User Stories

* As an **Appointment Setter**, I want access to the customer database, CRM, Email, and Warehouse Database, so that I can enter customer information, see the customer’s history with our company, email company wide, and check the status of parts orders for customers.
* As a **Technician,** I want access to the customer database, Email, Warehouse Database, and CRM, so that I can see customer information, enter in updates on service requests, receive updates on parts orders, and email company wide.
* As the **Parts Department,** I want access to the warehouse database, CRM, and Email, so that I can order parts from service requests, ship parts and update the tracking information for customers, and email company wide.
* As **Management,** I want access to the customer database, CRM, Email, Warehouse Database, Employee Directory, and Corporate Network, so that I can record performance reviews, schedule employees, Email company wide, conduct product reviews and supply orders, and assist escalated customers.
* As **IT,** I want access to all databases, CRM, Email, the Mainframe and UNIX, so that I can rollout system updates, assist with service requests company wide, project plan for the needs of our company, Troubleshoot and debug errors in systems and databases, and Email company wide.
* As a **customer**, I want a service call reminder so that I don’t forget the time and date of my appointment. I also want access to tracking information so I can look at status updates for my service request and parts order.

The developers have requested to view your testing plan for SIM. Can you give me a sample of the tests you are planning to run? Show me examples of the unit tests, integration tests, and system tests.

Unit Tests:

* **Action**: Ordering a part that has already been ordered in the customer’s service request.
* **Expected Outcome**: Prompt to come up that says, “unable to order duplicate part please call the parts department to order duplicate parts if necessary.”
* **Action**: Technician entering information about service completed that is longer than the character limit allows.
* **Expected Outcome**: Message will not update, and prompt will come up saying character limit exceeded. Ideally have option to post as 2 messages in service request.

Integration Test:

* **Action:** Appointment Setter updates a customer address after the initial service request has been submitted and updates in CRM.
* **Expected Outcome**: Customer address is updated in CRM as well as the customer database.

System Test:

* **Action**: Appointment setter will enter in a service request with customer information as well as a service description. It will also include a part that will need to be ordered and the scheduling of a technician.
* **Expected Outcome**: The service request will update in the CRM system, the customer database will update with the customer info, the technician schedule will be updated for the appointment setter and technician, and the parts department will receive an order for the part requested in the service request.

Training Plan

We will need training for all departments on SIM as listed below.

* **Company Wide Training:**
  + SIM System Overview
  + User training on SIM
  + FAQ
  + Cross department communication
  + Product Knowledge
  + Service Request overview
  + SOPs
* **Appointment Setters:**
  + In depth CRM functionality
  + Customer intake and de-escalation strategies
  + Service request guide
  + Setting customer expectations
* **Technicians:**
  + Frequent repair issues
  + Customer interaction
  + In depth CRM functionality
  + Service request guide
* **Parts Department:**
  + Parts supply and warehouse
  + Service request guide
  + Parts shipment and tracking
* **Management:**
  + Cost-benefit analysis
  + Support for business goals
  + Key IT contacts
  + Reporting
  + Performance Reviews
  + User training
* **IT:** 
  + System Architecture
  + System Documentation
  + Typical user questions
  + Logging and resolving problems
  + Technical IT staff training
* **Customers:**
  + Web video and text tutorials on SIM
  + FAQ page

Integration

* I plan on using the Emergent Change Technique. I believe this method, while it may be a lot of upfront work for our designers and developers, is the most ideal as it allows for us to experiment and make constant refinements week-to-week for our new system. It also seems like this will be ideal for our users as it will give them the necessary adjustment time needed to use the new system effectively. Users can also give feedback on features that are missing or ones that need to be workshopped.