**Potential Solution Evaluation Results –  ZetaPrints**

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| **#** | **Use Case** | **Ranking**  (5 very important,  1 Low Importance) | **Score**  (2 Fully satisfy  1 Partially Satisfy  0 not satisfy) | **Extended Score**  (Ranking x Score) | **Comments** |
| 1 | Customer Registration | 5 | 2 | 10 | Confirmation Email received |
| 2 | Customer Login | 5 | 2 | 10 | Previous order review, reordering and save documents(limited) |
| 3 | Online Template use | 5 | 1 | 10 | Huge choice of preloaded designs for customer and able to preview before committing. |
| 4 | Customer Design Upload | 5 | 2 | 10 | Can upload any design |
| 5 | Design assistance request | 4 | 2 | 8 | Form is provided and needs to follow the instructions |
| 6 | Online information request | 4 | 2 | 8 | Physical address, email and 24/7 assistance |
| 7 | Add to Shopping Cart | 3 | 1 | 4 | Can be provided with different package(cost differ) |
| 8 | Remove from shopping cart | 3 |  |  |  |
| 43 | Price calculated | 5 | 2 | 10 | Can be done on the go, very dynamic |
| 43 | Price calculated | 3 | 2 | 6 | Provided itemised |
| 43 | Price calculated | 4 | 2 | 6 | Calculated and immediately |
| 9 | New Customer Order Submitted | 5 | 2 | 10 | Confirmation through email |
| 10 | Customer Reorder | 4 | 1 | 4 | Can be done |
| 11 | Order Cancellation | 4 | 2 | 8 | Can cancel the job online |
| 12 | Credit card Payment | 5 | 2 | 10 | Can be done |
| 13 | Internet Payment Selected | 5 | 2 | 10 | Can be done |
| 15 | Customer views History | 5 | 2 | 10 | All the orders done so far can be viewed |
| 16 | Customer Approves Custom Design | 3 | 1 | 3 | By Email |
| 17 | Customer wants change to custom design | 3 | 1 | 3 | By Email |
| 18 | Customer wants to cancel custom design | 3 | 1 | 3 | By Email |
| 19 | Customer completes Survey | 3 | 1 | 3 | Bulk messaging |
| 20 | Copy Express Updates website | 5 | 2 | 10 | Can design new templates Using CorelDraw, price change etc., |
| 21 | Copy Express Uploads Quote/feedback | 5 | 2 | 10 | Online as well as email |
| 39 | Customer fails to log out | 3 | 2 | 6 | Session Expires, have to re login to continue |
| 40 | Browser closed without log out | 3 | 2 | 6 | Session Expires, start from Home page Login |
| 22 | Choosing Template | 5 | 2 | 10 | Templates can be chosen any registered customer |
| 23 | Making Appointment | 4 | 0 | 0 | Not fulfilled |
| 24 | Job Priority | 5 |  |  |  |
| 25 | Check Backlog | 5 | 2 | 10 | Backlogs can be tracked and estimate the delivery time |
| 28 | Payment | 5 | 2 | 10 | Can be done online via Paypal |
| 29 | Feedback | 3 | 0 | 0 |  |
| 30 | Quote | 3.5 | 2 | 7 | Can be emailed and online |
| 31 | Cancel Order | 5 | 2 | 10 | Can be any time, status changes |
| 38 | Add Order | 5 | 2 | 10 | Adding and modifying orders can be done at any stage. |
| 45 | Pre-Press PDF Proofing | 5 | 2 | 10 |  |
| 46 | Pre-Press JDF File | 2 |  |  |  |
| 41 | Print job completed | 4 | 1 | 4 | Can send alert and email to customer |
| 42 | Job needs to be rerun | 5 |  |  |  |
| 32 | Load Invoices into Xero using CSV format | 5 | 1 | 5 | Can be done |
| 32 | Load Invoices into Xero using API Integration | 4 | 2 | 8 | Can be done through API(cost extra) |
| 33 | Monthly Invoicing | 3 | 1 | 3 | Can be done through API(cost extra) |
| 34 | Weekly Invoicing | 3 | 1 | 3 | Can be done through API(cost extra) |
| 35 | Customer Credit | 5 | 2 | 10 | Up to Business discretion and can be done |
| 36 | Produces Sales Trends Report | 5 | 2 | 10 | Able to produce wide range of reports |
| 37 | Produce Sales History Report | 5 | 2 | 10 |  |
|  |  | (188.5) | **Total** | **298/347** | **86 % of those able to be tested** |

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| --- | --- |
| Key | |
| \* | Assumption |
|  | Cannot be tested (no access to admin dashboard) |