User Journey Documentation

Fibre Deployment Management Tool

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Introduction

This document outlines the detailed user journeys for all roles within the Fibre Deployment Management Tool. Each journey describes the step-by-step process users follow to accomplish their key tasks within the system.

Purpose

Understanding user journeys helps ensure the system meets the needs of all stakeholders and provides an intuitive, efficient experience for each role.

User Roles

- **Super Admin:** System administrator with full access
- **Project Manager:** Oversees projects, sets rates, approves payments
- **Supervisor:** Onsite personnel managing labourers and recording daily work
- **Project Administrator:** Handles corrections and data quality
- **Local Labourer:** Temporary worker viewing work records and payment status

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Project Manager Journey

Journey Overview

Project Managers are responsible for creating and configuring projects, setting pay rates, assigning supervisors, and approving payment requests. Their journey focuses on project setup, rate management, and payment approval workflows.

Key Touchpoints

1. Project Creation
2. Supervisor Assignment
3. Pay Rate Configuration
4. Payment Request Review
5. Payment Approval
6. Correction Request Review

Journey 1: Creating a New Project

Step	Action	Goal	System Response
1	Log in with Mooya email	Access the system	Redirect to dashboard
2	Navigate to Projects page	View existing projects	Display project list
3	Click "Create New Project"	Start project creation	Open project creation form
4	Enter project name (e.g., "BPM 605")	Identify the project	Validate input
5	Enter location (e.g., "Somerset East")	Specify deployment area	Accept input
6	Enter budget (optional)	Set financial parameters	Accept input
7	Click "Create Project"	Save project	Create project, show success message
8	View project details page	Confirm creation	Display project dashboard

Expected Outcome: New project created and ready for configuration

Pain Points Addressed: - Quick project setup without complex forms - Optional fields reduce initial data entry burden

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Journey 2: Assigning Supervisors to Project

Step	Action	Goal	System Response
1	Open project details page	Access project settings	Display project information
2	Navigate to "Team" tab	Manage project team	Show current team members
3	Click "Add Supervisor"	Assign onsite personnel	Open user selection dialog
4	Search for supervisor by name/email	Find the right person	Display filtered user list
5	Select supervisor from list	Choose team member	Highlight selection
6	Click "Add"	Assign supervisor	Add to project, send notification
7	View updated team list	Confirm assignment	Display supervisor in team list

Expected Outcome: Supervisor assigned and notified of project assignment

Pain Points Addressed: - Easy search and selection of users - Automatic notifications eliminate manual communication

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Journey 3: Configuring Pay Rates

Step	Action	Goal	System Response
1	Open project details page	Access project settings	Display project information
2	Navigate to "Pay Rates" tab	Manage compensation	Show current rates (if any)
3	Click "Add Rate"	Create new rate	Open rate configuration form
4	Select employee type (e.g., "Civil Worker - Trenching")	Specify worker category	Load rate fields
5	Enter "Open Trenching" rate per meter	Set compensation for digging	Accept input, validate number
6	Enter "Close Trenching" rate per meter	Set compensation for backfilling	Accept input, validate number
7	Add custom rate items (optional)	Include allowances/bonuses	Show additional rate fields
8	Set effective date	Define when rate applies	Default to today
9	Click "Save Rate"	Store configuration	Save rate, show success message
10	View rate summary	Confirm settings	Display all configured rates

Expected Outcome: Pay rates configured for all employee types on project

Pain Points Addressed: - Flexible rate structure accommodates different work types - Effective dating allows for rate changes without affecting past work - Custom items handle project-specific compensation

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Journey 4: Reviewing and Approving Payment Requests

Step	Action	Goal	System Response
1	Receive payment request notification	Become aware of pending approval	Email/in-app notification
2	Navigate to Payments page	Access payment requests	Display pending requests
3	Click on payment period	View details	Open payment period details
4	Review payment summary	Understand total amount	Display summary statistics
5	View labourer breakdown	Check individual payments	Show table with per-person details
6	Review work logs	Verify data accuracy	Display daily work records
7	Check for correction requests	Ensure data quality	Highlight any pending corrections
8	Click "Approve Payment"	Authorize payment	Open confirmation dialog
9	Confirm approval	Finalize decision	Process approval, generate CSV file
10	Download payment CSV file	Obtain banking file	Download file to device
11	Upload to banking system	Process payments	(External to system)

Expected Outcome: Payment approved and CSV file ready for banking upload

Pain Points Addressed: - Comprehensive review interface shows all relevant data - Single approval action triggers file generation - CSV format matches banking requirements

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Journey 5: Reviewing Correction Requests

Step	Action	Goal	System Response
1	Receive correction request notification	Become aware of data issue	Email/in-app notification
2	Navigate to Audit Trail page	Access correction requests	Display pending corrections
3	Click on correction request	View details	Show original vs corrected values
4	Review reason for correction	Understand the issue	Display explanation from Project Admin
5	View affected payment calculations	Assess financial impact	Show before/after amounts
6	Verify correction accuracy	Ensure data quality	Compare with source documents
7	Click "Approve" or "Reject"	Make decision	Open confirmation dialog
8	Add review notes (if rejecting)	Provide feedback	Accept text input
9	Confirm decision	Finalize review	Update records, notify requester

Expected Outcome: Correction approved/rejected with appropriate updates to records

Pain Points Addressed: - Clear before/after comparison - Financial impact visibility - Two-way communication through notes

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Supervisor Journey

Journey Overview

Supervisors are onsite personnel responsible for managing local labourers and recording daily work output. Their journey focuses on worker onboarding, daily work tracking, and payment request submission.

Key Touchpoints

1. Labourer Onboarding
2. Daily Work Recording
3. Payment Request Submission
4. Worker Communication

Journey 1: Adding a New Labourer

Step	Action	Goal	System Response
1	Log in to system	Access assigned projects	Redirect to dashboard
2	Navigate to Labourers page	Manage workers	Display current labourers
3	Click "Add Labourer"	Start onboarding	Open labourer registration form
4	Enter first name and surname	Identify worker	Accept input
5	Enter ID or Passport number	Capture identification	Validate format
6	Enter date of birth	Calculate age	Auto-calculate age, validate 18+
7	System auto-fills gender (from SA ID)	Capture demographic data	Extract from ID number
8	Enter contact number	Enable communication	Validate phone format
9	Upload profile photo	Visual identification	Accept image, validate size
10	Select employee type	Assign role	Load relevant pay rates
11	Enter bank name	Capture payment details	Display bank dropdown
12	Enter account number	Specify payment destination	Accept input
13	Select account type (Cheque/Savings)	Complete banking details	Accept selection
14	Enter branch code	Finalize banking info	Validate format
15	Upload proof of banking (optional)	Verify account details	Accept image
16	Upload ID photo (optional)	Document verification	Accept image

Step	Action	Goal	System Response
17	Enter address (optional)	Record contact information	Accept input
18	Click "Save Labourer"	Complete onboarding	Validate all required fields
19	System validates data	Ensure completeness	Check all validations
20	View labourer profile	Confirm creation	Display complete profile

Expected Outcome: New labourer fully onboarded and ready to work

Pain Points Addressed: - Auto-calculation reduces manual entry - Photo uploads ensure proper identification - Banking details captured upfront prevent payment delays - Optional fields don't block onboarding

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Journey 2: Recording Daily Work

Step	Action	Goal	System Response
1	Navigate to Daily Logs page	Access work recording	Display today's date by default
2	View list of all labourers	See team roster	Display labourer names with input fields
3	Enter open trenching meters for first labourer	Record digging work	Accept input, calculate earnings
4	Enter close trenching meters for first labourer	Record backfilling work	Accept input, update earnings
5	View calculated daily earnings	Verify compensation	Display real-time calculation
6	Repeat for all labourers	Complete daily sheet	Update calculations for each
7	Enter zero for absent workers	Record non-work days	Accept zero values
8	Review total meters and earnings	Check accuracy	Display summary totals
9	Click "Save Daily Sheet"	Store work records	Validate all entries
10	System sends notifications to labourers	Inform workers	Send push/email notifications
11	View confirmation message	Confirm successful save	Display success message

Expected Outcome: Daily work recorded for all labourers with automatic notifications sent

Pain Points Addressed: - Simple table interface for quick data entry - Real-time calculations show immediate feedback - Automatic notifications eliminate manual communication - Zero values allowed for absent workers

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Journey 3: Submitting Payment Request

Step	Action	Goal	System Response
1	Navigate to Payments page	Access payment management	Display current payment period
2	View payment period details	Review period data	Show period dates and status
3	Check all labourers have work entries	Ensure completeness	Highlight any missing data
4	Review total amount for period	Understand payment scope	Display summary totals
5	Click "Submit for Approval"	Request payment authorization	Open confirmation dialog
6	Confirm submission	Finalize request	Change status to "Submitted"
7	System validates data	Check completeness	Run validation checks
8	Receive confirmation	Acknowledge submission	Display success message
9	System notifies Project Manager	Trigger approval workflow	Send notification to PM

Expected Outcome: Payment request submitted and awaiting PM approval

Pain Points Addressed: - Validation prevents incomplete submissions - Clear visibility of period totals - Automatic PM notification

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Project Administrator Journey

Journey Overview

Project Administrators are responsible for identifying data errors and submitting correction requests for Project Manager approval. Their journey focuses on data quality and error correction.

Key Touchpoints

1. Error Identification
2. Correction Request Submission
3. Approval Tracking

Journey: Submitting a Correction Request

Step	Action	Goal	System Response
1	Navigate to Daily Logs or Payments	Review project data	Display relevant records
2	Identify incorrect entry	Find data error	Note discrepancy
3	Click on entry to view details	Access record	Open detail view
4	Click "Request Correction"	Initiate correction process	Open correction form
5	Select field to correct	Specify error location	Highlight field
6	Enter corrected value	Provide accurate data	Accept input
7	Enter reason for correction	Explain the error	Accept text input
8	Attach supporting documents (optional)	Provide evidence	Accept file uploads
9	Click "Submit Correction Request"	Send for approval	Create correction request
10	System notifies Project Manager	Trigger review workflow	Send notification to PM
11	View correction request status	Track progress	Display "Pending" status
12	Receive approval/rejection notification	Learn outcome	Email/in-app notification
13	If approved: View updated record	Confirm correction applied	Display corrected data
14	If rejected: View PM notes	Understand reason	Display feedback

Expected Outcome: Correction request submitted and processed with appropriate outcome

Pain Points Addressed: - Cannot directly modify data (prevents unauthorized changes) - Clear approval workflow maintains data integrity - Supporting documents provide evidence - Feedback loop for rejected corrections

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Local Labourer Journey

Journey Overview

Local labourers are temporary workers who need visibility into their work records and payment status. Their journey focuses on transparency and communication.

Key Touchpoints

1. Account Access
2. Work History Review
3. Payment Tracking
4. Notification Receipt

Journey: Viewing Work Records and Payment Status

Step	Action	Goal	System Response
1	Receive notification of work logged	Learn about daily work entry	Push/email notification
2	Click notification link	Access personal dashboard	Redirect to dashboard
3	Log in (if not already)	Authenticate	Verify credentials
4	View dashboard summary cards	See overview	Display current period earnings, days worked, next payment date
5	Scroll to work history table	Review detailed records	Display all daily work entries
6	View specific day's details	Check meters and earnings	Display open/close meters, daily earnings
7	Check current period total	Understand payment amount	Display cumulative earnings
8	View next payment date	Know when to expect payment	Display fortnightly schedule
9	Navigate to Payment History	Review past payments	Display historical payment records
10	View payment details	Confirm received amounts	Display payment date, period, amount

Expected Outcome: Labourer has complete visibility into work records and payment status

Pain Points Addressed: - Real-time visibility eliminates uncertainty - Mobile-responsive design allows field access - Notifications keep workers informed - Historical records provide transparency

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Super Admin Journey

Journey Overview

The Super Admin (kholofelo@mooya.co.za) has full system access and is responsible for user management, employee type configuration, and system oversight.

Key Touchpoints

1. User Management
2. Role Assignment
3. Employee Type Configuration
4. System Oversight

Journey 1: Managing Users and Roles

Step	Action	Goal	System Response
1	Log in as Super Admin	Access system	Redirect to dashboard with full access
2	Navigate to User Management	Manage system users	Display all users
3	View user list with current roles	See system access	Display table with names, emails, roles
4	Click on user to edit	Modify user settings	Open user detail page
5	Select new role from dropdown	Change permissions	Display role options
6	Click "Update Role"	Save changes	Update user role, send notification
7	View confirmation	Confirm update	Display success message
8	User receives role change notification	Inform user of new permissions	Send email notification

Expected Outcome: User role updated and user notified of new permissions

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Journey 2: Creating Employee Types

Step	Action	Goal	System Response
1	Navigate to Employee Types page	Manage worker categories	Display current employee types
2	Click "Create Employee Type"	Add new category	Open creation form
3	Enter type name (e.g., "Equipment Operator")	Identify category	Accept input
4	Enter description	Explain role	Accept text input
5	Click "Create"	Save employee type	Create record, show success
6	View updated list	Confirm creation	Display all employee types

Expected Outcome: New employee type available for project assignment

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Conclusion

These user journeys provide a comprehensive view of how each role interacts with the Fibre Deployment Management Tool. By understanding these workflows, the development team can ensure the system meets user needs and provides an efficient, intuitive experience.

Key Success Factors

1. **Simplicity:** Each journey minimizes steps and complexity
2. **Transparency:** Users have visibility into relevant data
3. **Automation:** System handles notifications and calculations
4. **Validation:** Data quality checks prevent errors

5. **Approval Workflows:** Maintain control and accountability
6. **Mobile Access:** Field workers can access system anywhere

Continuous Improvement

User journeys should be reviewed regularly and updated based on: - User feedback - Support ticket analysis - Usage analytics - Changing business requirements

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Document End

This User Journey document should be used in conjunction with the Product Requirements Document (PRD) to guide system development and user training.