**GROUP MEMBERS & ID’S**

MUHAMMAD ASADULLAH--🡪62985

S.M.NABEEL.ALI---🡪63027

MUHAMMAD HANIF --🡪 63060

**VENDING MACHINE (MOBILE APPLICATION)**

PROJECT PERSONAS

PERSONAS FOR USER (CUSTOMER)

**PERSONSA 1:**

Name: Muhammad Sohaib

Age: 26 years

Designation: Student

Institute: INDUS University

Program: BS Media & Arts

**Background Information:**

Sohaib study in INDUS university in a program Media & Arts. His knowledge is too good and very intelligent person he is. He is also a photographer but last week he left it because of paper in university.

**Motivation and confidence:**

He is very motivated person but has best confidence to talk with teachers or make friends.

**What is your experience of using vending machine in your life?**

I have used Vending Machine last time at Aga Khan Hospital. He used Vending Machine because his friend was admitted here. He was too hungry. So he decided to buy something and without going outside of Hospital.

**What are your suggestions for improvement of vending machine?**

I would suggest to change the interface of vending machine too be more user-friendly also there should be a confirmation list showing items name instead of code and a cancel option. My 100 rupee note was once grabbed by machine showing that the note is not real although the note was real at least it should have returned it to me so I can use it elsewhere.

**PERSONA : 2**

**Name: Aisha Fatima**

**Occupation: Chartered Accountant at A.F. Ferguson**

**Age: 36 years**

**Background Information:**

Aisha completes her CA in 2010 from ICAP. She is senior manager at PWC Pakistan. She has two children of age 5 and 6. She works in morning and look after her house in evening.

**Motivation and confidence:**

She is very energetic person who loves to make new friends. She is adaptive to work environment of any type.

**What is your experience of using vending machine in your life?**

## Vending machine is the perfect solution for my office time snack. I often crave for something to eat way earlier before lunch time then vending machine comes into play, I just go grab a pack of lays and a can of Pepsi and enjoy. The important thing is I don’t have to go outside of my office and thus my lot of time is saved.

**What are your suggestions for improvement of vending machine?**

Items at vending machine are pretty much the same, they should add variety of items like pastry and small cakes should be added too, also my items are sometimes stuck in machine so I have to repay again for the item.

**Name: Inayat Ali**

**Occupation: Manager at Meezan Bank**

**Age: 30 years**

**Background Information:**

Inayat complete his bachelors and masters from IBA. He is a Manager at Meezan Bank of Korangi Branch. He is an introvert person and he likes to spend his time at home with his family.

**Motivation and confidence:**

He is very hardworking person which likes to complete his work on time no matter what the circumstances are, he likes to keep a balance with his work home life.

**What is your experience of using vending machine in your life?**

I have used vending machines at shopping malls and fuel stations. Vending machine is fun way to buy snacks and drinkables. I like the concept and my experience of using vending machines is good overall.

**What are your suggestions for improvement of vending machine?**

I would suggest adding more items in vending machine and also ordering confirmation window because sometimes I select wrong item.