

Deliverable Three:

Analysis & Design Document

Retail Alert | BMN Incorporated | Group Two

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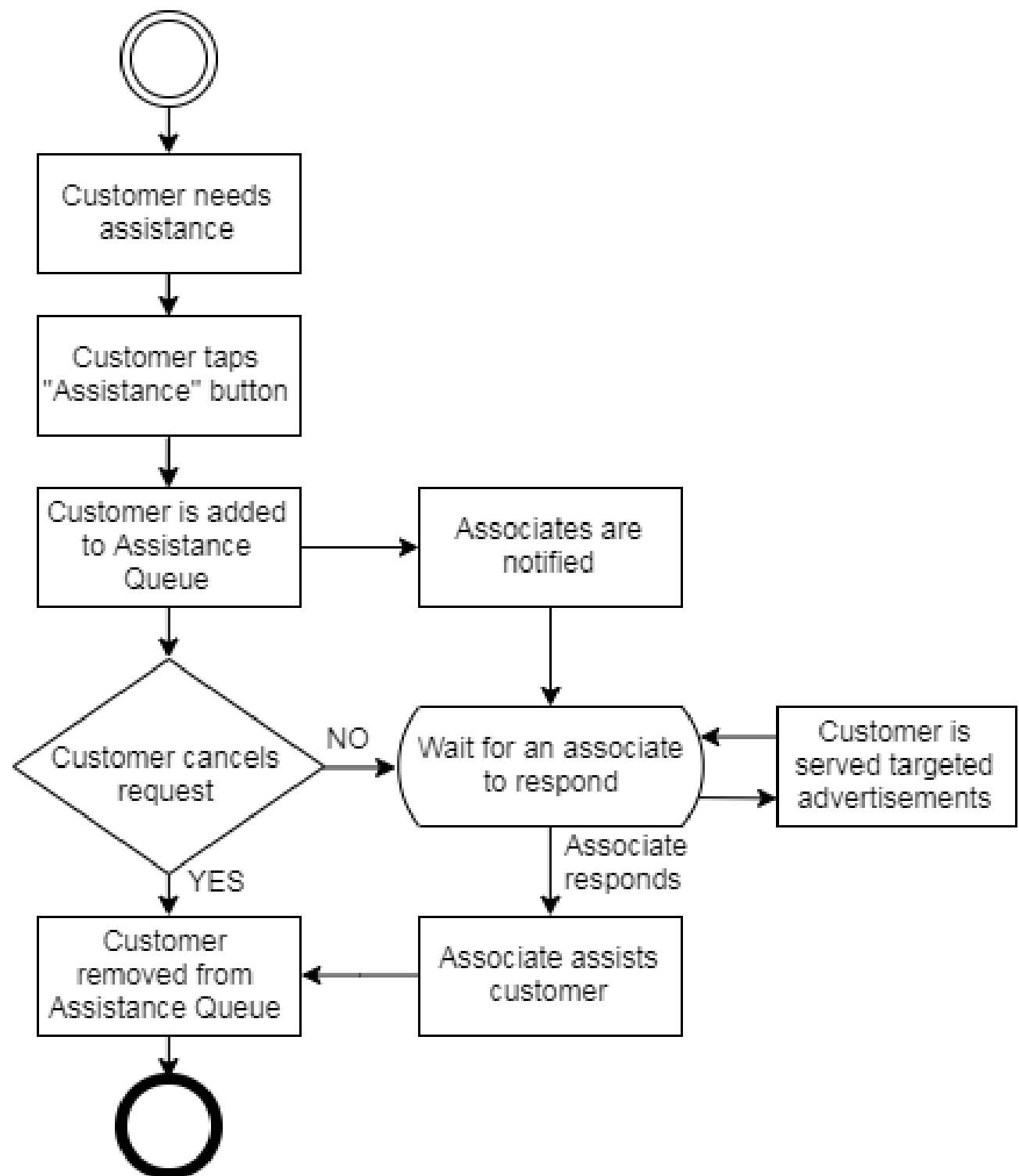
Team Member	Responsibilities
Brandon	Customer Management
Mayra	Product Information Lookup
Nabeelah	Quick Help

Customer Management

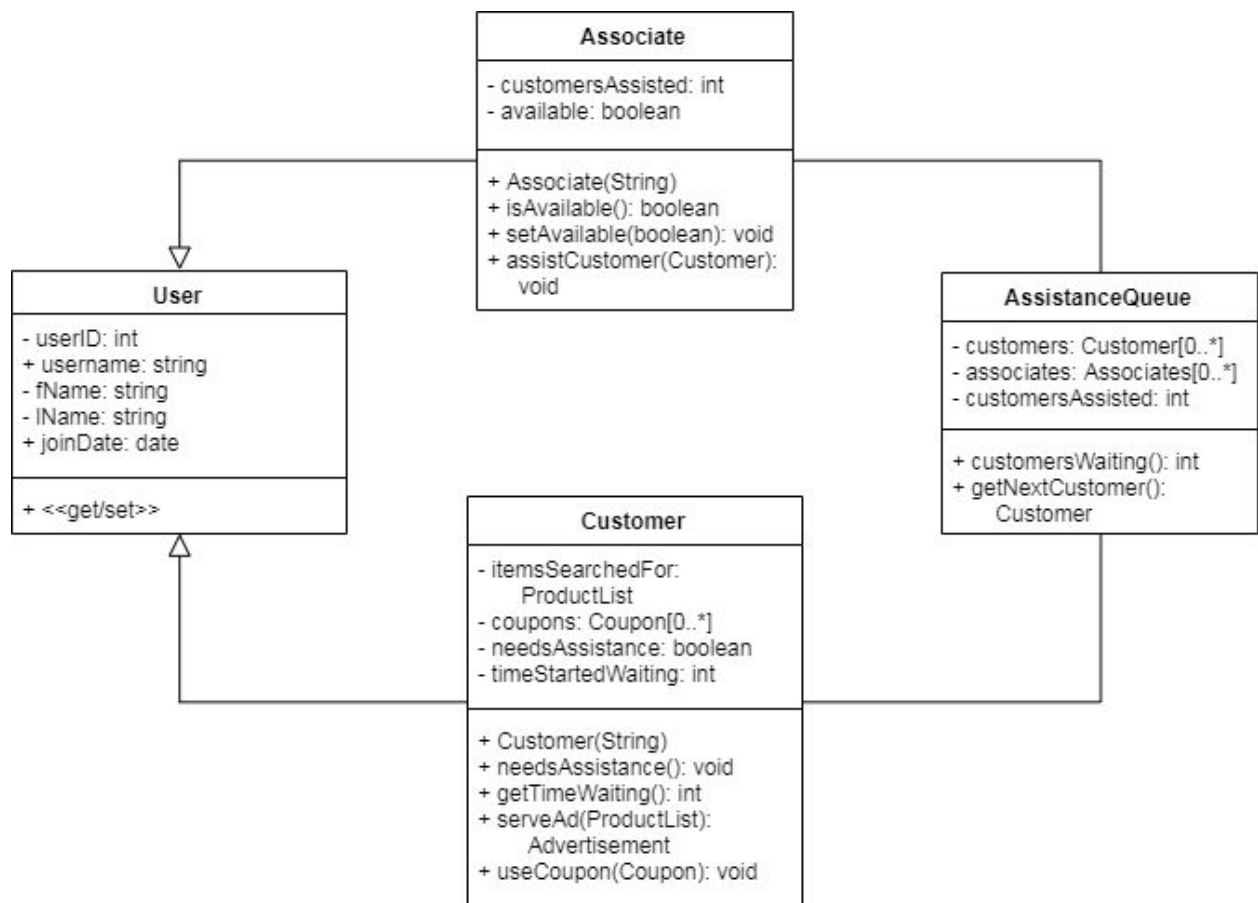
Requirements

- Customer can...
 - indicate that they need assistance (add self to assistance queue)
 - can include a note describing their request
 - while queued
 - notified when an associate is coming to help them (similar to queuing for an Uber)
 - Can see how long they've been queueing
 - Is served targeted advertisements
 - cancel an assistance request (remove self from assistance queue)
- Associate can...
 - assist customers (remove customers from queue)
 - access information about the customer's request
 - the request, where they are and how long they've been waiting
- System must...
 - maintain a queue of customer objects
 - Each object includes
 - How long they've been waiting
 - The customer's location
 - The customer's request
 - Allows users to perform the previously listed operations on the queue
 - serve targeted advertisements to enqueued customers
 - Notify customers when an associate is on their way
 - Notify associates when a new customer has entered the queue

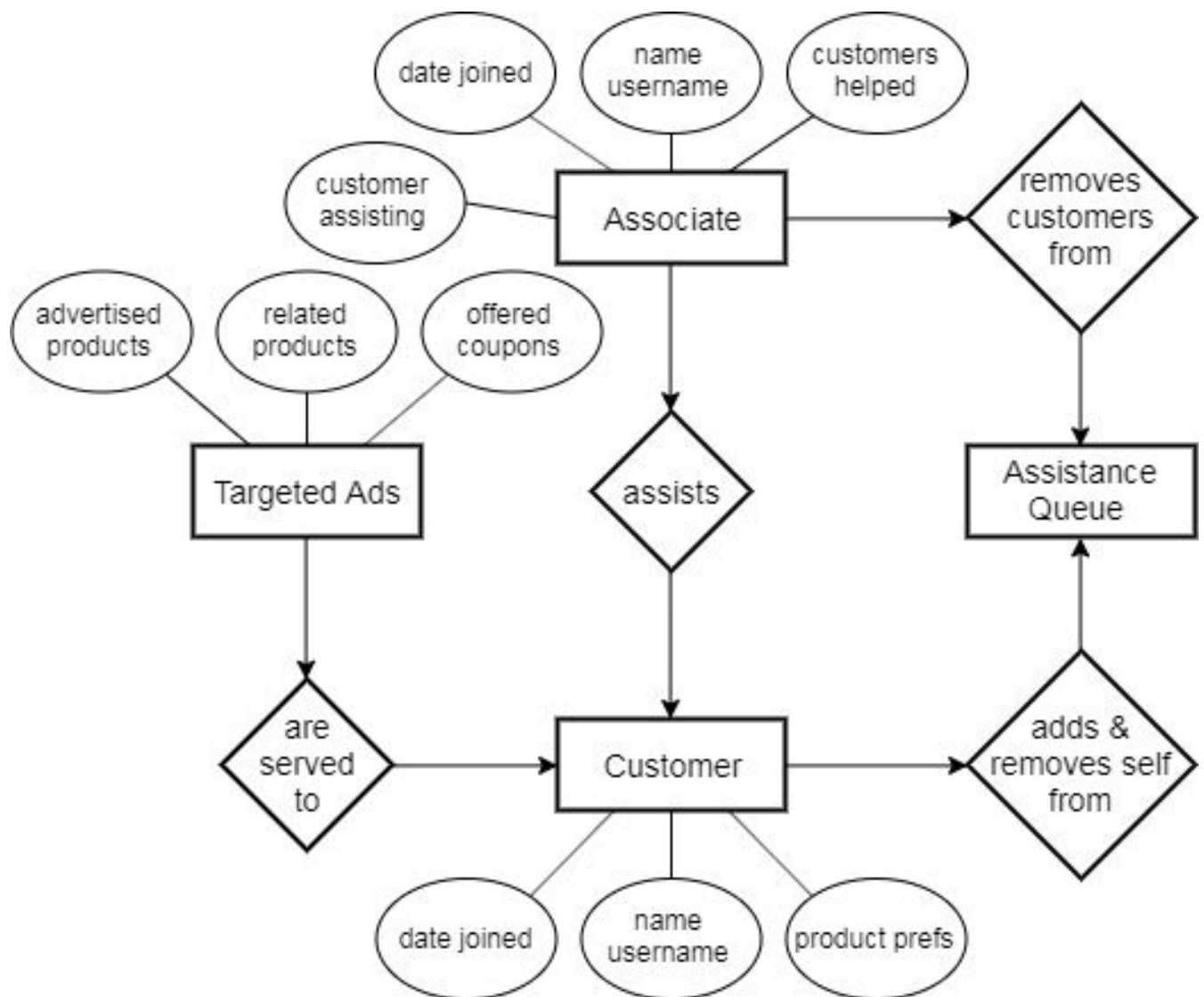
Flow Chart



Class Diagrams



Entity Relationship Diagram (Database)

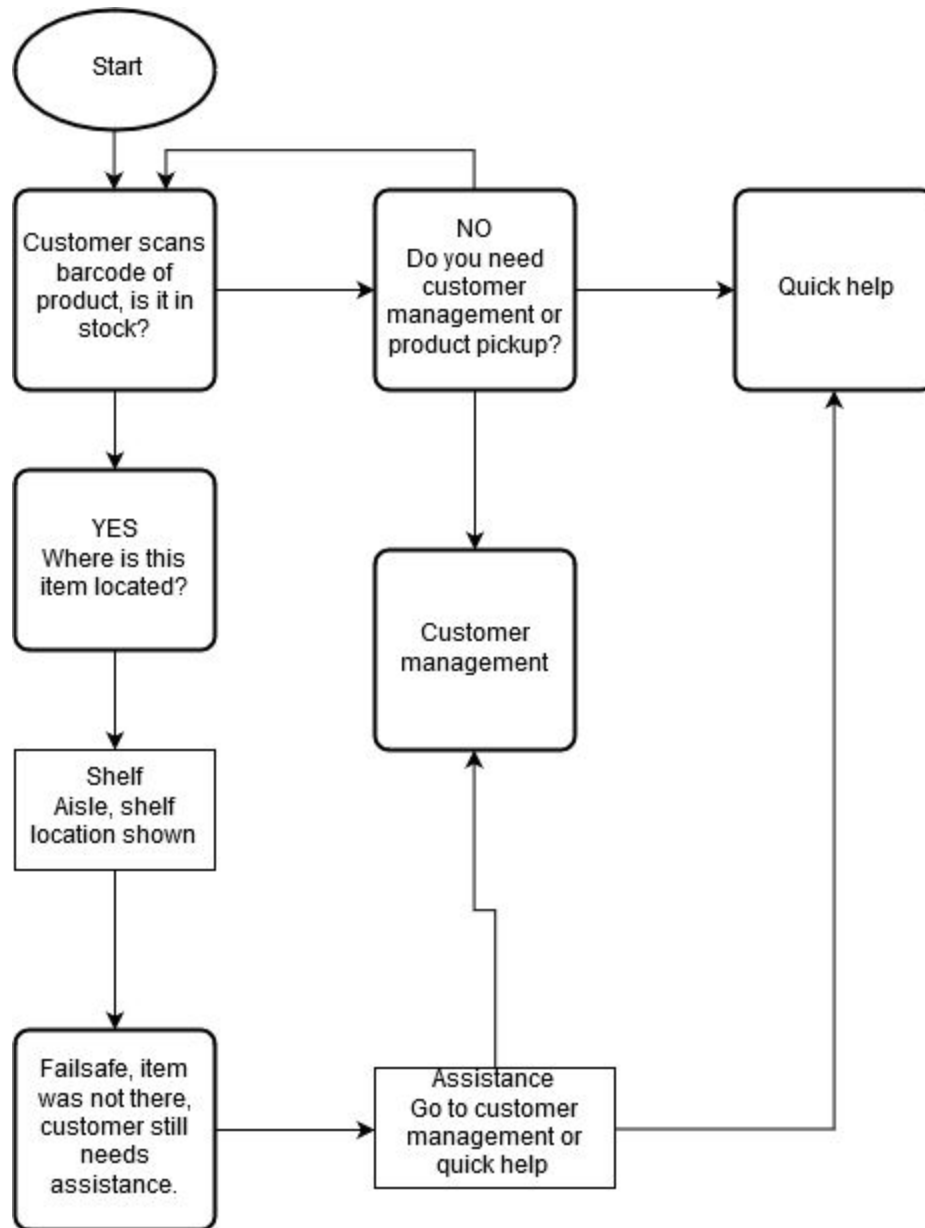


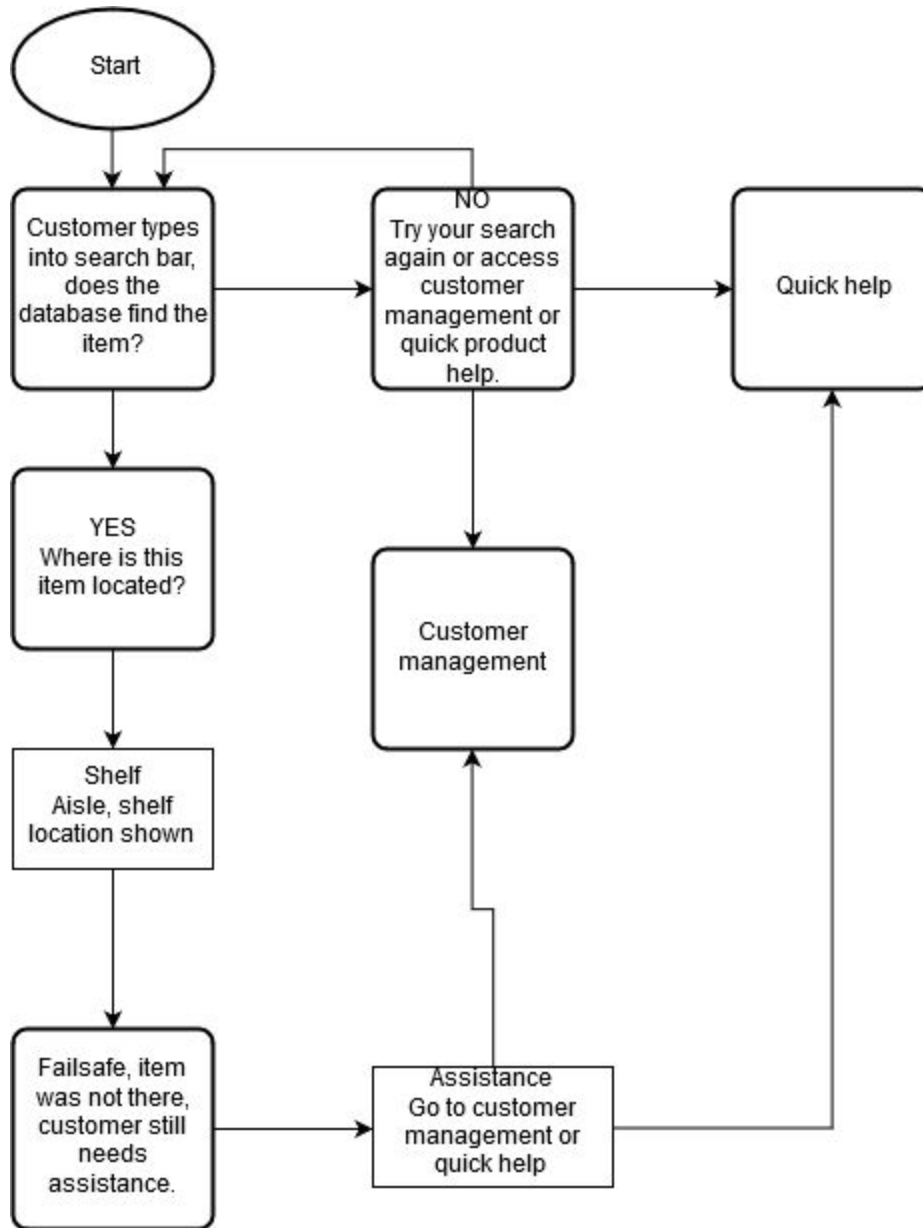
Product Information Lookup

Requirements

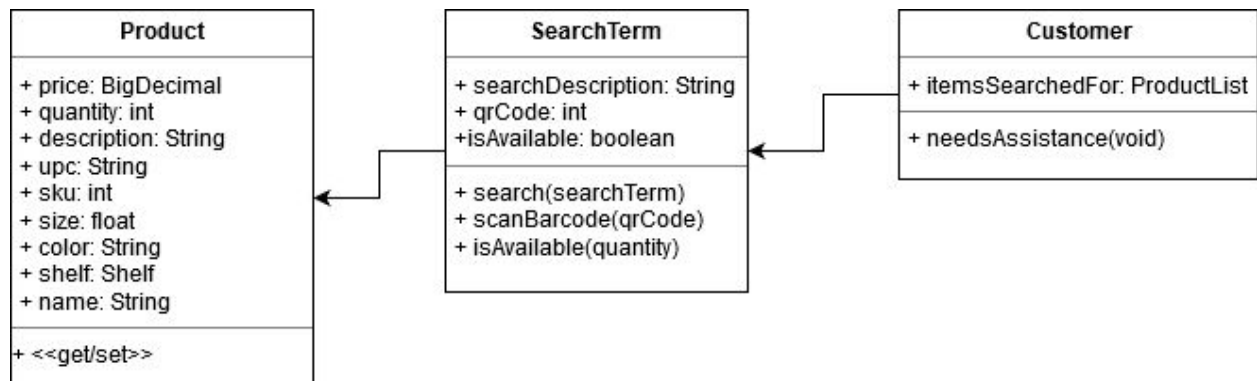
1. The customer should be able to:
 - Scan barcodes to search for an item
 - Search for an item by typing the item name, sku, upc or description into a search bar
 - If your search does not pull any results, you should either return to the search and be able to attempt a search again or have the option of being taken to customer management OR quick product help
 - Get information (from scanning a barcode or searching for an item) on whether an item is available or out of stock
 - Easily be able to move from product information lookup use case to customer management OR quick help use cases at the click of a button (when necessary)
2. The app should be able to:
 - Maintain a database of product information
 - This database should be tied to a barcode, sku or upc
 - This database should be searchable through various keywords
 - This database should show the quantities available of that item
 - Be able to list the specific quantities of an item
 - When searching for an item, should give me the location of that item in the store
 - If the items are not actually located there, there needs to be a quick way for the app to switch from product lookup to customer management or quick help

Flow Charts

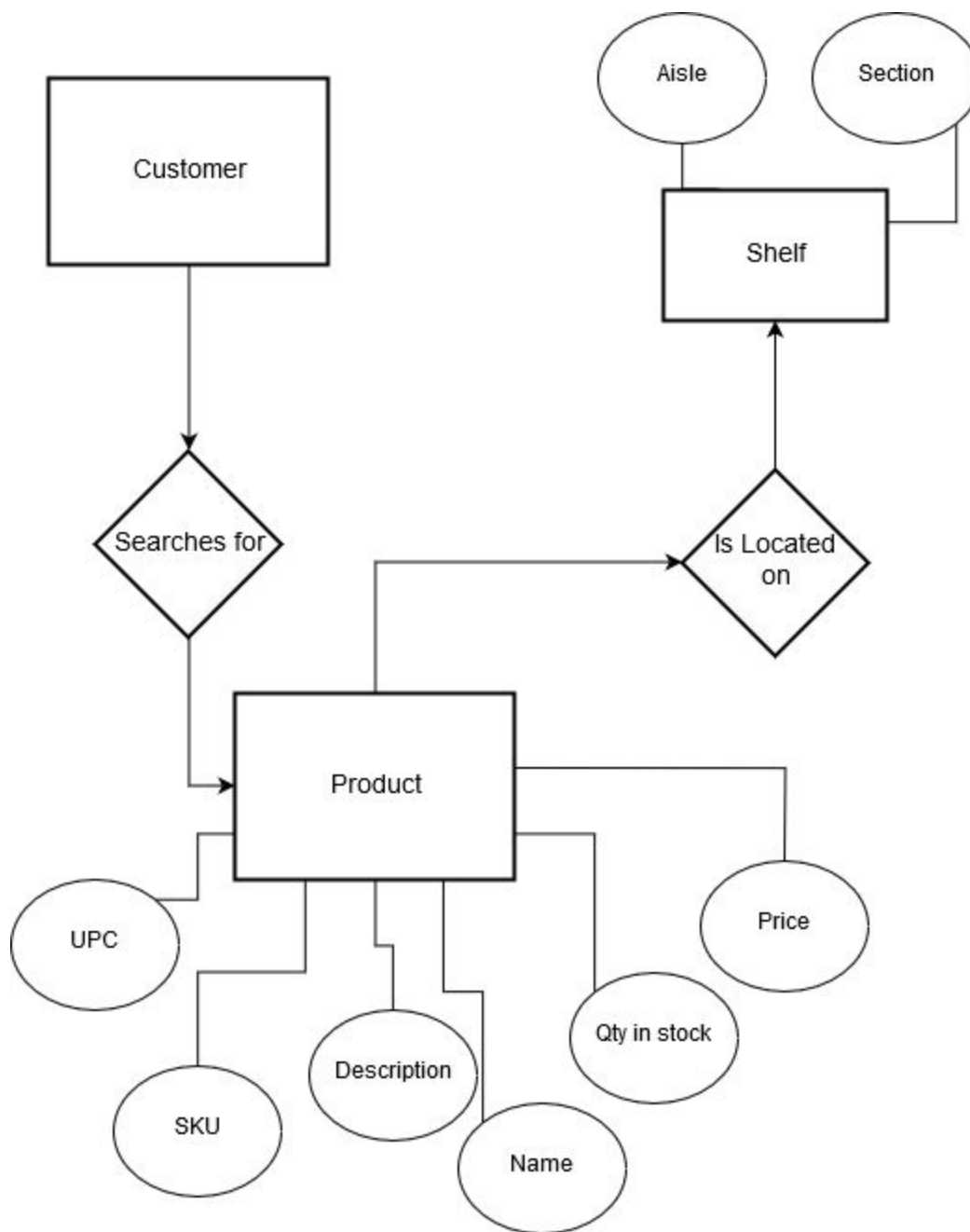




Class Diagrams



Entity Relationship Diagram (Database)



Quick Help

Requirements

Flow Charts

Class Diagrams

Entity Relationship Diagram (Database)