✴



**Scan your merchandise**

### Entice

After Verifying the user by sending OTP they can login into the application

**Login**

**Enter**

### Engage

**Exit**

### Extend

Inventory management system for retailers How does someone

initially become aware

of this process?

# Steps

**Registration**

What does the person (or group) typically experience?

The users who wants to use the application can register into app intially using their email id and password

What do people experience as they begin the process?

**Add and maintain their stocks**

**Notification will send to the users**

users will be able to add new stock by submitting essential details related to the stock. They can view details of the current inventory

The System will automatically send an email alert to the retailers if there is no stock found in their accounts

In the core moments in the process, what happens?

## 

better understanding of sales patterns

Easily buy and sell products

Inventory management refers to the process of ordering, storing, using, and selling a company's inventor

What do people typically experience

as the process finishes?

Prompt review

Prompt review

#### After add a stock fnishes, an email and inapp

notifcation prompt the tour participant for a

review

Writing & submitting review

The retailers participant writes a review and gives the tour a starrating out of 5.

What happens after the experience is over?

Low Cost

effective retail inventory management results in lower costs

# Interactions

Help me see what I could be doing nex

Help me see what I could be doing nex

Help me see what I've done before

Help me to enhance my business at good turnover

Help me feel confdent about where to buy products and

which one of these people is my dealer

Help me feel good about my decision to use this app and to feel welcome

What inte**Bro**r**w**a**sin**c**g, b**t**o**i**o**o**kin**n**g,** s do they

have at each step along the

**SCENARIO**

**attending, and rating a local city tour**

way? Things: What digital touchpoints or physical objects would they use? Places: Where are they? People: Who do they see or talk to?

# Goals & Motivations

By managing inventory, retailers meet customer demand without running out of stock or carrying excess supply

At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”)

# Positive Moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

# Negative Moments

People sometimes forget to put in their dates or number of products, which leads them to discover shortage they can't actually attend

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

# Area of Opportunity

Inventory is the accounting of items, component parts and raw materials that a company either uses in production or sells

How might we make each step better? What ideas do we have? What have others suggested?

## 

Track products section of the website, iOS app, or Android app

Track products section of the website, iOS app, or Android app

Payment overlay within the website, iOS app,

or Android app

Customer's email (software like Outlook or website like Gmail)

Retail inventory management tools and methods give retailers more information on which to run their businesses.

**TIP**

As you add steps to the experience, move each these “Five Es” the left or right depending on the scenario you are documenting.

Add stocks section of the

website, iOS app, or Android app

Customer's email (software like Outlook or website like Gmail)

## 

better understanding of sales patterns

Help me understand what this tour is all about

Help me feel confdent that my purchase is fnalized and tell me what to do nex

Help me make sure I don't forget about my stocks so that I don't waste money or get disappointed

Excitement about the purchase

Current payment fow is very barebones and simple

We've heard from several people that the reminder emails were essential, especially if they booked way in advance

## 

People express a bit of fear of commitment at this site

Trepidation about the purchase

("I hope this will be worth it!"

Save Money.

Reduce the Risk of Out-Of-Stock Problems. Accurately Forecast Future Sales.

Make it easier to compare and shop for experiences without having to click on them

By managing inventory, retailers meet customer demand without running out of stock or carrying excess supply

## 

Direct interactions with the warehouse and other

whole members

retailers track and manage stocks related to their own products

“Leave a review” modal window within the profle on the website, iOS app, or Android app

Completed experiences section of the profle on the website, iOS app, or Android app

Recommendations span across website, iOS app, or Android app

Help me spread the word about a great tour or provide watch-outs and feedback for one that was not so good

Current payment fow is very barebones and simple

It's reassuring to red reviews written by past users

## 

People love the app itself, we have a 98% satisfaction rating

People generally interact with UI and Ux

We think people like these recommendations because they have an extremely high engagement rate

A corrupt hard drive, power outage, or technical issue can all lead to a loss of needed data and could potentially shut the entire operation dow

Keeping too much stock on hand can be as problematic as having too little

Customers report feeling review fatigue

People describe leaving a review as an arduous process

Could we A/B test different language to see what changes response rates?

How might we progressively disclose the full review so that each step feels more simple?

How might we extend the personal connection

to the dealer.

Inventory managment is one of the pillars of a success retail operation

Help me see ways to enhance my profit