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| People | Activities | Context | Technology |
| Age of 12 and above | System detects hand movements/ gestures | The interface is different depending on the user (Admin/Customer) | Camera, Laptop/PC, Markers, Media pipe, Bluetooth, AR, gaze tracking |
| Anyone old enough to know how to use simple technology | User Logs in the system as admin or customer |  |  |
| Basic fluency in English to navigate the system properly | Customer Reads information of the product |  |  |
| Persona:   * Shopper/Customer * Admin | Customer Adds or Removes product to/from the cart |  |  |
|  | Customer chooses from rotational menu |  |  |
|  | Admin Adds or Removes quantity of products in the shop stock |  |  |
|  | Admin looks at user’s facial expressions/emotions |  |  |
|  | System Gives feedback immediately |  |  |

PACT ANALYSIS:

Scenario 1: Customer

* The user opens the camera.
* The user shows marker(id4) to show the login options.
* The user shows marker(id2) to pick customer login.
* The system shows a circular menu to the customer.
* The customer rotates marker(id12) to select an option from the circular menu.
* If the customer selects "View Products" in the cart (id17), proceed as follows:
* The system shows the products menu to the customer.
* The customer views the menu item.
* The customer grabs a product with the marker to detect the product.
* The camera detects the marker on the product.
* The camera displays the product’s information on the screen.
* The customer looks at product details.
* The customer rotates the product to increase(clockwise) or decrease(anticlockwise) the product quantity.
* If the customer selects "View Shopping Cart", proceed as follows:
* The system displays the customer's shopping cart.
* The customer rotates marker(id12) to select a product in the cart.
* The customer rotates the product to increase(clockwise) or decrease(anticlockwise) the product quantity or remove the product from the cart.
* If the customer selects "View Purchase History", proceed as follows:
* The system displays the customer's purchase history.

Scenario 2: Admin

* The user opens the camera.
* The user shows marker(id4) to show the login options.
* The user shows marker(id1) to pick admin login.
* The admin views the menu item.
* The admin chooses from options on screen.
* If the admin chooses "View User Activity", proceed as follows:
* The system displays a list of users who have entered the system.
* The system displays the facial emotions of the currently logged-in user.