

Document name	Staff User User stories
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Definition

- Installation service: A customer may ask for on-site installation service. For example, after purchasing a Wifi router, the customer may ask for installation service. In this case, a technician from the same branch that the purchasing is ordered, must be sent to the customer location to install the new purchased electronic goods.
- In addition to installation service of the newly purchased electronics, an installation service may be requested for the previous purchases.

User Stories

Manager

1. Manage Branch Inventory – As a manager, I want to create, delete, view and update goods, services and categories.
2. Approve/Assign Technicians – As a manager, I want to assign technicians for installation requests.

Service Technician

1. View Assigned Installations – As a technician, I want to see the installation tasks assigned to me.
2. Update Installation Status – As a technician, I want to update the status of a service task.

Customer Service Representative

1. Assist Customers with Orders – As a customer service user, I want to access customer orders to assist with questions and issues.
2. Handle Refund Requests – As a customer service user, I want to process refund requests.

Delivery Staff

1. Retrieve Delivery Tasks – As a delivery person, I want to see the deliveries assigned to me.
2. Retrieve from the inventory - As a delivery person, when I change the status of a delivery which is assigned to me from “assigned” to “ready to pick up”, I must receive an inventory invoice from the system to later print, sign and hand to the inventory staff to be able to pick up the goods.
3. Update Delivery Status – As a delivery person, I want to mark orders as delivered. A

customer delivery note attachment is required, which states that the customer successfully received the goods.

Inventory Staff

1. Incoming deliveries - As an inventory staff, I want to be able to update the stock levels when new goods are added to the inventory. Each incoming delivery level update must have a delivery document attachment.
2. Each of the goods should have a unique serial number, which can later be printed and labeled to the good in the inventory physically.
3. Outgoing deliveries - As an inventory staff, I want to be able to update the stock levels when an electronic goods is collected by a delivery staff. This update should have a delivery note attachment.