Inventory Management System for Retailers

Team ID : PNT2022TMID13856

**Project Design Phase-II Customer Journey**



t



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1 Phases**  High-level steps your user needs to accomplish from start to finish | Login/Register | Hub Registering/ providing access to hub manager | Product/production details | Alert customer (mail/ chatbots) |
|  | | | | |
| **2 Steps**  Detailed actions your user has to perform | Users need to Fill them  create a Fill their shop and account in information branches our website details | Need to allocate  User need to Provide hub hub manager by register their providing them a hub details separate  constrinted  access. | Customer Product Production details/ Hub sales report details rank detail | Communication Online - Offline -  System E-mail Message |
|  | | | | |
| **3 Feelings**  What your user might be thinking and feeling at the moment | Easy to Portable and No need to maintain Flexible to carry the their access hard copy of inventory the data. | Easy to No need to Data are maintain the Separate grouped Hub accounts are together  for each Hub | They can  track their They can  product able to  details and maintain their  availability stocks easily | Regular  notification Suggest to  about stock maintain  movement their stocks. |
| Data privacy is doubted | It is a hard task to maintain every hub from one point. | Huge data is how would be manage | Extra cost for message/e- mail |
|  | | | | |
| **4 Pain points**  Problems your user runs into | Internet connection is must when use application. | Need to share data to others | The data about products and customers share with other organization | Extra Cost for accessing this service |
|  | | | | |
| **5 Opportunities**  Potential improvements or enhancements to the experience | Planning is always possible and it is an efficient way | Manpower is reduced. | The details are accurate, and error is very low percentage. | Customer know about their stocks easily |