Milestone 0
Group Name: ED
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Recitation: 101

Problem Space: For our project, we are trying to solve a major problem in retail. We are attempting to solve the issue of unnecessary distractions for workers when helping customers. This is a problem in retail because workers at times have to take time away from helping customers and making sales because they must carry out tedious tasks that could be tended to in a different, more efficient way. Overall, our motivation to solve this problem comes from personal experiences where we have had to take valuable time away from selling products to customers to ensure that the backstock and storage of where we have worked before is organized and well put together. Although bootlegging was used to generate this idea, this topic resonates with our team because we both have experienced unnecessary distractions that have taken away from important tasks while working.

Key Stakeholders: Major retail companies will have the most use for our solution. The context of use will be for retail workers who frequently interact with customers. These retail workers will have access to robots who are keeping track of storage and inventory in the back of the store. These workers will be able to control these robots to fetch customer requested items from the store's inventory. This will allow for the workers to continue interacting with customers and attempting to sell products without needing to break this relationship by requiring workers to leave the customer to find an item from inventory for customers. Other people involved in this context are obviously the customers, because they will be receiving products that the robots are delivering. Another person involved in this context is the manager of the store because they will have an additional role of overseeing the robots (like how they oversee workers) to ensure that everything is running smoothly and there are no mishaps happening within the store.

Solution Space: In order for this solution to be successful, the user (worker) must find the controls on the robot easy to use and navigate. The user will not want any trouble directing the robot to inventory items in the store. The user will also want to easily stop and start the actions the robot performs so that they can control the precise amount of time a robot takes to perform a pending action. Managers should also find it easy to shut down the robots if they are malfunctioning or not performing a proper task. Managers might also find it useful to have an override on the robots that allows them to change or undo possible mistakes that workers make with the robots. Following these two users, customers will want to be delivered their products professionally and gently/elegantly. The customers should be able to trust the safety of these robots and the effectiveness of them retrieving products.