

1. Warehouse Staff

User Scenario 1.1: Track Inventory in Real-Time

As a warehouse staff I want to be able to monitor raw materials and finished jewelry available currently in the warehouse.

- **Design Implications:** Real-time data updates, live inventory tracking, and low-stock alert mechanisms must be incorporated into the system.

User Scenario 1.2: Track Material Usage

While working in the warehouse, I want to be able to know when material stock is nearing its threshold.

- **Design Implications:** The system must track material usage automatically, provide reorder thresholds, and send automatic alerts for low stock to avoid disruptions.
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2. Production Manager

User Scenario 2.1: Work Order Creation

As a production manager, I hope to create a work order for a jewelry item, specifying materials, production stages, and deadlines.

- **Design Implications:** The work order creation system should allow users to input detailed production information. The order assignment feature should ensure that artisans receive real-time notifications of their tasks.

User Scenario 2.2: Scheduling Work Orders

As a production manager, I want to schedule work orders for artisans based on their availability and skill sets. I hope the system will automate the task assignment process while still allowing for manual adjustments when necessary.

- **Design Implications:** The scheduling system must integrate skill and availability data. It should also feature an automatic task assignment system with options for manual reassignment.

User Scenario 2.2: Manage BOM (Bill of Materials)

As a production manager, I hope to create and manage a Bill of Materials (BOM) for new jewelry pieces.

- **Design Implications:** The BOM module must support dynamic edits and the integration of cost tracking features. Linking BOMs to orders and products is essential for system flexibility.

User Scenario 2.3: Track Custom Orders

I want to track the progress of custom orders separately from the regular production orders.

- **Design Implications:** The custom order tracking system should distinguish custom from standard orders, display status updates, and allow communication between the sales team and production.

User Scenario 2.4: Quality Control Tracking

I hope to be able to track the quality of jewelry at different stages of production.

- **Design Implications:** The QC module should support defect logging, quality checks at multiple stages, and automatic rework assignment with tracking.

User Scenario 2.5: Machine Tracking & Maintenance

I want to be able to track machine usage and schedule maintenance based on usage data.

- **Design Implications:** A machine tracking module should be designed to log usage and trigger maintenance alerts. Automated maintenance scheduling should also be included to minimize downtime.

3. Sales Manager

User Scenario 3.1: Sales Integration

As a sales manager, I want to view sales from both physical and online stores in one unified dashboard.

- **Design Implications:** The system should have a central data aggregation feature that combines sales from multiple channels. It must support filtering, reporting, and trend analysis capabilities.

User Scenario 3.2: Loyalty Program Management

I hope to manage a loyalty program that offers promotions and tracks customer points. I want to be able to adjust the program's rules based on customer behavior.

- **Design Implications:** The loyalty program management system should include functionality for tracking customer points, managing rewards, and offering tailored promotions. It should integrate with the sales and customer service systems.

User Scenario 3.3: Customer Profile Management

I want to be able to access a customer profile that includes past purchases and possible customer preferences.

- **Design Implications:** The customer profile management system should allow easy creation, modification, and storage of customer data. It should integrate with the sales system to recommend products and track order histories.

4. Owner

User Scenario 4.1: Customizable Dashboards

As a business owner, I want to be able to create, delete and customize dashboards to show key performance metrics, such as sales data, inventory levels, and production status.

- **Design Implications:** The dashboard system should support widget-based designs that allow users to choose what data to display. It should also refresh data in real-time to provide up-to-date information for decision-making.

5. Customer

User Scenario 5.1: Order Fulfillment Tracking

As a customer, I hope to track my order through each stage of production, starting from order creation to delivery.

Design Implications: The order fulfillment tracking system must provide clear visibility into the order creation, production, shipping, and delivery processes. It should include real-time updates and accurate delivery estimations.

6. Production Staff

User Scenario 6.1: Detailed Order Requirements

As production staff I need clear instructions about materials, production stages, and deadlines. This ensures that I know exactly what to produce and by when.

Design Implications: The system must display detailed order instructions, including required materials, specific production stages, and associated deadlines. It should provide real-time status updates and notifications for any changes or adjustments to the order, ensuring clarity and reducing miscommunication.

7. Sales Staff

User Scenario 7.1: Customer Interaction & Relationship Management

As sales staff I need to access detailed customer profiles—including past purchases and preferences—so I can understand their history and offer personalized recommendations

Design Implications: The system should allow quick access to comprehensive customer data, including purchase history, preferences, and any previous interactions.

User Scenario 7.2: Order & Custom Request Support:

I need to monitor the status of ongoing orders and custom orders to keep customers informed and manage their expectations

Design Implications: The system must offer an alert mechanism to notify sales staff of any status changes or delays, enabling proactive customer communication.

User Scenario 7.3: Loyalty & Promotions Tools:

I need support for the loyalty program so I can apply promotions, track customer points, and assist with customer reward inquiries.

Design Implications: The loyalty program module must seamlessly integrate system, allowing for real-time tracking of customer points and rewards. It should offer flexible tools for applying and modifying promotions based on customer behavior and sales campaigns.