**User stories**

**At a project level (the Manager’s viewpoint):**

As a store manager, I need to know the patterns of customers shopping, so that we can plan operations to reduce customer waiting time.

**At a detail level:**

* (Highest priority) As a store manager, I need to know the **patterns of customer volumes** on a **weekday** of a **typical** week, so that I can assign the employee shifts effectively.
* (Highest priority) As a store manager, I need to know the **patterns of customer volumes** on a **weekend** of a **typical** week, so that I can assign the employee shifts effectively.
* (High priority) As a store manager, I need to know the **pattern of checkout times** on a particular **weekday** of a **typical** week, so that I can make appropriate and efficient duty delegations to my employees throughout the day.
  + (Related) As a store manager, I need to know the **pattern of customer volume and checkout times** during the **lunch peak hour** and **dinner peak hour**, so that I can adjust the number of cashier lanes to open to reduce customer wait time.
  + (Related) As a store manager, I need to know the **pattern of customer wait times** for **parking** and **outside of the store**, so that I can adjust the number of employees directing the wait lines.
* (High priority) As a store manager, I need to know the **pattern of checkout times** on a particular **weekend** of a **typical** week, so that I can make appropriate and efficient duty delegations to my employees throughout the day.
  + (Related) As a store manager, I need to know the **pattern of customer volume and checkout times** during the **lunch peak hour** and **dinner peak hour**, so that I adjust the number of cashier lanes to open to reduce customer wait time.
  + (Related) As a store manager, I need to know the **pattern of customer wait times** for **parking** and **outside of the store**, so that I can adjust the number of employees directing the wait lines.
* (Mid Priority) As a store manager, I need to know the change in **patterns of customer volumes** during the week of a **holiday**, so that I can adjust employee shifts accordingly.
* (Mid Priority) As a store manager, I need to know the change in **pattern of checkout times** during the week before a **holiday**, so that I can delegate employee duties efficiently throughout the day.
  + (Related) Assess the **pattern of customer volume and checkout times** during the **lunch peak hour** and **dinner peak hour**,
  + (Related) Assess how the **pattern of customer volume** differs on the **day before the holiday** and the **day of the holiday.**
  + (Related) Assess the **pattern of customer wait times** for **parking** and **outside of the store**.
* (Low Priority) As a store manager, I need to know the **change in customer volume** due to **weather** conditions (on a **weekend**), so that I can adjust employee shifts accordingly.

(Low Priority) As a store manager, I need to know the change in customer volume during special event days such as senior discounts on Tuesday mornings, so that I can delegate employee duties efficiently.