

 monsooncommerce / monsoon-mvp

Private


Month 03 Milestone #185

Open

jseiffert opened this issue 26 days ago · 6 comments

Edit

New issue



jseiffert commented 26 days ago • edited

First, let's recap [the first milestone of the MVP](#) and [the second milestone of the MVP](#).


For third milestone, users will have the ability to sort, search, and an advanced search on their products. An advanced search allows the user to filter their products. They'll also be able to see the why a product couldn't be listed.


- The user will be able to sort their products:
  - Price
  - Date that the product was added to Inventory
  - Date that the product was listed on Amazon
- The user will be able to search their products:
  - Product metadata
    - GTIN (UPC or EAN)
    - ISBN
    - ASIN
  - Product Name
  - Sku metadata
    - SKU
- The user will be able to perform an advanced search on their products:
  - Product metadata
  - Sku metadata
    - SKU
    - Condition
    - Quantity
    - Price
    - Cost of goods sold
    - Cost of sale
  - Amazon.com status
- The user will be able to view the reason the product isn't listed on Amazon.com.

We have a few stretch goals for milestone three that center around user feedback and instrumentation.

- Create a preview environment for customers to use
  - Instrument the application for feature usage
  - Operational monitoring and alerting
- Load test the application
  - Logging
  - Performance instrumentation
  - Exception tracking

The goal for having the second milestone be feature complete is October 31, 2018. Spoooooooooooooky!

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Assignees

No one—assign yourself

Labels

None yet

Projects




None yet


Milestone


month\_03

Notifications

3 participants



 mandrews added this to the month\_03 milestone 26 days ago



ajohnson commented 2 days ago

https://github.com/monsooncommerce/monsoon-mvp/issues/185

1/3

@jseiffert Can you provide more details regarding:

"The user will be able to view the reason the product isn't listed on Amazon.com."

Is this a message the user needs to see at the point of adding a product to Monsoon?

Any details that might help with UI/UX implementation would be great. Thanks!



jseiffert commented 2 days ago

@ajohnson Sure thing!

The reasons will come from Amazon. We're not sure which reasons/errors they'll encounter, and I'm hesitant to try to make too many predictions about what the user will encounter. I think error handling for specific messages is best left to encountering those situations and working through the solution as we experience them.

Some example reasons:

- They can't list a product in a certain category (Amazon gates the category).
- They're missing some crucial piece of information.
- The listing is suppressed for some reason (such as a price being too high).

The user will need to be able to manage these errors from the Products section. For example, they may want to filter for all products with a specific error, and then they'll change/fix the one (or many) product affected. Our app will then attempt to list the product again or fix the thing suppressing the listing on Amazon. This is also one of the use cases for bulk changes.



ajohnson commented a day ago

@jseiffert Thanks! So it sounds like:

1. A user adds products to Monsoon.
2. At some point after the initial upload Monsoon will receive an error from Amazon for one or more of the uploaded products.
3. Monsoon will need to indicate error(s) in the UI so the user is aware.
4. Monsoon will need to provide the user a way to fix the error(s) for the product(s) affected.

Does that sound about right?

On the surface it sounds like we could use a combination of existing UI elements to grab the user's attention:

- Once Monsoon receives an error from Amazon we could surface a standard "alert" message banner at the top of the Products screen giving them further instructions.
- We could also trigger an email to the user letting them know an error(s) has occurred and direct them back to the app to handle the error(s). If the error is detected immediately after upload then an email probably won't be necessary because the in-app alert would be seen. But if there's a delay between the time of upload and the time the error is triggered then it's probable the user might have already left the app and an email would be needed to make them aware of the error.
- Each product that has an error could have a status label of "error" in the Status column of the table list, making it easy to search/filter for those status labels.
- Additional information about the error and how to fix it could be presented in the Product Details panel.
- Using the Bulk Actions may or may not work depending on if it's the same error across all the products selected.

If all of the above is accurate it seems like we might already have the UI elements we need to handle this situation. But like you said we might need to encounter those situations organically and work through each one as they come up.



jseiffert commented a day ago

Yep! That's exactly the flow we're looking at from a UX perspective.

A few things we need to consider solution-wise is that sellers may have hundreds or thousands of these errors at any given time during the day, so we need to take that into consideration when thinking about alerts and how we surface them. When you look forward at the app with more than just Amazon (let's say twelve channels), then there are a few additional UX considerations. The error could only be for one out of the twelve channels and the likelihood that they will receive an error on one of the channels increases. At that point, managing a product's details for more than one channel may start to matter too.

For the MVP, I'm thinking that we start with surfacing the error with the label, but we should think about how we want to handle this in a multi-channel world too.



ajohnson commented 21 hours ago

That makes sense. So in our future multi-channel world it sounds like products from multiple channels will be listed together on the same Products screen, correct? As opposed to each channel having it's own Products screen in the app.



jseiffert commented 21 hours ago

That's what I'm thinking, too. It seems like it may actually be more helpful for users to see a SKU with all of its channel permutations in the Products screen and use the Advanced Search, or saved search, to narrow the focus down on channels as they need to.

Each channel having it's own section within the product details panel could be a tough UX problem to solve, and I think there are lots of benefits to actually seeing each channel's listing on the products screen.