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| Current System: | Sales prints out 2 request sheets and fills out request sheets | Place one sheet on device and one on clipboard and place at back of incoming basket | Take next clipboard | Mark start time | Perform repairs | Mark end time and parts used | Place clipboard in outgoing basket | Call client | Sales records passed to admin and paperwork entered manually to excel |
| User Goals: | Obtain clients info, description of problem | Get the repair request on to the technicians to-do list | Get the repair next on the to-do list | Technician must keep track of hours of labour for repair | Technician determines issue and repairs it | Technician keeps track of hours of labour and expenses of new parts | Technician sends back report of total cost of labour and parts to sales | Sales contact client to review repairs and finalize the sale | Keep all records of sales/repairs in case they need to access files |
| Actual user actions: | Print out request sheets | Places request sheet onto clipboard and places clipboard in techs to-do pile | Tech takes next clipboard on to-do list | Tech writes out start time on clipboard | Tech assesses problem and obtains parts required; if parts not available, print out part request sheet and send to Parts who orders part; finishes repair | Tech writes down their end time, repairs done and parts + cost of parts on sales sheet | Technician places clipboard into the sales basket for sales to complete | Sales contacts client to let them know repair is completed and completes the sale. | Input records manually into Excel templates and documents placed into filing cabinets ordered by customer last name |
| Pain Points: | Sales must print 2 copies for each repair and fill out the same sheet twice - redundant | Sales must travel to tech yard to bring device there as well as bring clipboard to techs basket | Clipboards can get mismanaged, and order of to-do list can get screwed up | -- | Parts not readily available in shop, must fill out new form by hand and send to Parts and wait for part to arrive | End times can get messy when techs must stop and wait for parts to arrive from Parts | Tech must staple all paperwork together-papers can get lost and takes time to bring clipboard back to sales | Sales must rifle through pages and may lose papers | Manually inputting records for each sale/repair and must organize it manually-papers lost again |
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