

Scenarios

Goal-Based Scenario

Manufacturing Company

A local manufacturing company is looking to do business internationally. As a result, they are looking for a reputable logistics agency that will ship their goods to parts of Asia and Europe. The company is currently browsing for open-top containers for their irregular-shaped freight. At this time the company is not looking to place any orders just yet, instead they are comparing prices between different international logistics agencies, for container prices and for the flat-rate cost for cargo-ship transport:

- User will select containers from the drop-down menu. At the bottom of the page, the user will see a detailed listing of the types of containers and the price for each type of container.
- User will select services from the drop-down menu. In the middle of the page, the user will see a detailed listing of the types of transportation for freight shipment and the flat-rate cost for each service.

Site Admin

S.I.L.A hired a new employee in the sales department. The new employee needs to be registered by the site admin in order to login and complete F.S.R (Freight Shipment Request) for clients. Because the F.S.R is located, in the employee portal that is restricted to only employee of S.I.L.A who has a valid company email address and a password:

- Admin/User will select employee-login from the drop-down menu. The admin/user will then login into the employee portal; because the user is an admin/user then they will have the option to register the new employee with their first and last name their company email address and their temporary password that they will have to change once they login.

Employee

An employee of S.I.L.A has just received a call from a client that wishes to place a F.S.R:

- User will select employee-login from the drop-down menu. The user will then login into the employee portal with a valid email address and password. The user will then select enter F.S.R and enter requested information on the form. The user will then select submit, which will enter the information into the company's system to prepare for a freight shipment.

Future Client

A manufacturing company is looking to place an order tomorrow for an international freight shipment. The company has browsed S.I.L.A's website and they wish to contact a representative via email:

- The user will select contact from the drop-down menu. Once there the user will enter in their company name, their fax number, their company email-address and they will enter any questions they may have for S.I.L.A
 - An employee will then send the company via fax and email additional information about the company in order to seal the deal.