**User stories of Operators:**

* As a machine operator, I operate the machine and promptly report any issues to the maintenance technician, so that I can get continuous functionality of the machine and a smooth workflow for maximum productivity.
* As an operator, if I encounter challenges due to changes within the machine, I reach out to the maintenance technician for issue resolution, to resolve the issue and continue working.
* As a machine operator, I follow the standard operating procedures (SOPs) provided to me, to setup and execute each production run and ensure a consistent and high-quality output.
* As an operator, I actively involve in the machine operation process and promptly report any issues to maintenance technician, to ensure that the operating process is completed on time.
* As a machine operator, I follow safety protocols, procedural guidelines, and conduct thorough pre-operation checks strictly, to ensure a secure work environment for myself and my colleagues.
* As an operator, I actively engage in training sessions of the new procedures offered within the organization, to make sure that I operate then machine according to new standards provided.
* As a machine operator, I conduct pre-shift inspections every day, and clean and lubricate essential machine components, to ensure a clean and well-lubricated environment for optimal performance of the machine throughout the day.
* As an operator, I conduct scheduled cleaning tasks, to remove debris, contaminants, decrease wear and tear, contributing to the overall equipment’s durability.
* As an operator, I avoid any deviation from work, to prevent the risk of disruptions in machine operation.
* As an operator, I incorporate regular maintenance activities into my daily routine, to maintain the overall reliability and efficiency of the machinery.
* As a machine operator, I keenly observe the machine's operation and report any abnormalities to maintenance technician, to maintain a smooth workflow.
* As an operator, I perform regular inspections during operation, to reduce the unexpected breakdowns and ensure a smooth operation.
* As an operator, I face the challenge of searching for maintenance technician to resolve the issue at my workplace who may be busy resolving other’s issue. I want the maintenance technician to know the issue from my work place itself and avoid searching for maintenance technician, to continue with my other works and letting the maintenance technician know my issue.
* As an operator, I sometimes miss the common instructions from maintenance technician due to lack of a service that provides common messages.

**User Stories of Maintenance Technician:**

* As a maintenance technician, I consistently perform routine checks and take preventive measures, to minimize downtime and extend machine lifespan.
* As a maintenance technician, I follow estimated maintenance schedule and prearrange all the preparations, for perfect execution of the maintenance plan.
* As a maintenance technician, I perform inspections frequently, as they provide valuable information, to identify any signs of wear and prevent major breakdowns.
* As a maintenance technician, I currently maintain a detailed records of repairs, inspections, and maintenance activities during each shift in an excel and word documents, ensuring a documented history for future.
* As a maintenance technician, I conduct regular inspections to detect any minor issues early, to ensure the longevity of the machines.
* As responsible maintenance technician, I regularly inspect all safety features and emergency shutdown mechanisms are in proper working order, prioritizing the well-being of operators.
* As a maintenance technician, performing regular inspections help me to continuously refine and customize the preventive maintenance schedule for each machine, to improve the maintenance strategy.
* As a maintenance technician, I quickly reach out to our service provider when an unexpected electrical fault occurs, in machines beyond my expertise, to diagnose the issue.
* As a maintenance technician, I replace worn small parts in the machine following instructions from our service provider, ensuring smooth performance.
* As a maintenance technician, I currently assist operators by addressing their concerns and offering immediate assistance during the machine operation, to ensure a smooth workflow.
* As a maintenance technician, I currently fill out the contact form at service provider with the appropriate information asked in the contact form to any raised issue, to provide all comprehensive details of the issue with service provider.
* As a maintenance technician, I currently send out the photos, videos, and voice messages to our service provider, to convey the issue as clearly as possible.
* As a maintenance technician, I would like to send broad caste message to all the operators at once instead of reaching them individually, to ensure an effective communication.
* As a maintenance technician, I would like to notify all the operators with the information to focus more on required type of products, rather than reaching out individual operator and communicating, to ensure an effective communication.
* As a maintenance technician, I want to explain the issue to Engineers where exactly the issue has occurred within the machine, so that Engineer can quickly locate and start his approach on the correction for the issue.
* As a maintenance technician, I want to provide a detailed description of the problem in the form of text, photos, videos, and audios, to clearly communicate the issue to the engineer.
* As a maintenance technician, I want to receive an estimated time for the Engineer's initial response, to anticipate the time to resolve the issue and calculate the effect on production line.
* **As a maintenance technician, under completion of the warranty period I want to investigate old resolved problems first before reaching out service provider, as taking an extra service from service provider would cost the organization.**
* As a maintenance technician, I want to raise tickets to engineers at service provider which I couldn’t resolve or raise tickets for any confusion or uncertainty in the machine’s working, to improve the machine’s maintenance and have a peace of mind.

**User Stories of Asset Management Engineer:**

* As an Asset Management Engineer at service provider, I receive the raised issues from customer forwarded from a customer service representative, so that I can start working on the issue.
* As an Asset Management Engineer at service provider, upon receiving the issue, I go into the details of the issue to understand the seriousness of the issue and provide an estimated time for troubleshooting the issue.
* As an Asset Management Engineer at service provider, I go through the details of the issue, to figure out the root cause of the issue.
* As an Asset Management Engineer at service provider, I assess the issue and estimate the seriousness of the issue and reach out the boss within organization.
* As an Asset Management Engineer at service provider, I receive the reported technical problem, I collaborate with the on-site maintenance technician, to get a clear information.
* As an Asset Management Engineer, I want to get the clear description of the issue, photos, videos, and exact location within the machine so that I can understand the issue and provide accurate correction.
* As an Asset Management Engineer at service provider, after a clear communication with maintenance technician I conduct deep analysis of the issue to pinpoint the root cause and troubleshoot from remote.
* As an Asset Management Engineer at service provider, I try to resolve the issue from remote by collaborating with maintenance technician onsite, to save unnecessary travel costs and associated time loss.
* As an Asset Management Engineer at service provider, I intimate on-site issues to manager, to plan and provide an arrangement for on-site travel.
* As an Asset Management Engineer at service provider, I act on the on-site issue resolution if there is an approval from the manager within the organization, to act only on the issues for which the negotiation is made between production manager and the customer.
* As an Engineer at service provider, I reach out on-site with all the necessary tool kit and equipment, to offer service and troubleshoot the issue.
* As an Engineer at service provider, I update the status of issue resolution to the manager, for proper communication about the issue status.
* As an Engineer at service provider, I anticipate having a certain system, to document all the detailed records of repairs, inspections, and maintenance activities during each shift by maintenance technician, to avoid the risk of loss of local files in the computer.
* As an Engineer at service provider, I document the solutions for resolved issues, for future reference and easy correction of repeated issues.
* As an Engineer at service provider, I document the issues raised, to maintain records for future reference.
* As an Engineer, I want the error messages, warning messages and issues to be given with error codes/IDs, so that the issue could be clearly identified out of all issues.
* As an Engineer, I anticipate having the capability to reopen a closed ticket when a maintenance technician identifies a persistent problem, to act on the issue promptly and later update the new solution into the system.
* As an Engineer, I want to view a summary dashboard of all open service tickets, prioritized by urgency and seriousness, so that I can efficiently handle the workload.
* As an Engineer, after assessing the issue, I want to categorize the urgency and seriousness of the issue, to handle them based on the criticality and urgency of the issue.
* As an Engineer, I want to be alerted of critical issues to my email or teams that require immediate attention, so that I ensure prompt response and resolution.
* As an Asset Management Engineer, I want to track and analyse the frequency of specific machine issues reported by different technicians, so that I can identify common trends to suggest preventive measures to the customers and improve the machines preventive maintenance.
* As an engineer, I want a mechanism to collect feedback from operators about warning messages, so I can understand their experience and identify areas for improvement.
* As an Asset Management Engineer, I want to visualize the trends of different parameters, so that I can analyse the data and perform preventive and predictive maintenance to the machine.
* As an Asset Management Engineer, I want to receive detailed information from warning messages reported by the machine, including the operator's observations and actions taken, so that I can analyse the overall experience and perform preventive and predictive maintenance.