**GitHub Repository Link** [**https://github.com/Sheharyar977/techbridge-fewd-winter2022**](https://github.com/Sheharyar977/techbridge-fewd-winter2022)

**Phase 1 Work in Progress (Empathize and Problem Phase below)**

**Interview notes**

How many employees do you have?

* Multiple locations
* More than 20 in each location

Majority of it will be done from an internal computer

No online sales

Currently no software system

* Pen and paper

Only a manager or supervisor can remove books for the system

Each employee has their own identification system

Windows machines

There are different categories for each books they store

Is there an ordering system you would like to implement?

* How to find a book
* Have condition
* How much we are willing to buy the book for the customer?
* Location of book

I would like to know which employee is making edit (log or history)

* Only visible my manager level users

Log-in when making changes

Log out with idle

Would like to report that is generated

Price, binding, hardcover/softcover, title, author, edition, who published, when it was published

Define:

Would like a search feature

Genre for each book

All locations are using chrome or firefox

Define: Wants to have a method to log/update his inventory through multiple devices with a search feature.

We’d like to mark it as sold when the book.

State the book is out of stock

Internal Website

**Stage 1 Empathize**

**Kathy (Manager/Administrator) –**

* What tasks do they currently perform?
  + **Search and update books, manage employees, talk to customers**
* What are the hardest / most frustrating aspects of their current system?
  + **Managing their books through Excel, Being unable to find a book if at a different location**
* When do they typically perform their tasks?
  + **Start of the day or whenever they are talking with a customer**
* How would this change improve their feelings about completing their tasks?
  + **Kathy will be more satisfied filling a customer’s request when she has the ability to access up to date information. Kathy will also enjoy having a website with a search feature rather than an excel document.**
* How do their tasks, feelings, or responsibilities differ from the other profiles?
  + **Kathy will have additional responsibilities than James. Kathy can delete items from the registry and create new accounts for regular employees. She feels responsible and empowered.**
* What are the set of skills that they currently possess?
  + **Kathy has management skills, interpersonal skills, and is detail oriented.**

**James (Regular Employee/Intern)**

* What tasks do they currently perform?
  + **Search and update books , talk to customers**
* What are the hardest / most frustrating aspects of their current system?
  + **Managing their books through Excel, Being unable to find a book if at a different location**
* When do they typically perform their tasks?
  + **Start of the day or whenever they are talking to customers**
* How would this change improve their feelings about completing their tasks?
  + **James will also feel more satisfied filling a customer’s request when he has access to up to date information. James will also enjoy the ease of searching for books to the registry compared to Excel.**
* How do their tasks, feelings, or responsibilities differ from the other profiles?
  + **James will be doing simpler tasks more often like updating the registry and searching for books for customers. James will feel more relaxed compared to Kathy.**
* What are the set of skills that they currently possess?
  + **James will also have interpersonal skills and be detail oriented.**

**Stage 2 – Define the problem**

Wants to have a method to log/update his inventory through multiple devices with a search feature.

**Define an easier way for Kathy and James to update and receive updates from all locations because the excel spreadsheet does not give them information about books in other locations.**

**Create a method for Kathy and James to quickly answer customer request about book location, availability, pricing, condition etc…**

**Stage 3 – Ideate**