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| **Personas** | |
| **Corporate Client** | |
| Photo | **Bio**  Lisa Joy has been administering the Facilities Department and managing the B2B communication channel between Shopify and external business service providers for the past 7 years. She puts a high value in employee satisfaction and ensures that each employee is heard, and their needs addressed.  Currently, she is working with the Operations Department to redesign Shopify’s workspaces in the process of the company’s going full remote. Lisa’s critical thinking, adaptive nature, people skill and excellent communication ability is helping Shopify figure out its next steps after this giant leap in company culture. |
| Lisa Joy Kristel, 32 Facility Manager, Shopify  Archetype: Mentor |
| **Personality**  Calm, patient and fun-loving  Resilient  Organized, persistent, and focused  Observant | **Goals**   * To browse through spaces, amenities and offered services in the app * To create a profile and login securely into the app * To make online payments for all business transactions * To register and create employee profile * To create teams for my company, add or remove employees * To book space easily and in the shortest time possible from the app * To request necessary customization according to team’s need * To maintain all transactions and requests for the team working in temporary workspace with minimal physical interactions |
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| **Individual Client** | |
| Photo | **Bio**  Kevin was working for more than a decade as Realtor in Homesense Real Estate. A year ago, he quit the job and started freelancing. He plans to start a firm of his own.  During his career in real estate, Kevin has established a good reputation amongst a huge pool of clients. His honesty and ability to attract clients has helped him maintain a consistent record. He has been felicitated with ‘Employee of the Year’ five times at Homesense.  Currently, due to COVID pandemic, Kevin is struggling to find a suitable and safe place for interactions with clients. Despite the adverse situation, Kevin receives request from many clients. This has left no option for Kevin but rent a temporary workspace in a need basis. |
| Kevin Lee, 32  Realtor  Archetype: Businessman |
| **Personality**  Calm, patient and fun-loving  Resilient  Organized, persistent, and focused  Observant | **Goals**   * To create a profile and login securely into the app * To browse through spaces, amenities and offered services in the app * To book a space as per my need * To make online payments for all business transactions * To receive notifications on timely basis * To communicate conveniently for service request |
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| **Application Administrator** | | |
| Photo | | **Bio**  Peter has been working in the housing industry for 15 years. He has good knowledge on network security, cloud services (data storage services) and surveillance technologies. He is a tech savvy guy and has some handson experience on web technologies. He loves reading Sci-Fi novels and finding bugs and security lapses in applications and web pages. |
| Peter Hamilton, 32  Resource Manager, TWM  Archetype: Mentor | | **Goals**   * To create a profile and login securely into the app * To manage the app as required by the company management * To add staff into the app system and customize user priviledge as required * To keep the database safe and secure * To generate reports in app and support the company in making business decision. |
| **Personality**  Sincere  Motivated  Punctual | |
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| **Staff** | |
| Photo | **Bio**  Mary holds a diploma in Office Management and has been working in the TWM for the past two years as a receptionist. While she is working here with TWM, she is also studying Business Management. Her aim is to own a successful business in future, and she sees a good future in workspace management business. She likes to communicate with people, so she enjoys her job as a receptionist. |
| Mary Fox, 21  Receptionist  Archetype: Amazon | **Goals**   * To be able to create a profile and login securely into the app * To be able to provide in-app services to the clients if they choose to contact the staff * To be able to address the requests sent by the clients |
| **Personality**  Quick Learner  Empathetic and Patient  People Person  Self-motivated |

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| **User Stories** | | | |
| **SN** | **User** | **Story** | **Purpose** |
| 1 | As a corporate client, I should be able to… | register and create company profile | so that I can perform all the operations needed as a corporate entity on behalf of the company |
| 2 | login to the system | so that I can securely operate all the tasks for our employees |
| 3 | create teams | so that I can define and address the specific needs as per team |
| 4 | create profiles for employees | to keep track of the identification of the employees |
| 5 | add team members into appropriate teams | to form one or more well-defiend team as per the company requirement |
| 6 | remove team members from teams | so that I can manage and update the team if there is any change in team member |
| 7 | move members from one team to another | so that when an employee needs to switch team |
| 8 | make payments through third parties | so that the paid services can be provided to the employees |
| 9 | request for maintenance | so that the company can keep track of fees and can pay directly from the company |
| 10 | As an individual client, I should be able to… | Register, create profile and login to the system | So that I can access the services offered by TVM company |
| 11 | View the list of all available services | So that I can select the services of my need |
| 12 | Book a tour or arrange a meeting | So that I can visit the premises to make sure the information provided online are accurate and match my requirement. |
| 13 | Upload and download documents | So that I can receive and supply the required information electronically at my convenience |
| 14 | Pay online | So that I can securely make the payments for the payable transactions I made. |
| 15 | Initiate repair/maintenance request | So that I can promptly reach out and receive the repair services as and when needed. |
| 16 | Get notifications | So that I can get regular updates about services or transactions |
| 17 | Refer clients and view my loyalty rewards | So that I can receive my loyalty rewards and referral bonus. |
| 18 | update my profile | so that I can provide my up-to-date information. |
| 19 | Rate the services | So that I can provide the feedback on the services. |
| 20 | As an App Admin, I should be able to… | login to the system with elevated permissions | so I can change the settings and manage the app |
| 21 | approve users into the system | so that the users can login into the system |
| 22 | update the services provided | so that the company can launch new packages and customize them |
| 23 | backup database | so that I can keep the database safe |
| 24 | apply user permsissions | so that different roles can be assigned to different users |
| 25 | get monthly reports | so that I can view maintainance records and support the company in making business decisions |
| 26 | As a staff, I should be able to… | login to the system | I can perform my duties in my job |
| 27 | register clients | so they can begin receiving services from TWM |
| 28 | address the requests sent by the clients | so they can receive the desired services |