successful, accounting manager landing/ dashboard scene will be loaded | OP |
|  | Event-3 | Select the “Company’s financial transactions” option | UIE |
|  | Event-4 | If UIE is successful then “Company’s financial transactions” display will be shown that contains 5 principles of GAAP includes Principles of regularity, principles of consistency, principles of sincerity, Principles of Permanence of method,  then click the desired option | DP |
|  | Event-5 | After successful “company’s financial transaction” then there will be a new display shown that ensured they comply with generally accepted accounting principles (GAAP) | VR, OP, DP, |
|  | Event-6 | After inputting the required data, if VR, VL is successful then notification will be showed “Company’s financial transactions” has been taken successfully | OP |

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| **User4 name:** Food Controlling manager | | | |
| **Goal-1** | **Description of Goal-1:** Formulate the evaluation process, catering, and strategies, coordinating, controlling, directing. | | event type |
| Workflow: | event-1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | event-2 | If login successful, Food Controlling manager landing/ dashboard scene will be loaded | OP |
|  | event-3 | Select the “evaluation process, catering, and strategies, coordinating, controlling, directing” option | UIE |
|  | Event-4 | After UIE is completing then a display will be shown that contains the brand image of your catering, evaluation details, coordinating details, controlling details, directing. then click the desired option | VR, DP |
|  | Event-5 | If VR is successful then another display will be shown the policies of catering, evaluation, coordinating details, controlling details, directing. | DP, OP |
|  | Event-6 | After inputting the required data, there will be a notification showed catering, evaluation details, coordinating details, controlling details, directing and strategies has been taken successfully | OP |
| **Goal-2** | **Description of Goal-2:** [Planning menus for various outlets](https://www.hotelmanagementtips.com/types-of-menu-planning/) | | |
|  | Event 1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event-2 | If login successful, Food Controlling manager landing/ dashboard scene will be loaded | OP |
|  | Event-3 | Select the “menus for various outlets” option | UIE |
|  | Event-4 | Then “menus for various outlets” display will be shown with some menus.  Then click the desired option. | DP |
|  | Event-5 | IF VR is successful, a display will be shown including color, texture, flavors, shapes and size of food. | DP, OP |
|  | Event-6 | After inputting the required data, there will be a notification showed “menus for various outlets” has been made successfully. | OP |
| **Goal 3:** | **Description of goal 3:** Controlling all three elements of costs- food cost, labor cost, and overheads | | |
|  | Event 1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event-2 | If login successful, Food Controlling manager landing/ dashboard scene will be loaded | OP |
|  | Event-3 | Select the “food costs, labor costs and overheads” option | UIE |
|  | Event-4 | If UIE is successful, then a display will be shown that contains cost control includes planning the budget properly, having time management, tracking earned value.  Click the desired option. | DP, OP |
|  | Event-5 | After inputting the requirement data, if DP is successful then there will be notification showed “food cost, labor cost and overheads” has been successfully | OP |
| **Goal 4:** | **Description of goal 4:** Monitoring the performance of the own departments. | | |
|  | Event 1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event-2 | If login successful, Food Controlling manager landing/ dashboard scene will be loaded | OP |
|  | Event-3 | Select the “Monitoring the performance ” option | UIE |
|  | Event-4 | If UIE is complete then a display will be shown includes keep a close eye on performance level, monitor your team for signs a burnout. | DP, OP |
| **Goal 5:** | **Description of goal 5:** Investment decisions on equipment procurement, expansion of food and beverage outlets, and so on. | | |
|  | Event 1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event-2 | If login successful, Food Controlling manager landing/ dashboard scene will be loaded | OP |
|  | Event-3 | Select the “equipment procurement” option | UIE |
|  | Event-4 | If UIE is complete then a display will be shown includes involve numerous suppliers. then click the desired option | DP, OP |
|  | Event-5 | After inputting the requirement data, if DP is successful then there will be notification showed “investment for equipment procurement” has been placed. | OP |
| **Goal 6:** | **Description of goal 6:** Identify customer needs through marketing dept or outlets and respond proactively to all of their concerns | | |
|  | Event 1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event-2 | If login successful, Food Controlling manager / dashboard scene will be loaded | OP |
|  | Event-3 | Select the “ customer needs and respond” option | UIE |
|  | Event-4 | If UIE is successful, then “customers’ needs and respond” display will be shown that contains Customer interviews, surveys, social listening including a fair price. | DP, OP |
|  | Event-5 | Then input the requirement data | DP |
|  | Event-6 | If DP is successful then there will be a notification showed “Customers concern have been solved”. | OP |
| **Goal 7:** | **Description of goal 7:** Design exceptional menus, purchase goods and continuously make necessary improvements | | |
|  | Event 1 | The workflow of the login process will be executed first | UID, VL, VR: see WF of login |
|  | Event-2 | If login successful, Food Controlling manager landing/ dashboard scene will be loaded | OP |
|  | Event-3 | Select the “Design exceptional menus” option | UIE |
|  | Event-5 | If DP is success then another display will be shown includes use and promote branded ingredients, work on quality control, feature local and seasonal foods, focus on good for your ingredients |  |
|  | Event-6 | Then inputting the requirement data | DP |
|  | Event-7 | If DP is successful then there will be a notification showed “Design exceptional menus has been designed successfully” | OP |
| **Goal 8:** | **Description of goal 8:** Scheduling a training program for all the staff of the food and beverage department | | |
|  | Event 1 | The workflow of the login process will be executed first. | UID, VL, VR: see WF of login. |
|  | Event-2 | If login successful, Food Controlling manager landing/ dashboard scene will be loaded | OP |
|  | Event-3 | Select the “Scheduling a training program” option | UIE |
|  | Event-4 | If UIE is complete then “Scheduling a training program” display will be shown that contains Orientation training, onboarding training, product training, quality assurance training, then click the desired option | DP |
|  | Event-5 | After inputting the requirement data, if DP is successful then there will be notification showed “Scheduling a training program” has been made. | OP |

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| **User5 name:** Sales Representative (SR) | | | |
| **Goal-1** | **Description of Goal-1:** Record attendance/working hours. | | |
| Workflow: | event-1 | The workflow of the login process will be executed first. | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, the Sales Representative's landing/dashboard scene will be loaded. | OP |
|  | event-3 | Select the option for attendance. | UIE |
|  | event-4 | Then three options will appear: Start Work, Leave, and Pay Slip. | OP |
|  | event-5 | Click on "Start Work" to record attendance. | UIE |
|  | event-6 | The system requires permission to access the camera, location, and time. Then appear the server time, mobile time, and location. Take a photo in real time. | DP, VL, PC |
|  | event-7 | When SR clicks on **Tab To Go,** the work hour recording will be on. After visiting all the shops, click on "End Work." The work hours/attendance will be recorded on the database and anytime SR can see his attendance record. | UIE, DP. OP |
| **Goal-2** | **Description of Goal-2:** Take the order from shopkeeper | | |
| Workflow: | event-1 | The workflow of the login process will be executed first. | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, the Sales Representative's landing/dashboard scene will be loaded. | OP |
|  | event-3 | Select the option to "order." | UIE |
|  | event-4 | Ask for attendance. If you already have it, the route/area scene will be loaded. | VR, DP |
|  | event-5 | Select the route/area where SR has to go today. | OP, UIE |
|  | event-6 | SR can see all the stores from that route. SR Select the desired store. | OP,UIE |
|  | event-7 | Then SR selects the outlet product that the shopkeeper wants to order one by one >> select Category  >> select quantity >> If any damaged product is returned, he can add it >> show added items and add more >> Add Invoice or special discount.  Gross, Discount and Total Payable amount appear. | OP, UIE, DP |
|  | event-8 | After placing the order by clicking on Confirm, show the popup option for printing the memo. He can choose Yes/No. | OP, UIE, DP |
|  | event-9 | SR successfully placed the order. All items were saved for that store to deliver. | DP |
| **Goal-3** | **Description of Goal-3:** Sales Representative (SR) should be able to see the report and Print/share All Memo or Challan. | | |
| Workflow: | event-1 | The workflow of the login process will be executed first. | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, the Sales Representative's landing/dashboard scene will be loaded. | OP |
|  | event-3 | Firstly Select option for report. | UIE |
|  | event-4 | Using user ID, it will verify the sales report from the database. | VR, DP |
|  | event-5 | If VR is successful, the report will be loaded. Report will include: today order, target of order, total shops, no of visited shops, no. of memo, delivery | DP, OP |
|  | event-6 | After that, Select the option to print. | UIE |
|  | event-7 | Then SR sees all the Memo date wise. | OP, DP |
|  | event-8 | If SR selects any memo, it will show the popup option to share the memo or view it. He can share the memo or view the invoice and print it out. | UIE, OP |
|  | event-9 | SR can print or view the Challan summary by clicking on Challan**.** Also, print out all the memos together by clicking on All Memo. | UIE, DP |
| **Goal-4** | **Description of Goal-4:** Check the delivery details and confirm delivery. | | |
| Workflow: | event-1 | The workflow of the login process will be executed first. | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, the Sales Representative's landing/dashboard scene will be loaded. | OP |
|  | event-3 | Select the option for delivery. | UIE |
|  | event-4 | Then choose Challan Wise Delivery or Outlet/Store Wise Delivery. | UIE |
|  | event-5 | If SR chooses Challan wise delivery, he can see item wise challan report, search challan date wise.  Confirm the delivery. | OP, UIE,DP |
|  | event-6 | If SR chooses outlet-wise delivery, he can see an outlet-wise product delivery report and select any outlet date-wise. He can edit the items with quantity.  Confirm the delivery. | OP,UIE,DP |
| **Goal-5** | **Description of Goal-5:** See the product catalog to take order or check availability | | |
| Workflow: | event-1 | The workflow of the login process will be executed first. | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, the Sales Representative's landing/dashboard scene will be loaded. | OP |
|  | event-3 | Select the option "catalog" | UIE |
|  | event-4 | Then select the product catalog option( All, Hot Fill, Lassi, Chips, Candy, Joyce, etc.). | OP, UIE |
|  | event-5 | SR can search the product to know the details of the product. | UIE, DP |
|  | event-6 | Add to favorites list. | UIE, DP |
| **Goal-6** | **Description of Goal-6:** See the LeaderBoard. | | |
| Workflow: | event-1 | The workflow of the login process will be executed first. | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, the Sales Representative's landing/dashboard scene will be loaded. | OP |
|  | event-3 | Select the option for the LeaderBoard. | UIE |
|  | event-4 | Show the top 50 sales representatives as“SUPER HERO”based on their performance. |  |
| **Goal-7** | **Description of Goal-7:** Take Work Note | | |
| Workflow: | event-1 | The workflow of the login process will be executed first. | UID, VL, VR: see WF of login |
|  | event-2 | If login is successful, the Sales Representative's landing/dashboard scene will be loaded. | OP |
|  | event-3 | Select the option to take a work note. | UIE |
|  | event-4 | He can take a new note or report on the previous one. | UID |
|  | event-5 | To add a work note, he has to select the outlet name, type of note( Distributor visit, Retail visit, Display outlet, Factory/Depo visit, Meeting/Training or others), assign staff and take a picture. The location is automatically shown by GPS. | OP, UIE |
|  | event-6 | Save the work notes. | DP |
| **Goal-8** | **Description of Goal-8:** Resolving customer complaints regarding service. | | |
| Workflow: | event-1 | Workflow of login process will be executed first | UID, VL, VR: see  WF of login |
|  | event-2 | If login successful, Sales Manager landing/dashboard scene will be loaded | OP |
|  | event-3 | Select the “Customer Review/complaints” option. | UIE |
|  | event-4 | If UIE is successful a new display will be open where the customer's complaints have been assigned by the Sales Manager. | OP |
|  | event-5 | Then the SR will review it and take the necessary steps. After solving the complaints mark as done. | UIE |

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| **User6 name:** Customer | | | |
| **Goal-1** | **Description of Goal-1:** View all company products in details | | |
| Workflow: | event-1 | The customer goes to the website or app to see the products. When he/she selects the option "Brand", the brand landing page will be loaded. | OP, UIE |
|  | event-2 | Then select the brand like Biscuit & Bakery, Beverages, Dairy, etc. | UIE |
|  | event-3 | Then click on the category like Biscuits, Buns, etc. By clicking on "view more", customers can see all the product details under this brand. | OP, UIE, DP |
|  | event-4 | To know more about the item in detail, the customer chooses any specific item and clicks "view more." | UIE |
|  | event-5 | A customer can search for any specific product to know the details of the product from the search bar. | UIE, DP |
| **Goal-2** | **Description of Goal-2:** View company details and contact | | |
| Workflow: | event-1 | The customer landing home page will be loaded. Go to the header or footer. | OP |
|  | event-2 | Select the "About” option. | UIE |
|  | event-3 | Then click any submenu-Our Inception, Mission & Vision, Corporate Values, PRAN In Society and Contact. | OP, UIE |
|  | event-4 | Customers know more about the company details and are able to contact them. | OP |
| **Goal-3** | **Description of Goal-3:** Check their global reach, achievements ,global Footprint, history overseas and explored markets | | |
| Workflow: | event-1 | The customer landing home page will be loaded. Go to the header or footer. | OP |
|  | event-2 | Select the "Global Reach” option. | UIE |
|  | event-3 | Then click the submenu - Global Reach, Achievements, Global Footprint, History Overseas or Explored Markets. | OP, UIE |
|  | event-4 | Customers know more about their global reach in detail. | OP |
| **Goal-4** | **Description of Goal-5:** Apply for an official distributor/agent or Careers | | |
| Workflow: | event-1 | The customer landing home page will be loaded. Go to the settings or footer. | OP |
|  | event-2 | Select the "Become a Distributor or Careers” option. | UIE |
|  | event-3 | When a customer/visitor clicks on the Become Distributor or Careers option, a Google form will be loaded. | OP, UIE |
|  | event-4 | Fill in the Google form and upload the resume, NID, Photo and necessary documents. | OP, UID |
|  | event-5 | Submit the form. | UIE |
|  | event-6 | The customer will receive a confirmation email or text. | OP |
| **Goal-5** | **Description of Goal-4:** To check the ongoing or upcoming event, latest news, and gallery | | |
| Workflow: | event-1 | The customer landing home page will be loaded. Go to the header or footer. | OP |
|  | event-2 | Select the "Media” option. | UIE |
|  | event-3 | Then click the submenu - Event/Latest News/Gallery | OP, UIE |
|  | event-4 | Customers can see all the ongoing or upcoming events,latest news, photos and videos. | OP |
| **Goal 6** | **Description of Goal-6:** Customer should be able to see/download the food Catalogue/Brochures | | |
| Workflow: | event-1 | The customer landing home page will be loaded. | OP |
|  | event-2 | Select the “Food Brochures” option. | UIE |
|  | event-3 | When a customer/visitor clicks on the food Brochures option, the food Catalogue page will be loaded. | OP, UIE |
|  | event-4 | Customers can open the food catalogue pdf and also can download. | OP |
|  | event-5 | Customers can share the catalogue, and search the catalogue by filtering date. | UIE,DP |
|  | event-6 | The customer will receive a confirmation email or text. | OP |
| **Goal-7** | **Description of Goal-7:** Share customer feedback to developers | | |
| Workflow: | event-1 | The customer landing home page will be loaded. Go to the settings or footer. | OP |
|  | event-2 | Select the “Feedback” option. | UIE |
|  | event-3 | The customer describes his/her experience in short. | UID |
|  | event-4 | Select any of those - Bug/ Suggestion/Feedback. | OP, UIE |
|  | event-5 | Send Feedback. | UIE |
| **Goal-8** | **Description of Goal-8:** Customer ask any query to customer care | | |
| Workflow: | event-1 | The customer landing home page will be loaded. Go to the settings or footer. | OP |
|  | event-2 | Select the “ASK PRAN” option. | UIE |
|  | event-3 | A page will be loaded with a form and contact details. Before asking any question, customers can check most asked questions! (FAQs) to know more. | OP, UIE |
|  | event-4 | A contact page will be loaded with a form and contact details. Customers select any option to ask about - product, service, regional support, and complain. | OP, UIE |
|  | event-5 | Customers fill up the form with name, contact details, country and explain the customer's message. | UID |
|  | event-6 | Submit the form. | UIE |
|  | event-7 | A confirmation text shows, “Thank you for contacting us at PRAN. We will get back to you as soon as possible.” | OP |