

User Experience Stories (UX)

User Personas T-CA4

Tara O'Reilly



Short Description

Tara is a 19-year-old student driving a 2012 Toyota Yaris with 140,000 km on it. As this was a second-hand car with 2 previous owners Tara wants to ensure the car is mechanically okay and has no issues with it. As she is a student, she doesn't have a lot of money to spend so it is important that tara keeps her car safe, cleaned and regularly serviced to avoid any faults appearing on her dashboard. With the use of the application, Tara will be able to understand what each fault means and how best to fix them without asking for help.

Tara's Goals

- Tara's main goal is to learn more about cars and the faults mean that appear on her dashboard with the app.
- She also wants to learn how to fix a simple fault by herself to save money.
- She also wants to have access to roadside assistance numbers in need of emergency.
- She also wants to be notified of nearby mechanic shops encase of a serious fault.

Interface Requirements

- To be able to navigate through the app with ease, especially in a high stressed environment.
- To be able to access roadside assistance where necessary as she travels an hour to college each day and back home.
- To receive relevant information about the warning symbols mean that may appear on her dashboard.

Sarah Cullen



Short Description

Sarah is a 30-year-old teacher driving a 2021 Volkswagen Passat ST-Line with only 40,000 km on it. As she is a teacher with small children she understands how important her car is but does not understand the majority of parts her car needs. As she is driving a big expensive car it is important she keeps the car regularly serviced and maintained as parts for Volkswagen tend to be expensive. With the use of the application, she can learn more about car dashboard symbols and what the colour of each means. She can also be recommended to good mechanics in cases of emergencies.

Tara's Goals

- Sarah's main goal is to learn more about cars and the faults mean that appear on her dashboard with the app.
- She wants to also understand the level of urgency of each dashboard symbol by their colour.
- She also wants to have access to roadside assistance numbers in need of emergency.
- She also wants to be notified of nearby mechanic shops encase of a serious fault.

Interface Requirements

- To be able to navigate through the app with ease, especially in a high stressed environment maybe with children in the back.
- To be able to access roadside assistance where necessary as she is a busy person who values her car.
- To receive relevant information about what the warning symbols mean that may appear on her dashboard.

Oliver Smith



Tara's Goals

- Oliver's main goal is to be able to fully understand the application and how to use it properly as his technical skills are poor.
- Oliver also wants to understand what the warning symbols mean that appear on the dashboard of his car.

Interface Requirements

- To be able to navigate through the app with ease, as his sight and technical skills are poor.
- To be able to access roadside assistance where necessary.
- To receive relevant information about the warning symbols mean that may appear on his dashboard.

Short Description

Oliver is an 80-year-old farmer who lives in Cavan with a 78-year-old wife. He has been on his pension since the age of 68 and now wants to save money by ensuring his Toyota Auris is kept up to date. He wants to ensure that his car is running smoothly without any major faults. He also wants to check any warning light that may appear on his dashboard to understand what could be causing the fault and to see if it is a serious issue. By using the application Oliver will save money as he can detect any faults (major or small) early so that they don't do more damage.