# CSE213 CRA Report Template

| Topic: Stimulating Operations of a Chain Pastry Shop (Mr. Baker) | | |
|---|---|---|
| ID: 2210319 | Name: Sumaiya Rashid | User 1: System Administrator |
| | | User 2: Shop Clerk |
| ID:2211105 | Name:Shanto Deb Nath | User 3: General Customer |
| | | User 4: Regulatory Officer |
| ID: 2211202 | Name: Sumiya Akter | User 5: CEO |
| | | User 6: CFO |
| ID:2221884 | Name: Akash Sheikh | User 7: HR Manager |
| | | User 8: Retailer |

**Possible event types:**

- UIE - - user input to trigger even
- UID - - user input to be considered as data
- OP – display content (output)
- PC – prerequisite check
- VL – validation check
- VR – verification check
- DP – fetching data from file system and process it to get some calculated outcome (data processing)

# Workflows for Common Processes

| **Process-1: Login** | | | |
|---|---|---|---|
| | | | event type |
| Workflow: | event-1 | Open login page | OP |
| | event-2 | Enter username and password | UID |
| | event-3 | Click login | UID, UIE |
| | event-4 | Check if the user exists | PC |
| | event-5 | Verify password | VR |
| | event-6 | Redirect to corresponding dashboard | OP |
| | | | |

| **Process-2: Sign Out** | | | |
|---|---|---|---|
| | | | event type |
| Workflow: | event-1 | Locate sign out button in dashboard | OP |
| | event-2 | Click sign out button | UIE |
| | event-3 | Redirect to login page | OP |
| | | | |

## Workflow of User Specific Goals:

| User 1 Name: System Administrator | | | |
|---|---|---|---|
| **User-1, Goal-1** | **Description of Goal-1:** Add or Edit Retailer Details | | event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find the retailers section in the dashboard | OP |
| | event-3 | A table of retailers will be displayed on the page after pressing the load button; pressing the clear button will clear the table | OP, DP, UIE |
| | event-4 | User can press the Add Retailer button to open a window to add a retailer. | UIE, OP |
| | event-5 | All the necessary details (Name, Designation, etc.) must be entered, and the addition can be confirmed. (will check some fields - to see if empty or inappropriately filled) | UIE, UID, VL |
| | event-6 | The new retailer with all entered details will be saved and added to the table of retailer | DP, OP |
| | | | |
| **User-1, Goal-2** | **Description of Goal-2:** Add or Edit Employee Details | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find employees section in dashboard | OP |
| | event-3 | A table of employees will be displayed on the page after pressing the load button; pressing the clear button will clear the table | OP, DP, UIE |
| | event-4 | User can press the Add Employee button to open a window to add an employee | UIE, OP |
| | event-5 | All the necessary details (Name, Designation, etc.) must be entered, and the addition can be confirmed. (will check some fields - to see if empty or inappropriately filled) | UIE, UID, VL |

| | event-6 | The new employee with all entered details will be saved and added to the table of employees. | DP, OP |
|---|---|---|---|
| | | | |
| **User-1, Goal-3** | **Description of Goal-3:** Updating Existing User Details | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find User Details section in the dashboard (menu bar) | OP |
| | event-3 | Selects a user from the displayed list to update details | UIE, OP |
| | event-4 | Edits the necessary details (e.g., name, designation) and confirms the update | UIE, UID, DP |
| | event-5 | Updated details are saved and reflected in the user's profile | DP, OP |
| | | | |
| **User-1, Goal-4** | **Description of Goal-4:** Generate Employee Summary Report | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find the Analysis section in the dashboard (menu bar) | OP, UIE |
| | event-3 | User can click the 'Generate Summary' button to generate pie charts of employees (distribution by designation, and full/part-time status) | UIE, DP, OP |
| | | | |
| **User-1, Goal-5** | **Description of Goal-5:** Schedule Internal Company Meeting | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find the Operations section in the dashboard | OP, UIE |
| | event-3 | a: User can view a text area of scheduled meetings; | OP, DP, UIE |

| | | b: Pressing the refresh button will reload the text area to reflect any changes; | |
|---|---|---|---|
| | event-4 | Pressing Schedule Meeting button will open a window to schedule new meetings | UIE, OP |
| | event-5 | A window will appear where all the necessary details (e.g.: time and date) will be filled, and confirmed via a button. | UIE, UID, DP |
| | | | OP, DP, UIE |
| **User-1, Goal-6** | **Description of Goal-6:** View and Approve Various Requests | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find the Pending Applications section in the dashboard | UIE, OP |
| | event-3 | The user can view requests for raise, publications, resignations, etc. in a table. | OP |
| | event-4 | The user can type the request ID and select the 'Accept' button to approve the request. | UIE, UID, DP |
| | event-5 | An alert will show confirmation and this decision will be updated for the user that initiated the request. | OP |
| | | | |
| **User-1, Goal-7** | **Description of Goal-7:** Check Registered Users | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Navigate to User Management section in the dashboard | OP, UIE |
| | event-3 | Display list of registered users along with their details | OP, DP |
| | event-4 | Perform actions such as viewing details, editing, or deactivating accounts | UIE, OP |
| | event-5 | Apply filters or search for specific users | OP, UIE |
| | | | |

| User-1, Goal-8 | **Description of Goal-8:** Make Announcements and Notify Users | | |
|---|---|---|---|
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Go to Announcement section in the dashboard | OP, UIE |
| | event-3 | Compose announcement message including relevant details | UIE |
| | event-4 | Select target audience (e.g., all users, specific departments) | UIE, DP |
| | event-5 | Confirm and send announcement; users receive notifications | OP, DP |

| User 2 Name: Shop Clerks | | | |
|---|---|---|---|
| **User-2, Goal-1** | **Description of Goal-1:** View Announcements | | event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find the Announcement section in the dashboard. | UIE, OP |
| | event-3 | A list of available announcements including title, date, and content will be displayed on the Text Area | UIE, OP |
| | | | |
| **User-2, Goal-2** | **Description of Goal-2:** Explore Employee Benefits and Eligibility | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find the 'Resources' menu bar section in the Shop Clerk dashboard. | UIE, OP |
| | event-3 | Clicking "Employee Information" from the menu bar dropdown will display a scene with a combo box "Choose Work Duration", a "View Benefits" button and a text area | UIE, OP |
| | event-4 | User selects the duration of the work within the combobox, and clicking the 'view benefits' button will display the Employee benefits in the Text Area based on their work duration. | UIE, UID, OP |
| | | | |
| **User-2, Goal-3** | **Description of Goal-3:** View Employee Information and Print Employee ID Card | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find the 'Resources' Menu Bar section in the Secretary dashboard. | UIE, OP |
| | event-3 | Clicking the "Employee Information" from the Menu Bar dropdown will display a table view of current employees with ID, Name, DOJ and Designation, | UIE, OP |

|  | event-4 | User enters the employee ID in the text field and clicking the 'Print ID' button will generate a printable PDF of the employee ID card | UIE, UID, VL, DP, OP |
|---|---|---|---|
|  |  |  |  |
| **User-2, Goal-4** | **Description of Goal-4:** Place Orders to Restock |  |  |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
|  | event-2 | Find the Operations section in the dashboard | UIE, OP |
|  | event-3 | User select checkboxes on what to restock. | UIE, UID, OP |
|  | event-4 | Clicking the "Place Order" button will add the items and show it it on the text area including total price | UIE, UID, DP, OP |
|  | event-5 | Pressing the 'Confirm Order' button will confirm the order and generate a pdf with Order Summary. | UIE, UID, DP, OP |
|  | event-6 | Pressing the 'Cancel' button will reset the text area. | UIE, UID, OP |
|  |  |  |  |
| **User-2, Goal-5** | **Description of Goal-5:** Request a Raise |  |  |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
|  | event-2 | Find the "Rase Salary" section in the dashboard | UIE, OP |
|  | event-3 | From "request raise scene" user selects the raise percentage from the combobox "Rase%" and enter remarks | UIE, UID, OP |
|  | event-4 | Clicking the "Submit request" Button will generate a random request ID, sending the request to Admin and display an alert popup that shows requestIDand and the alert message | UIE, UID, DP, OP |
|  | event-5 | User can enter the randomly generated request ID in textField and click the "Check Status" to check if Request was approved or not, a popup alert will be displayed to show the status | UIE, UID, DP VL, OP |
|  |  |  |  |
| **User-2, Goal-6** | **Description of Goal-6:** Report Workplace Incident |  |  |

| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
|---|---|---|---|
| | event-2 | Find the "Incident" section in the dashboard | UIE, OP |
| | event-3 | Scene will Display information on the importance of reporting workplace incidents and the process to follow | OP |
| | event-4 | Present a form for the user to fill in relevant details about the incident, such as date, time, location, description, and involved parties | UIE, UID, OP |
| | event-5 | Select "Save and Print Report" to generate PDF | UIE, UID, DP, OP |
| | | | |
| **User-2, Goal-7** | **Description of Goal-7:** Submit Resignation | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find the "Resignation" section in the dashboard. | UIE, OP |
| | event-3 | A form is presented for the user to fill in relevant details, such as reason for resignation using radio button, resignation date, and any additional comments | UIE, UID, OP |
| | event-4 | Clicking the "Submit" button will display a success popup alert showing a randomly generated request ID and a message "request to Admin" and text area will be displayed with relevant data input | UIE, UID, DP, OP |
| | event-5 | User can check the status of request by entering the request ID and clicking the "Check Status button' which displays a pop up alert | UIE, UID, VL, DP, OP |
| | | | |
| **User-2, Goal-8** | **Description of Goal-8:** Check Customer Feedback and complaints | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID, UIE, PC, VR |
| | event-2 | Find the "Feedback & Complaints" section in the dashboard | UIE, OP |

| | event-3 | Display a list of customer feedback and complaints including date, type, and content in a TextArea UIE, OP | UIE, OP |
|---|---|---|---|
| | event-4 | Allow user to filter or search feedback/complaints based on criteria (e.g., date, type) | UIE, OP |
| | event-5 | Provide options for user to respond to feedback/complaints or escalate them for further action | UIE, OP |

| User 3 Name: General Customers | | | |
|---|---|---|---|
| **User-3, Goal-1** | **Product Selection:** Choose desired pastries, cakes, sweets or fast food products from the online pastry shop available options.Customers can browse through the online catalog or product listings, view product descriptions, prices, and any additional details such as quantity, cuts, or special attributes to make informed choices. | | event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | **OP, UID,UIE, VL, VR, DP** |
| | event-2 | After successfully login the dashboard will display. | **UIE** |
| | event-3 | Select desired product from Menu Bar to view product | **UIE** |
| | | | |
| **User-3, Goal-2** | **Add to Cart:** Customers can add desired quantities of pastries, cakes, sweets or fast food products to their virtual cart, which acts as a temporary storage for the selected items before proceeding to the checkout process. | | event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | **OP, UID,UIE, VL, VR, DP** |
| | event-2 | Dashboard will display. | **UIE** |
| | event-3 | Select product and its quantity from the menu bar. | **UIE,OP** |
| | event-4 | Tap on "Add to Cart" to add the product to Cart. | **UIE,UID** |
| | event-**5** | Tap on "Checkout" to review the selected products and price. | **UIE,UID** |
| | | | |
| **User-3, Goal-3** | **Customers can Place Order:** Customer can select product they wish to buy or complete the necessary steps in the online ordering process | | event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow). | **OP, UID,UIE, VL, VR, DP** |
| | event-2 | After successfully login the dashboard will display. | **UIE** |
| | event-3 | Tap on "Checkout" to view products | **UIE,OP,DP** |
| | event-4 | Choose the quantity of the products from the table if required. | **UID,OP,DP** |

| | event-**5** | Tap on "Place Order" to confirm the order. | **UIE,OP** |
|---|---|---|---|
| | | | |
| **User-3, Goal-4** | **Avail Coupon:** Customers can enter a valid coupon or promotional code during the checkout process to receive the specified discount or offer on their purchase. | | Event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | **OP, UID,UIE, VL, VR, DP** |
| | event-2 | Tap on "Checkout" to view products. | **UIE,OP,DP** |
| | event-3 | If discount coupons are available then select a coupon from the "Avail Coupon" ComboBox. | **UIE,UID,DP** |
| | event-4 | After selecting the desired "Avail Coupon" option Users can check its details on the dashboard. | **UIE** |
| | | | |
| **User-3, Goal-5** | **Give Order Feedback:** Customers can rate the quality, taste, or overall satisfaction of the pastries, cakes, sweets or fast food products they received. They may also rate the online pastry shop service, delivery speed, or customer support. | | Event type |
| Workflow: | event-1 | Tap on the "Feedback" Menu to rate the order. | **UIE,UID** |
| | event-2 | Tap on the "Give us your feedback" option to switch to the "Customer Feedback" scene | **UIE,UID,OP** |
| | event-3 | Write feedback, select Order ID to give feedback to and tap on the "Give feedback" button. | **UID, UIE, DP, PC** |
| | event-**4** | Clicking on the "logout" button will switch the scene back to the "Login" scene | **UIE** |
| | | | |
| **User-3, Goal-6** | **Track Order:** After placing an order, customers can track their order to see which rider has been associated with their order, which order is pending, etc. | | Event type |
| Workflow: | event-1 | Tap on the "Track Order" Menu to track the order | **UIE,UID** |
| | event-2 | Tap on the "View Orders to be Delivered" MenuItem to switch to the "TrackOrder" scene. Here, customers can view which order they have placed, whether any rider has been associated with that order or not and which orders are yet to be delivered | **UIE,OP** |

| | event-3 | Clicking on the "logout" button will switch the scene back to the "Login" scene | **UIE** |
|---|---|---|---|
| | | | |
| **User-3, Goal-7** | **Special Orders:** Customers can order special cakes or pastries for special occasions. They can choose how they want it to look, what flavors they want, and how big they want it. This makes sure they get exactly what they want for their special occasion**.** | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | **OP, UID,UIE, VL, VR, DP** |
| | event-2 | After logging in, find the "Custom Order" section on the Menu bar. | **UID,OP** |
| | event-3 | Customers will pick the type of event they are ordering for, such as a wedding, birthday, or corporate function. | **UID,OP,VL** |
| | event-4 | Customers will describe how they want the cake or pastry to look, including any specific design requirements or themes and they can choose the flavor. | **UIE,UID** |
| | event-**5** | Tap on "Place Order" to confirm the order. | **UIE** |
| | | | |
| **User-3, Goal-8** | **Select Payment Method:** Customer can select Payment method whether he/she wants to pay through Bkash/Nagad/Cash on delivery | | |
| Workflow: | event-1 | Same as **User-3, Goal-3 procedure.** | **OP, UID,UIE, VL, VR, DP** |
| | event-2 | After ordering, the user will go to the payment page. Here, users can choose their preferred payment method from the available options, such as Bkash,Nagad or cash on delivery. | **UID,VR** |
| | event-3 | If users select an online payment method like Bkash,Nagad, they'll need to enter their payment details, such as their account information or mobile wallet number. For cash on delivery, no further action is needed at this stage. | **UID,UIE** |
| | event-4 | After entering the necessary payment details, users can review their order summary and confirm both the order and the selected payment method. | **UID,OP** |

| | event-**5** | Once the order is successfully placed and payment information is provided, users will receive a confirmation message or email acknowledging their order and payment. If paying cash on delivery, they'll be informed of the payment due upon delivery | **UDI,VL,OP** |
|---|---|---|---|

| **User 4 name: Regulatory Officer** | | | |
|---|---|---|---|
| **User-4, Goal-1** | **Control the Quality:** The regulatory officer works to establish and maintain quality control processes for the company's all pastry products. They may set standards for product specifications, conduct regular inspections, and implement quality assurance programs to guarantee that the products meet the required standards and customer expectations | | event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | **OP, UID,UIE, VL, VR, DP** |
| | event-2 | After successful login, the user will find the "Quality Control" button and click it. After clicking the "Quality Control" button, the window will change to the "View Product Details" window. | **UIE** |
| | event-3 | In the "View Product Details" window, the user will find a list of options to select from.<br>Upon click of the button the user will be able to see from a list of different products and set its product specifications standards | **UIE,OP** |
| | event-4 | After selecting a product, the user can view and set its specifications standards, like as ingredient information, allergen warnings, and nutritional details | **UIE,OP** |
| | event-**5** | After the user is done with the quality control tasks, they click  Clicking on the "logout" button will switch the window back to the "Login" window. | **UIE** |
| | | | |
| **User-4, Goal-2** | **Labeling Compliance:** Another crucial aspect of the regulatory officer's role is to ensure accurate and compliant product labeling. This involves verifying that all mandatory information, such as ingredients, allergens, nutrition facts, and country of origin, is correctly stated on the product packaging and website. | | |

| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | **UIE,OP,UIE, VL,VR** |
|---|---|---|---|
| | event-2 | After logging in successfully the user will click the "View Product Labels" button on the dashboard and click it. | **UIE** |
| | event-3 | After Clicking the "View Product Level" button the window changes to the "View Product Level" window. | **UIE, UID** |
| | event-4 | In the "View Product Level window" the user will see a list of product images along with their levels. The user checks each image and level for any defects or faults. | **UIE, UID, OP, VL** |
| | event-**5** | Clicking on the "logout" button will switch the scene back to the "Login" scene. | **UIE** |
| | | | |
| **User-4, Goal-3** | **Policy Making:** Monitoring and staying up-to-date with relevant regulations and standards is an ongoing responsibility for the regulatory officer. They need to track changes in food safety and labeling regulations and ensure that the company adapts its practices accordingly. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | **UIE,OP,UIE, VL,VR** |
| | event-2 | After successful login, the user will find the "Documentation and Report" button and click it. Then clicking on the "Policy" button will change the window from dashboard to "Policy" window. Here, the user will be able to view and monitor all the previously set Regulations for each product. | **UIE** |
| | event-3 | The user will then click on the "Save" button to exit out from the editor with the update and in the process update the data file of standards and regulations | **UIE,UDI,OP, DP** |
| | event-4 | Clicking on the "logout" button will switch the window back to the "Login" window. | **UIE** |
| | | | |
| **User-4, Goal-4** | **Inspection and Audit:** | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | **UDI,OP,UIE, VL,VR** |

|  | event-2 | After logging in, the regulatory officer will navigate to the window where he can access inspection and audit tools. These tools are online forms or checklists designed to guide the inspection process. | **UIE,UDI,VR** |
|---|---|---|---|
|  | event-3 | Clicking on the "logout" button will switch the scene back to the "Login" scene | **UIE** |
|  |  |  |  |
| **User-4, Goal-5** | **View Transaction Report:** The regulatory officer will be able to see the transaction report of the Pastry Shop. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | **UID,UIE,OP, VL,VR** |
|  | event-2 | After successful login, the user will find the "View Transaction Report" button and click it.  Which will change the scene from dashboard to "View Transaction Report" scene. Here, the user will see transaction reports. | **UIE,OP** |
|  | event-3 | Clicking on the "logout" button will switch the scene back to the "Login" scene | **UEI** |
|  |  |  |  |
| **User-4, Goal-6** | **View Logs of Infractions:** A regulatory officer ensures the bakery follows health and safety guidelines, checking logs for any violations and taking actions to maintain compliance with regulations. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log-in's workflow. | **OP, UID, UIE, PC, VR** |
|  | event-2 | Find the Recordkeeping section in the dashboard | **OP, UIE** |
|  | event-3 | A table of infractions by employees will be pre-loaded | **UIE, DP, OP** |
|  | event-4 | Pressing the clear button will clear the table; load button will reload or refresh the table | **UIE, OP** |
|  |  |  |  |
| **User-4, Goal-7** | **Can Make Internal Announcements:** Regulatory Officers can make internal announcements if necessary. | | |

| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log-in's workflow. | **OP, UID, UIE, PC, VR** |
|---|---|---|---|
| | event-2 | User will click on "Make Announcement" menu item from "Tools" menu bar | **OP, UIE** |
| | event-3 | User will input necessary informations and then click on "Announce" button | **OP, UIE, UID** |
| | event-4 | Alert message will pop up if file has been created | **OP, UIE** |
| | | | |
| **User-4, Goal-8** | **View Sale Report:** Maintaining accurate and up-to-date records is essential for regulatory compliance. Your goal is to establish proper documentation systems to track and record important information, such as ingredient sourcing, production processes, quality control measures, and testing results. This documentation is valuable for inspections, audits, and traceability purposes | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow | **OP, UID, UIE, PC, VR** |
| | event-2 | After successful login, the user will find the "Documents and Reports" button and click it. Which will change the scene from dashboard to "View Sale Report" scene. Here, the user can view all the documentations and records such as, highest sale product, lowest sale product etc on a pie chart. | **UIE, UID, OP,** |
| | event-3 | Clicking on the "logout" button will switch the scene back to the "Login" scene. | **UIE** |

| User 5 Name: CEO | | | |
|---|---|---|---|
| **User-5, Goal-1** | **Description of Goal-1**: Recruiting employees for executive-level positions. For executive-level positions or other strategic roles within the company, the CEO can be directly involved in the approval process and provide input on the final decision. | | event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on the option "Approval requests" from the menu. | OP, UIE |
| | event-3 | Click on the option "Employ" | UIE |
| | event-4 | A page shows the final recruited employees for the executive-level position by HR. | OP |
| | event-5 | Click on "Approve" or "Decline" from the options. | UIE |
| | | | |
| **User-5, Goal-2** | **Description of Goal-2:** Employee performance tracking. View all employees(all branches) weekly/yearly performance. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on "Real-time analytics" from the menu. | UIE |
| | event-3 | Click on "Employee Productivity" from the shown options. | OP,UIE |
| | event-4 | Select "Branch A/B....H". | UIE |
| | event-5 | It will show a page of all the employees of that specific branch. | OP |
| | event-6 | Click on any of the employees and it will show his/her performance throughout the past weeks. | UIE,OP |
| | | | |
| **User-5, Goal-3** | **Description of Goal-3:** View Real-time analytics dashboard. A CEO has access to all kinds of real-time analytics which helps him/her to monitor everything. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on the "Real-time analytics" from the menu. | UIE |

| | event-3 | A page will show all the analytical information options, like "Customer Engagement", "Financial Metrics", "Financial Forecasting", "Quality and Compliance", "Sales Performance", "Employee Productivity". | OP |
|---|---|---|---|
| | | | |
| **User-5, Goal-4** | **Description of Goal-4:** View Financial reports. CFOs always send a financial report to the CEO. CEOs analyze it and call for a meeting if needed. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on the "Real-time analytics" option from the dashboard. | UIE |
| | event-3 | Click on "Financial Metrics". | UIE |
| | event-4 | It will show all the reports of profit margins, expenses, overall revenue and revenue streams. | OP |
| | | | |
| **User-5, Goal-5** | **Description of Goal-5:** Call a meeting with the top executives. CEOs usually call a meeting with the CFO/HR or other strategic role employee. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on "Meetings and Announcements" from the dashboard. | UIE |
| | event-3 | Click on "Call a meeting". | UIE |
| | event-4 | Fill in the "Time and Date". | UID,VL |
| | event-5 | Click on "Announce". | UIE |
| | | | |
| **User-5, Goal-6** | **Description of Goal-6:** Evaluate and approve major financial transactions and investments. CFOs need approval for any kind of investments or new plannings. The CEO evaluates and approves or calls for a meeting to discuss it further. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on the option "Approval requests" from the menu. | UIE |

| | event-3 | A page will show all the approval needed categories. | OP |
|---|---|---|---|
| | event-4 | Click on "Transactions and Investments". | UIE |
| | event-5 | It will show a review of the proposal sent by the CFO. | OP |
| | event-6 | After reviewing the proposal, if the proposal supports the long-term vision and mission of the organization, the CEO will call a meeting with the CFO (This event will follow the same events as Goal-5). | UIE,UID,VL |
| | | | |
| **User-5, Goal-7** | **Description of Goal-7:** View customer feedback and reviews. CEOs have access to customer reviews to analyze customer satisfaction. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on "real-time analytics" from the dashboard. | UIE |
| | event-3 | A page with all the real-time decisions and information will show. | OP |
| | event-4 | Click on "Customer Engagement". | UIE |
| | event-5 | A page will show insights into customer engagement, satisfaction levels, and feedback. | OP |
| | | | |
| **User-5, Goal-8** | **Description of Goal-8:** View engagement insights for individual branches. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on the "Real-time analytics" option from the dashboard. | UIE |
| | event-3 | Click on the "Sales Performance". | UIE |
| | event-4 | Select a specific branch from all the shown branches. | UIE |
| | event-5 | It will show a graph of engagement of that specific branch throughout the week. | OP |

| User 6 Name: CFO | | | |
|---|---|---|---|
| **User-6, Goal-1** | **Description of Goal-1:** Budget Management. Prepare, monitor and manage the budget for the shops. | | event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on "Budget Management" from the dashboard. | UIE |
| | event-3 | If the user wants to see the old budgets, click on "Budgets". Elif the user wants to make changes on an existing budget, click on "make changes" from the option below the old budget. | UIE,OP |
| | event-4 | If the user wants to create a new budget, click on "+" from the top right of the "Budgets" page. It will redirect a new page with few app options such as "PocketGuard", "Stash" and "YNAB" to create the new budget plan. | UIE |
| | event-5 | After creating the new budget plan, the user can either replace it by clicking on "Replace" with the existing budget plans, or Click on "Add" to keep all the created plans in a row maintaining the order by date. | UID,UIE |
| | | | |
| **User-6, Goal-2** | **Description of Goal-2:** Tax Planning. CFOs engage in strategic tax planning to optimize the company's tax position which requires a lot of finance analysis from a tax angle to ensure maximum tax efficiency. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on "Reports and Plannings" from the dashboard. | UIE |
| | event-3 | Click on "Tax planning" from the options. Before making an official tax planning, CFOs work closely with tax advisors to seek their expertise, stay informed about changes in tax laws. | UIE |
| | event-4 | To keep track of expenses, analyze budget and expenditures. To do so, proceed the event as goal-1. | UIE,UID,OP |
| | event-5 | Implement e-commerce tax software solutions to automate sales tax calculations, reduce errors, and streamline compliance. For that, click on "Tax | UIE,DP,OP |

| | | | planning", it will show a page containing Tax information and rules, then scroll down the page and click on the icon "Tax plan". It will redirect a new page with a tax software to create the plan. | |
|---|---|---|---|---|
| | | | | |
| **User-6, Goal-3** | | **Description of Goal-3:** Negotiation with retailer. The CFO negotiates pricing and discounts based on volume commitments, seasonal factors, or promotional activities. This could involve negotiating favorable credit terms, early payment discounts, or installment plans. | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Find "Retailer" from the menu and click on it. | UIE |
| | event-3 | Few options will show in the page, such as "Negotiate pricing and discount", "Payment terms", "Long term agreement". Select "Negotiate pricing and discount". | OP,UIE |
| | event-4 | To add all necessary documents, click on the add document icon and add all the documents. The retailer would be available to see those files and will bring legal documents in person. | UIE,DP,VR |
| | | | |
| **User-6, Goal-4** | | **Description of Goal-4:** Cash Flow Management. Monitor and manage the organization's cash flow to ensure liquidity and financial stability. | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on "Cash and Managements". It will show a page with graphs to show the company's cash flow. | UIE,OP |
| | event-3 | If the user wants to download the report then scroll down and click on "download document". The graph report will be downloaded afterwards. | UIE |
| | event-4 | If the user wants to send a cash flow report to the CEO, then select "Share" from the top menu bar and select "CEO" from it. | UIE |
| | | | |
| **User-6, Goal-5** | | **Description of Goal-5:** Financial Reporting to the CEO. | |

| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
|---|---|---|---|
| | event-2 | Click on "Reports and plannings" from the dashboard. | UIE |
| | event-3 | Click on "Add Report" from the menu. | UIE |
| | event-4 | After adding the new report, select from the options of "Send to". Click on "CEO". | DP,UIE |
| | | | |
| **User-6, Goal-6** | **Description of Goal-6:** Revenue forecasting. Revenue forecasting is the process of estimating and predicting the future income or revenue that a business or organization is expected to generate over a specific period. Performance Evaluation, Budgeting, Strategic Planning are needed to forecast revenue. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on "Reports and plannings" from the dashboard. | UIE |
| | event-3 | To review past sales and revenue performance to identify trends, seasonality, and growth patterns click on "Revenue Forecast". It will be a page with all the existing forecasted revenue reports. | UIE,OP |
| | event-4 | To analyze or monitor budgets, follow the process of Goal-1: Budget Management. | UIE,OP,UID |
| | event-5 | To forecast a new revenue, click on "Revenue Forecast", click on "New" from the menu bar. Add the created new Revenue or Create it by selecting "create" from the New options. | UIE,OP,UID |
| | | | |
| **User-6, Goal-7** | **Description of Goal-7:** Response to a meeting call. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | Click on "Meetings and Announcements" from the dashboard. | UIE |
| | event-3 | Click on "Announcements". | UIE |
| | … | It will show an empty page if there is no new announcement. Else, It will show a page with announcements and any meeting calls. | OP |

| | event-n | If there is a meeting call that gives an option to respond then the user can offer a new time or date by clicking "set time and date". Else, the user can only show up to the meeting on time! | UID,OP,UIE |
|---|---|---|---|
| | | | |
| **User-6, Goal-8** | **Description of Goal-8:** View company performance to understand and analyze company's goal, manage risks effectively and make strategic decision-making. | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow. | OP, UID,UIE, VL, VR, DP |
| | event-2 | From the dashboard, click on "Performance". | UIE |
| | event-3 | A page will show up with all the available branches. | OP |
| | event-4 | Click on any branch and it will show a page of analytical graphs of that specific branch sale/earning, profit/loss and budget/expenditure per year. | UIE,OP |

| **User 7 name: HR Manager** | | | |
|---|---|---|---|
| **User-7, Goal-1** | **Description of Goal-1:** Employee Account Creation | | event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | selects the option to create a new employee account. | UIE |
| | event-3 | enters employee details | UIE |
| | event-4 | Validate employee details format. | VL |
| | event-5 | Save new employee data to the database. | DP |
| | event-6 | Display success message for account creation. | OP |
| | | | |

| User-7, Goal-2 | **Description of Goal-2:** Employee Account Editing | | |
|---|---|---|---|
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | selects the option to edit an employee account. | UIE |
| | event-3 | searches for the employee to edit. | UIE |
| | event-4 | Fetch employee data from the database. | DP |
| | event-5 | Modifies employee details. | UIE |
| | event-6 | Validate modified details format. | VL |
| | event-7 | Update employee data in the database. | DP |
| | event-8 | Display success message for account editing. | OP |
| | | | |
| User-7, Goal-3 | **Description of Goal-3:** Daily Attendance Tracking | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | Accesses the attendance tracking section. | UIE |
| | event-3 | selects the date to record attendance. | UIE |
| | event-4 | Inputs employee attendance status (present/absent) for each employee | UID |
| | event-5 | Validate attendance data format. | VL |
| | event-6 | Save attendance records to the database. | DP |
| | event-7 | Display success message for attendance recording. | OP |
| | | | |
| User-7, Goal-4 | **Description of Goal-4:** Leave Management | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | navigates to the leave management section. | UIE |
| | event-3 | selects an employee to manage leave for. | UIE |

| | event-4 | inputs leave details (type, duration, reason). | UIE |
|---|---|---|---|
| | event-5 | Validate leave details format. | VL |
| | event-6 | Process leave request and update leave balances. | DP |
| | event-7 | Display success message for leave request processing. | OP |
| | | | |
| **User-7, Goal-5** | **Description of Goal-5:** Employee Performance Evaluation | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | selects an employee to evaluate performance. | UIE |
| | event-3 | inputs performance evaluation criteria and scores. | UIE |
| | event-4 | Validate evaluation criteria and scores format. | VL |
| | event-5 | Calculate overall performance rating. | DP |
| | event-6 | Save performance evaluation data to the database. | DP |
| | event-7 | Display success message for performance evaluation. | OP |
| | | | |
| **User-7, Goal-6** | **Description of Goal-6:** Employee Training Management | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | accesses the training management section. | UIE |
| | event-3 | selects an employee to assign training. | UIE |
| | event-4 | selects training program and schedule. | UIE |
| | event-5 | Check training program availability and employee eligibility. | DP |
| | event-6 | Assign training program to the employee. | DP |
| | event-7 | Display success message for training assignment. | OP |
| | | | |

| User-7, Goal-7 | **Description of Goal-7:** Employee Grievance Handling | | | |
|---|---|---|---|---|
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | | OP, UID,UIE, VL, VR, DP |
| | event-2 | accesses the grievance handling section. | | UIE |
| | event-3 | views list of employee grievances. | | UIE |
| | event-4 | selects a grievance to investigate | | UIE |
| | event-5 | Gather relevant information related to the grievance. | | DP |
| | event-6 | Investigate and resolve the grievance. | | DP |
| | event-7 | Display resolution status and actions taken. | | OP |
| | | | | |
| User-7, Goal-8 | **Description of Goal-8:** Employee Exit Management | | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | | OP, UID,UIE, VL, VR, DP |
| | event-2 | accesses the exit management section. | | UIE |
| | event-3 | views list of employees scheduled for exit. | | UIE |
| | event-4 | processes employee exit paperwork and clearance. | | UIE |
| | event-5 | Update employee status in the database. | | DP |
| | event-6 | Display exit process completion message. | | OP |

| User 8 Name: **Retailer** | | | |
|---|---|---|---|
| User-8, Goal-1 | **Description of Goal-1:** Check Product Stock List | | event type |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary | OP, UID,UIE, |

| | | Event: Log in's workflow.) | VL, VR, DP |
|---|---|---|---|
| | event-2 | Select the "Stock List" section in the dashboard | UIE,OP |
| | event-3 | Display a list of available products along with their quantities. | UIE,OP |
| | event-5 | Display exit process completion message. | OP |
| | | | |
| **User-8, Goal-2** | **Description of Goal-2:** Contract to the supplier | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | Select the supplier shop name in the dashboard | UIE,OP |
| | event-3 | Select supplier contract in the dashboard | UIE,OP |
| | | | |
| **User-8, Goal-3** | **Description of Goal-3:** Place Order | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | Select "Order Placement" section in the dashboard | UIE,OP |
| | event-3 | Select products,specify quantities, and confirm the order. | UID,UIE.DP, OP |
| | event-3 | Display success message for place order and print order list. | OP |
| | event-4 | Display print successfull massage. | OP |
| | | | |
| **User-8, Goal-4** | **Description of Goal-4:** Update Product Stock List | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | select "Stock Management" section in the dashboard | UIE,OP |
| | event-3 | Edit product details(quantity,price) and save changes | UID,UIE.DP, OP |

| | event-4 | Display Update successfull  message. | OP |
|---|---|---|---|
| | | | |
| **User-8, Goal-5** | **Description of Goal-5:** Add new product | | |
| Workflow: | event-1 | Login process. (This event  will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | select  "Product Addition" section in the dashboard | UIE,OP |
| | event-3 | Fillup the product details and add new product to the inventory | UID,UIE.DP, OP |
| | event-4 | Save new product records to the database. | DP |
| | event-5 | Display success message for added recording. | OP |
| | | | |
| **User-8, Goal-6** | **Description of Goal-6:** Check Product Demand: | | |
| Workflow: | event-1 | Login process. (This event  will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 |  select the "Demand Analysis" section in the dashboard from customer  review. | UIE,OP |
| | event-3 | View reports or analytics on product demand | UIE,OP |
| | event-3 | Click the print option for the report. | UIE |
| | event-4 | Display print successful message. | OP |
| | | | |
| **User-8, Goal-7** | **Description of Goal-7:** Transaction history | | |
| Workflow: | event-1 | Login process. (This event  will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | select the "Transaction History" section in the dashboard | UIE,OP |
| | event-3 | View records of all transaction and due payments | UIE,OP |
| | event-4 | Click the print option for the report. | UIE |

| | event-5 | Display print successful message. | OP |
|---|---|---|---|
| | | | |
| **User-2, Goal-8** | **Description of Goal-8:** Delete discontinued product | | |
| Workflow: | event-1 | Login process. (This event will follow the Preliminary Event: Log in's workflow.) | OP, UID,UIE, VL, VR, DP |
| | event-2 | Select to "Product Management" section in the dashboard | UIE,OP |
| | event-3 | Select discontinued product in the dashboard | UIE,UDI,DP, OP |
| | event-4 | Delete selected product in the dashboard | UIE |
| | event-5 | Display Delete successful message. | OP |