

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. Download (print) Installation Service Note – As a technician, I want to download (print) the installation service note of an installation service ticket which contains the service order details, price, user information, my information and an empty space for the customer's signature.
3. Close the Installation Service Ticket – As a technician, after I finished an installation service in the customer's location and received his signature, I want to be able to upload this document and click on the finished button to close the ticket.

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 Tickets – As a delivery person, I want to see the list of unassigned delivery tickets.
2. Assign and Unassign Delivery Tickets – As a delivery person, I want to be able to apick

a delivery ticket. In addition, if an assigned delivery ticket isn't picked up from the inventory yet, I want to be able to unassign it from myself and return it to the delivery ticket pool for other delivery staff to pick.

3. Retrieving from the inventory - As a delivery person, when I pick a delivery ticket I must be able to download an inventory pick up note from the system to print, sign and hand it to the inventory staff to be able to pick up the goods.
4. Update Delivery Status to In Delivery Process – As a delivery person, when the inventory staff clicks on the “picked up” button and the delivery ticket returns to my dashboard with “picked up” status, I want to be able to download the delivery note. By download (print) the status will be updated to “in delivery process”.
5. Close the Delivery Ticket – As a delivery person, when the order was delivered to the customer, the printed delivery note was signed by the customer and was uploaded on the system, I want to be able to close the ticket by clicking on the “finished” button and change its status to “done”.

Inventory Staff

1. Stock level update - As an inventory staff, I want to be able to update the stock levels when new goods are added to the inventory. Each incoming stock level update must have a receipt document attachment. In addition, when older stock items that haven't been sold for a long time should be returned to the producer, I want to be able to print an invoice, receive the producer agent's signature, upload it and by clicking on “update stock levels” button, update the stock level and remove the specific serial numbers from the inventory system.
2. Delivery Ticket - As an inventory staff, I want to be able to update the delivery ticket when an electronic goods is collected by a delivery staff. This update should have a delivery note attachment.