User Experience Stories (UX)

User Personas T-CA2

Primary User: Tara The Student

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 pervious 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.

Name: Tara O'Reilly
Age: 19
Occupation: Student
Marital Status: Single
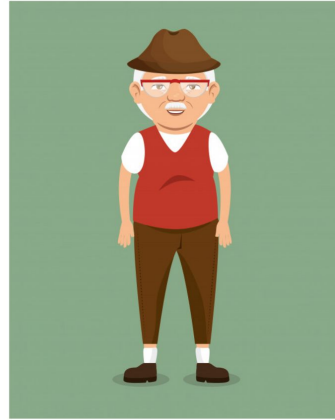**Technical Experience:** Excellent

Tara's Goals

• Tara's main goal is to learn more about cars and their faults with the app.
• She wants to understand what each warning symbol means as they appear on her dashboard.
• She also wants to learn how to fix a simple fault by herself to save money.
• She also wants to be notified of near by mechanic shops encase of a serious fault.

Interface Requirements

• To be able to navigate through the app with ease.
• 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 what the warning symbols mean that may appear on her dashboard.

Primary User: Oliver The Elderly Person

Oliver is an 80-year-old farmer who lives in Cavan with 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 want's 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 is it 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.

Name: Oliver Smith
Age: 80
Occupation: Farmer / Retired
Marital Status: Married
Technical Experience: Poor

Oliver's Goals

• Oliver's main goal is to be able to fully understand the application and how to use it properly.
• Oliver also wants to understand what do the warning symbols mean that appear on his cars dashboard.

Interface Requirements

• To be able to access roadside assistance where necessary.
• Be able to navigate through the app with ease.
• Receive relevant information about the warning symbols that appear on his cars dashboard.

Primary User: Sarah The Car Enthusiast

Name: Sarah Cullen
Age: 30
Occupation: Car Enthusiast
Marital Status: Married
Technical Experience: Average

Sahara is a 30 year old Car Enthusiast driving a 2021 Audi A6 ST Line with only 40,000 km on it. As she is a Car Enthusiast she understands how important her car is and understands 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 an Audi tend to be expensive. With the use of the application she can learn more about car dashboard symbols and what the colour of each mean. She can also be recommended to good mechanics in cases of emergencies.

Sarah's Goals

• Sarah's main goal is to learn more about cars and their faults with the app as she is a car enthusiast.
• She wants to understand what each warning symbol means as they appear on her dashboard.
• She wants to also understand the level of urgency of each dashboard symbol by their colour.

Interface Requirements

• To be able to navigate through the app with ease.
• 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.

Secondary User: John The Mechanic

Name: John Smith
Age: 45
Occupation: Mechanic
Marital Status: Married
Technical Experience: Average

John is a 45 year old Mechanic who is based in Longford. He has a good relationship with all his client's, even though he might only see some of them a few times a year and others more. He tries to keep all work he does low in price as he is aware some of his clients are students and some are elderly with little money. As a Mechanic, John want's to be able to look at clients saved history of car dashboard faults or issues so he can understand better as to why the car may need more work to sort out an issue. He also wants to be able to view this information so he knows what work might have been done to the car by someone else. He also wants to be able to chat to clients about any questions or issues they are experiencing.

John's Goals

• He can view his clients saved car faults so he knows what already has gone wrong with the car when a service is required.
• Maybe he can receive text notifications from the system if one of his clients is experience some fault they have never heard of before.
• Maybe he can receive notifications from clients with questions they may have about their car and any new dashboard faults that appear.

Interface Requirements

• To be able to receive a gps location of a client if they have broken done and need assistance if roadside assistance is unavailable.
• Receive relevant information about the warning symbols that appear of client's dashboards.