

Sri Lanka Institute of Information Technology



Assignment 1

MLB\_03.01\_02

# Health Insurance Management System

**Internet and Web Technologies – IT1100**

B.Sc. (Hons) in Information Technology

### Group Details

Group Number: MLB\_03.01\_02

Project Title: Health Insurance Management System

	Student ID	Student Name	Email	Contact Number
1	IT21234484	P.T.Jayasinghe	it21234484@my.sliit.lk	0714300675
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4	IT21231278	N.D.Deheri Kavindya	it21231278@my.sliit.lk	0741054874
5	IT21233494	W.A.R Mindulee Wickramasinghe	it21233494@my.sliit.lk	0771782698

# 1 Introduction

Suraksha is a web-based health insurance management system which was designed to cater for the increasing demand for health insurance in these pandemic times. By visiting the 'About Us' page of our website a guest can get an idea about the rich legacy and reliability our company boasts. The simple user interface of our website makes it easy for any customer to go through our insurance packages and policies and select the best package that suits them from the 'Our Solutions' page. Our guests can also go through our 'FAQ' page to find answers for their frequently asked questions.

We do have dedicated Customer Care agents who are looking forward to clear any doubts a client may have regarding our insurance policies through the chat bot. Once a guest decides to become a member of our insurance, he/she can register and obtain membership through our online web-based solution.


An individual who is keen on joining the employee force of our company can get additional details and apply for available positions through the 'Careers' page.

In addition to customers this web site provides services to our employees to carry out their duties efficiently. Customer care agents can examine the customer feedback and give solutions to the issues raised by them through the chat bot. Marketing managers can analyze customer engagement and introduce new promotions together with attractive deals on insurance packages to attract new customers.


All in all we expect that our website acts as an ideal interface to satisfy all the health insurance needs of our guests.

## 2 Personas


- 1<sup>st</sup> Persona – New Customer

Health Insurance Management System – User account Details	
	Name: Thathsara Rajapaksa
	Age: 23
	Motivation: Protect from unanticipated, high medical costs.
	Goals: Buy a worthy health insurance.
	Technical Ability: General Knowledge of IT.


- 2<sup>nd</sup> Persona – Customer care agent

Health Insurance Management System – User account Details	
	Name: Shalini Jayaweera
	Age: 26
	Motivation: To provide a convenient service to customers.
	Goals: To assist customers in using the service and solve the problems of each customer who needs help.
	Technical Ability: The common knowledge about web technology and the company services.


- 3<sup>rd</sup> Persona - Risk Analyst

Health Insurance Management System – User account Details	
	Name: K.M.Perera
	Age: 25
	Motivation: Tries to provide the best service to the customer
	Goals: To analyze and gather more information about the risk.
	Technical Ability: Professional knowledge of using computer system and websites.

- 4<sup>th</sup> Persona – Marketing Manager

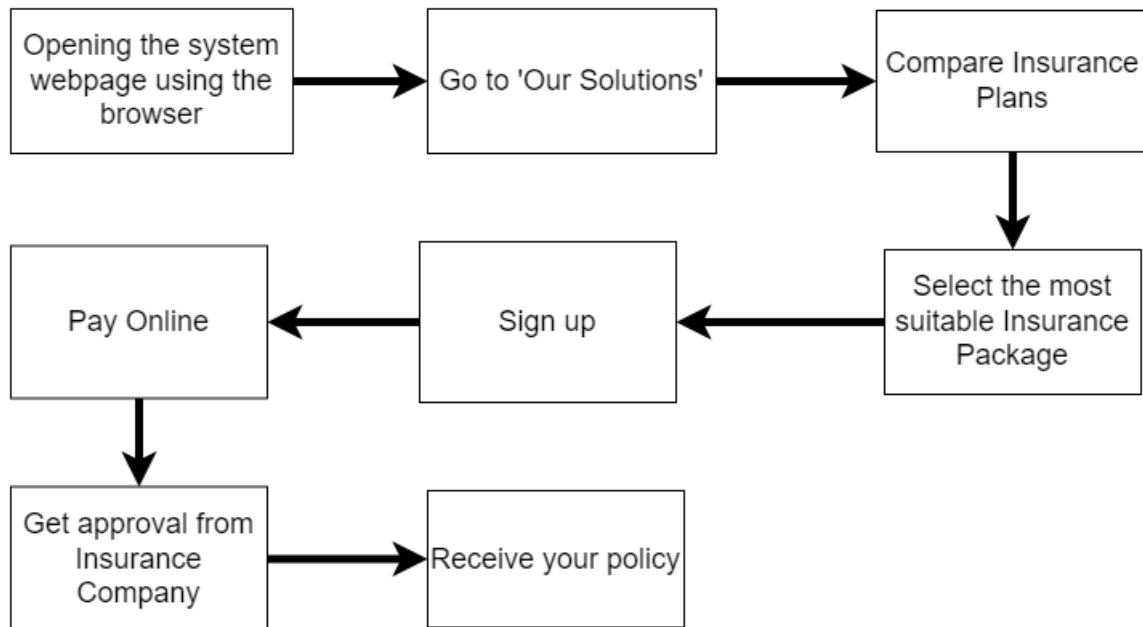
Health Insurance Management System – User account Details	
	Name: Akashya Samarathunga
	Age: 28
	Motivation: To take the correct decisions which results in the overall growth of the company while ensuring a good user experience to the clients.
	Goals: Develop marketing strategies aimed at maximizing the company's profit or market share.
	Technical Ability: Fluent in working with computers and performing mathematical calculations.

- 5<sup>th</sup> Persona - Accountant

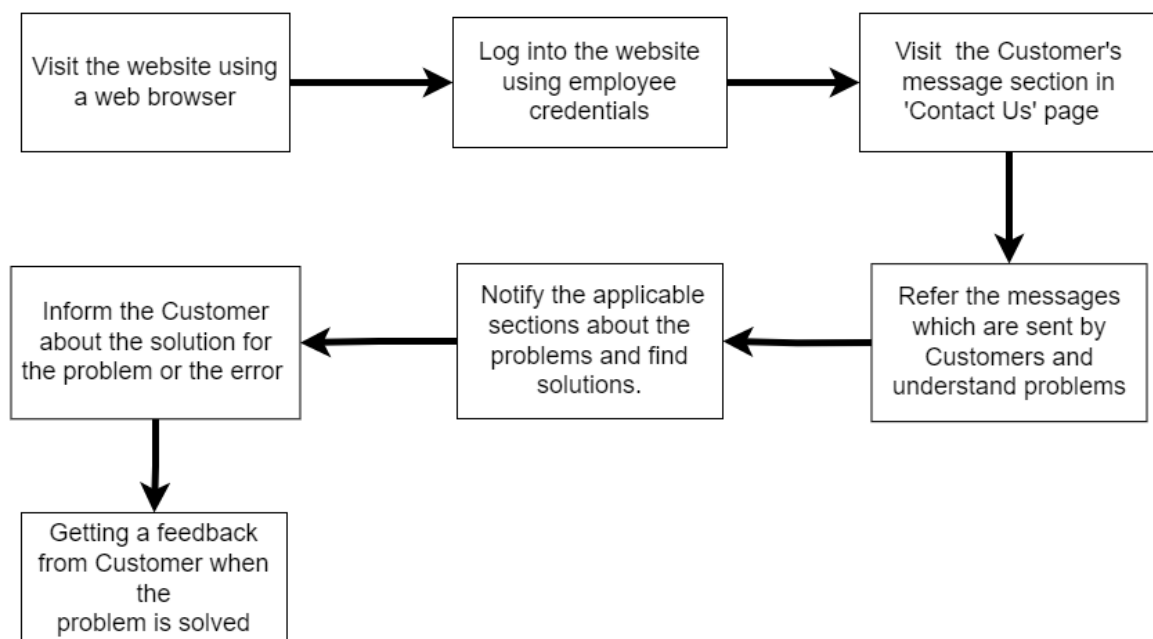
Health Insurance Management System – User account Details	
	Name: Name: Nethma Perera
	Age : 26
	Motivation: To provide accurate and detailed financial reports to the management.
	Goals: To handle financial matters and provide necessary suggestions to the management.
	Technical Ability: Knowledge about accounting software.

### 3 User Journeys

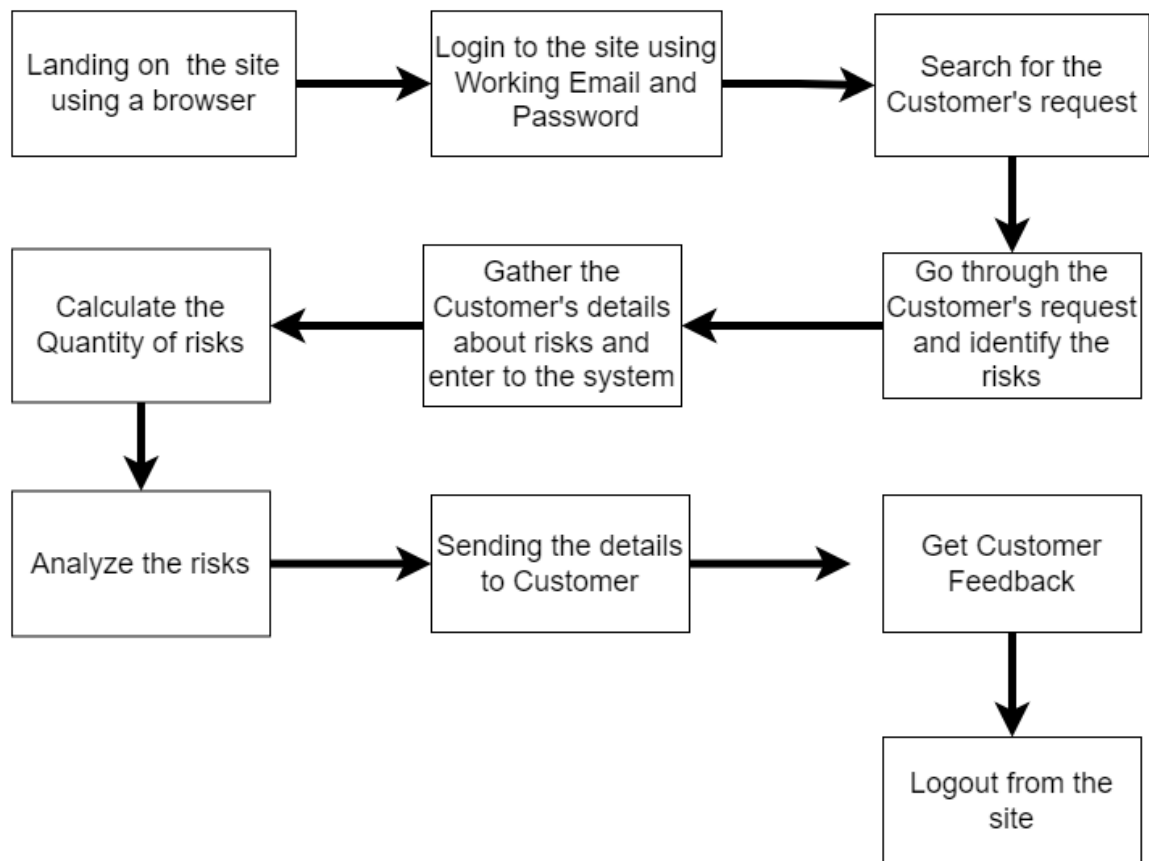
- Persona- New Customer
- User Journey- Registering for an Insurance Package



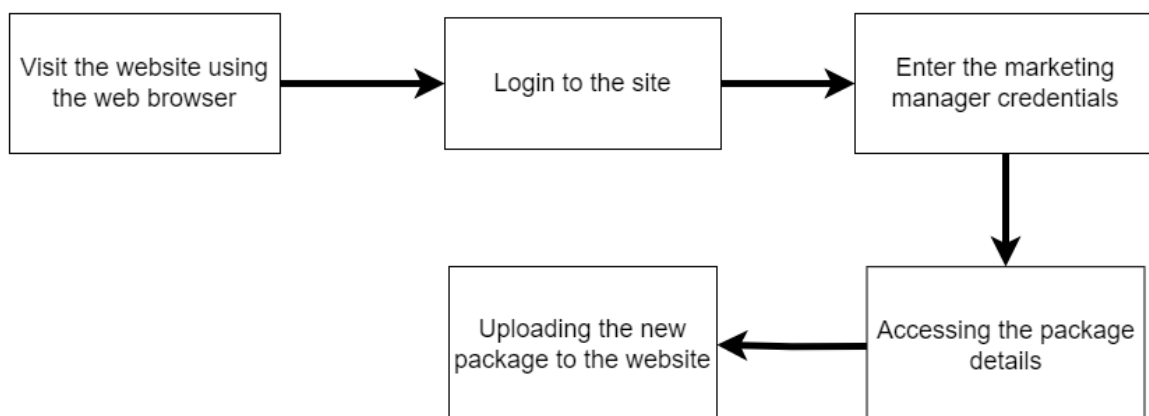
- Persona- Customer care agent
- User Journey – Addressing Customer complaints



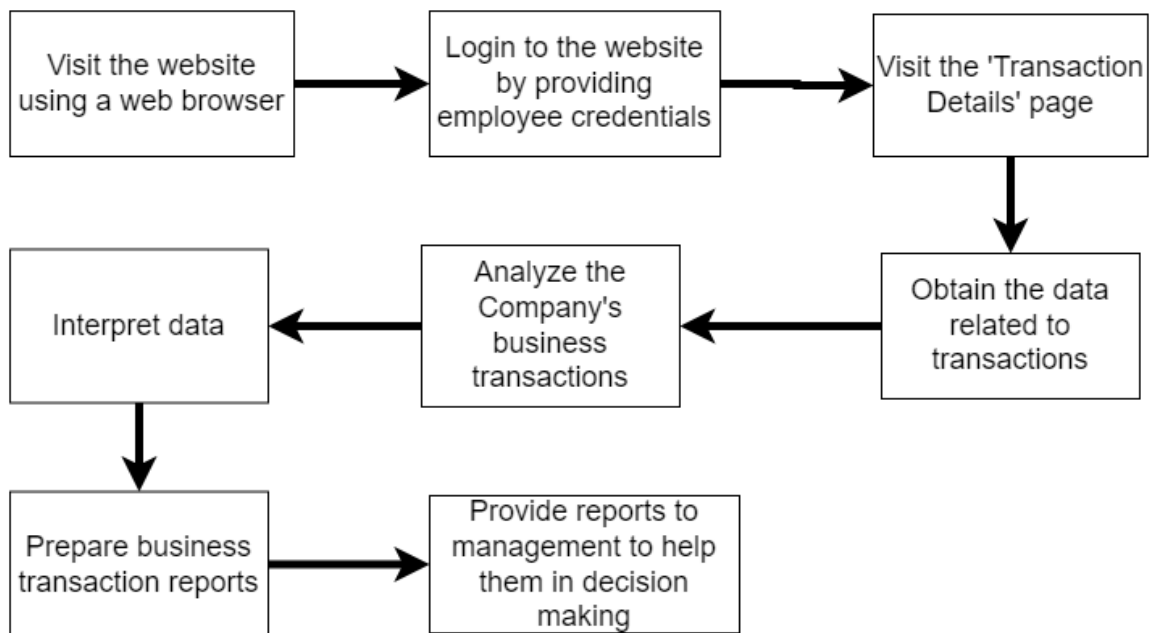
- Persona- Risk Analyst
- User Journey- Identify and analyze the areas of potential risks threatening the health of the customer.



- Persona- Marketing Manager
- User Journey- Introduce new Insurance Packages to the website



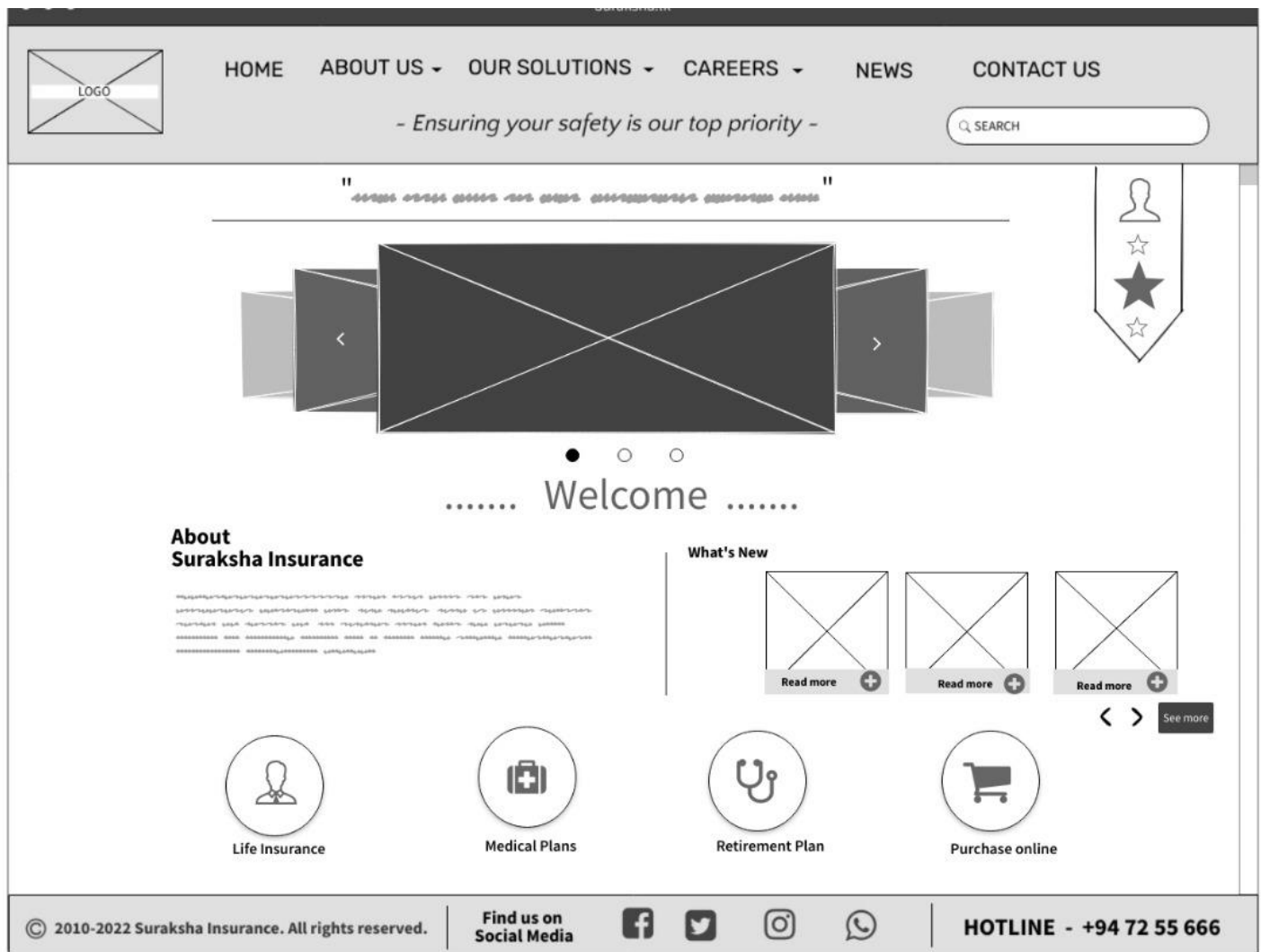
- Persona- Accountant
- User Journey- Provide transaction report to management



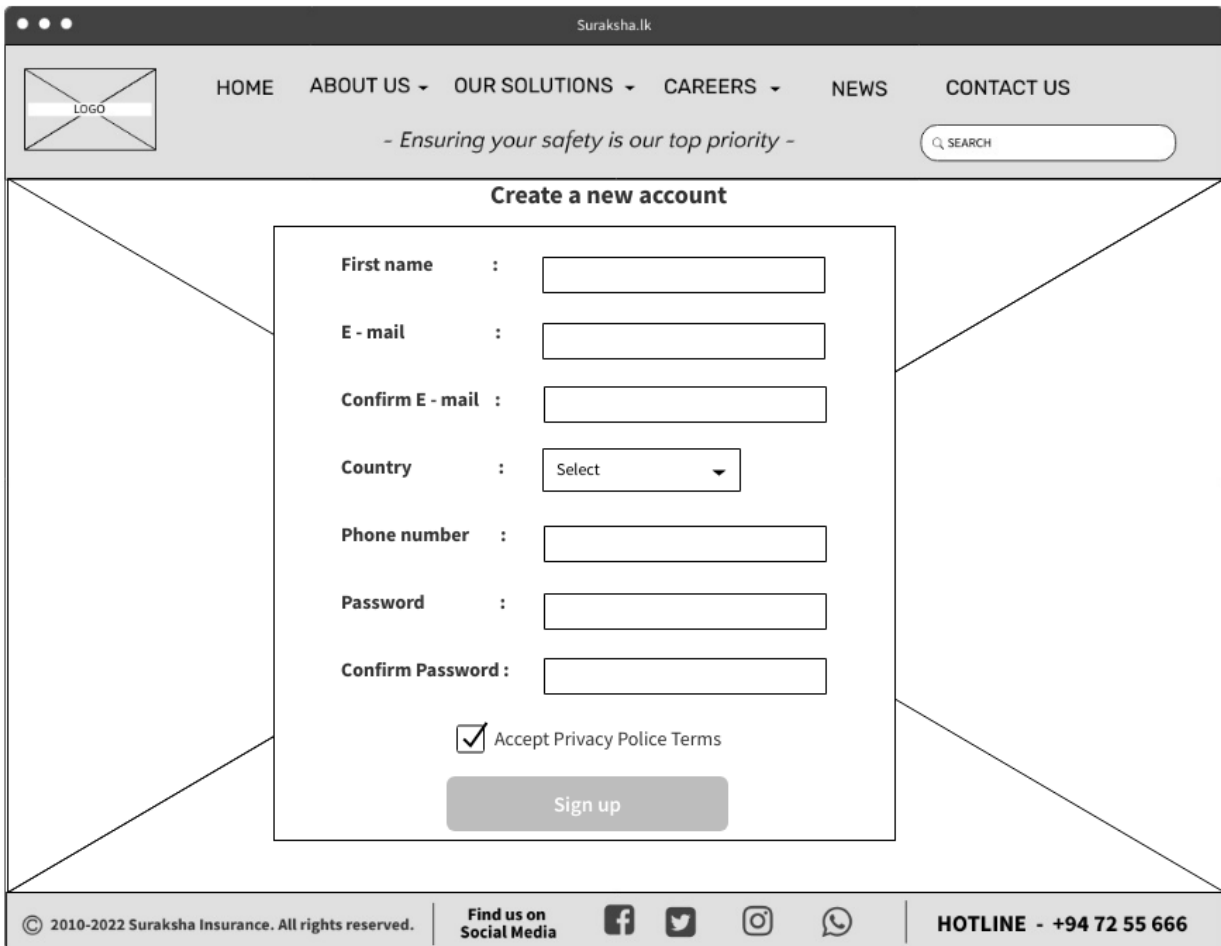


## 4 Wire Frames

- Home Page



- Registration Page



The image shows a web browser window with the address bar displaying "Suraksha.lk". The page has a grey header with a logo placeholder labeled "LOGO" on the left. The navigation menu includes "HOME", "ABOUT US", "OUR SOLUTIONS", "CAREERS", "NEWS", and "CONTACT US". Below the menu is the tagline "- Ensuring your safety is our top priority -" and a search bar with the text "SEARCH".

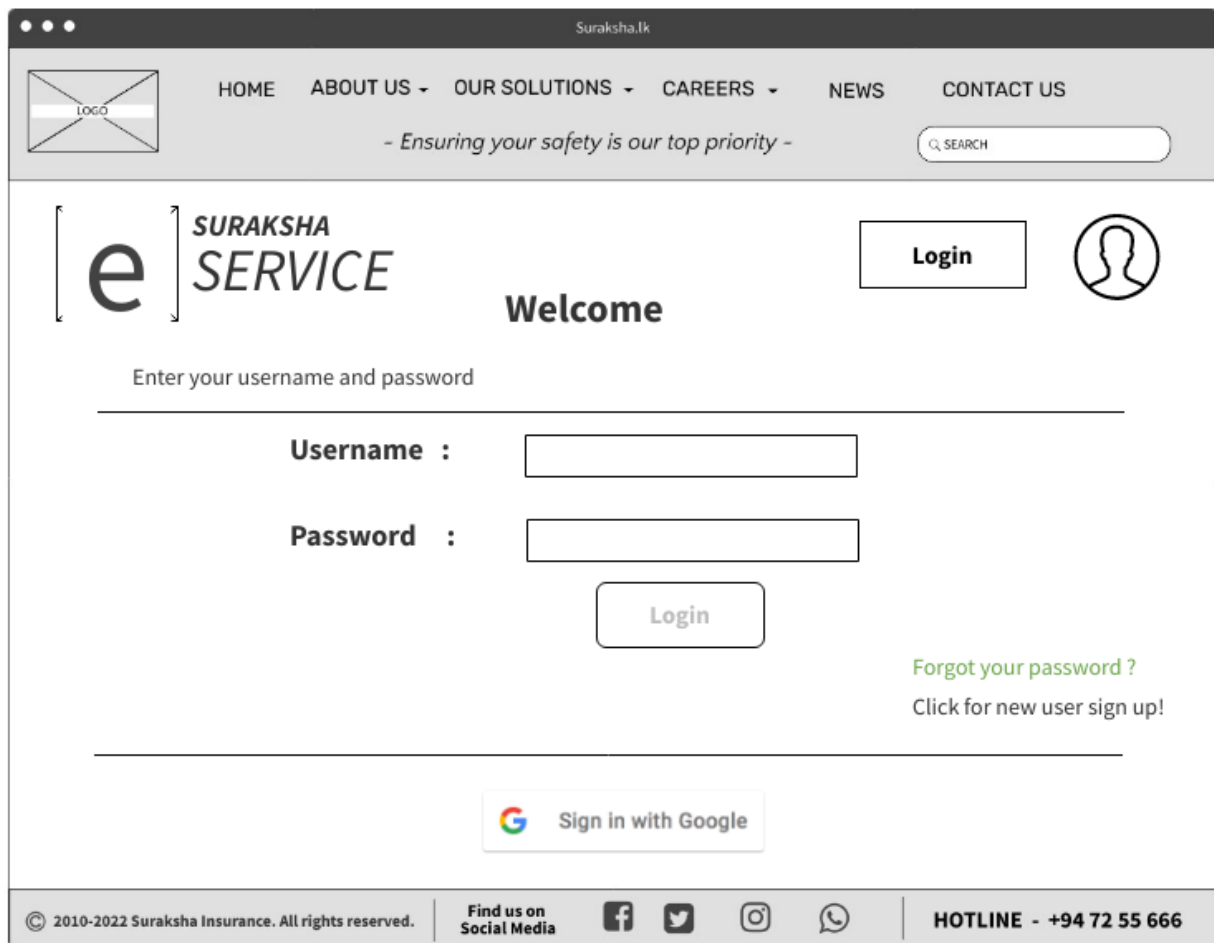
The main content area is titled "Create a new account" and contains a registration form with the following fields:

- First name :
- E - mail :
- Confirm E - mail :
- Country :
- Phone number :
- Password :
- Confirm Password :

Below the form fields is a checkbox labeled "Accept Privacy Policy Terms" which is checked. At the bottom of the form is a "Sign up" button.

The footer contains the copyright notice "© 2010-2022 Suraksha Insurance. All rights reserved.", a section for social media links with icons for Facebook, Twitter, Instagram, and WhatsApp, and a "HOTLINE - +94 72 55 666" number.

- Login Page



The image shows a web browser window with the address bar displaying "Suraksha.lk". The page features a navigation bar with links: HOME, ABOUT US, OUR SOLUTIONS, CAREERS, NEWS, and CONTACT US. Below the navigation bar is a tagline: "- Ensuring your safety is our top priority -" and a search bar labeled "SEARCH". The main content area includes the Suraksha Service logo (a stylized 'e' in a square) and the text "SURAKSHA SERVICE". To the right of the logo is a "Login" button and a user profile icon. Below the logo, the word "Welcome" is displayed. A prompt "Enter your username and password" is followed by two input fields: "Username :" and "Password :". Below these fields is a "Login" button. To the right of the "Login" button, there are two links: "Forgot your password ?" and "Click for new user sign up!". At the bottom of the main content area, there is a "Sign in with Google" button. The footer contains copyright information: "© 2010-2022 Suraksha Insurance. All rights reserved.", social media links (Facebook, Twitter, Instagram, WhatsApp), and a hotline number: "HOTLINE - +94 72 55 666".

Suraksha.lk

HOME ABOUT US OUR SOLUTIONS CAREERS NEWS CONTACT US

- Ensuring your safety is our top priority -

SEARCH

**e** SURAKSHA SERVICE

**Welcome**

Enter your username and password


**Username :**





**Password :**

Login

[Forgot your password ?](#)


[Click for new user sign up!](#)

 Sign in with Google

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- Contact Us Page

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- Ensuring your safety is our top priority -

# Contact Us

## HOTLINE








+94 72 5556666  
+94 33 1234567



Suraksha@gmail.com

## CATCH US ON SOCIAL MEDIA







## Branches

qwertyui  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat.

qwertyui  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat.


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Find us on Social Media





HOTLINE - +94 72 55 666


- User Account Page

Suraksha.lk



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- Ensuring your safety is our top priority -



Change Profile Picture

Name:

Gender:

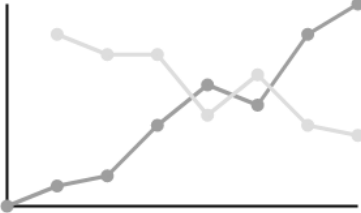

Age:


Address:

Phone Number:


DOB:

EDIT







Feedback



Chat with us!

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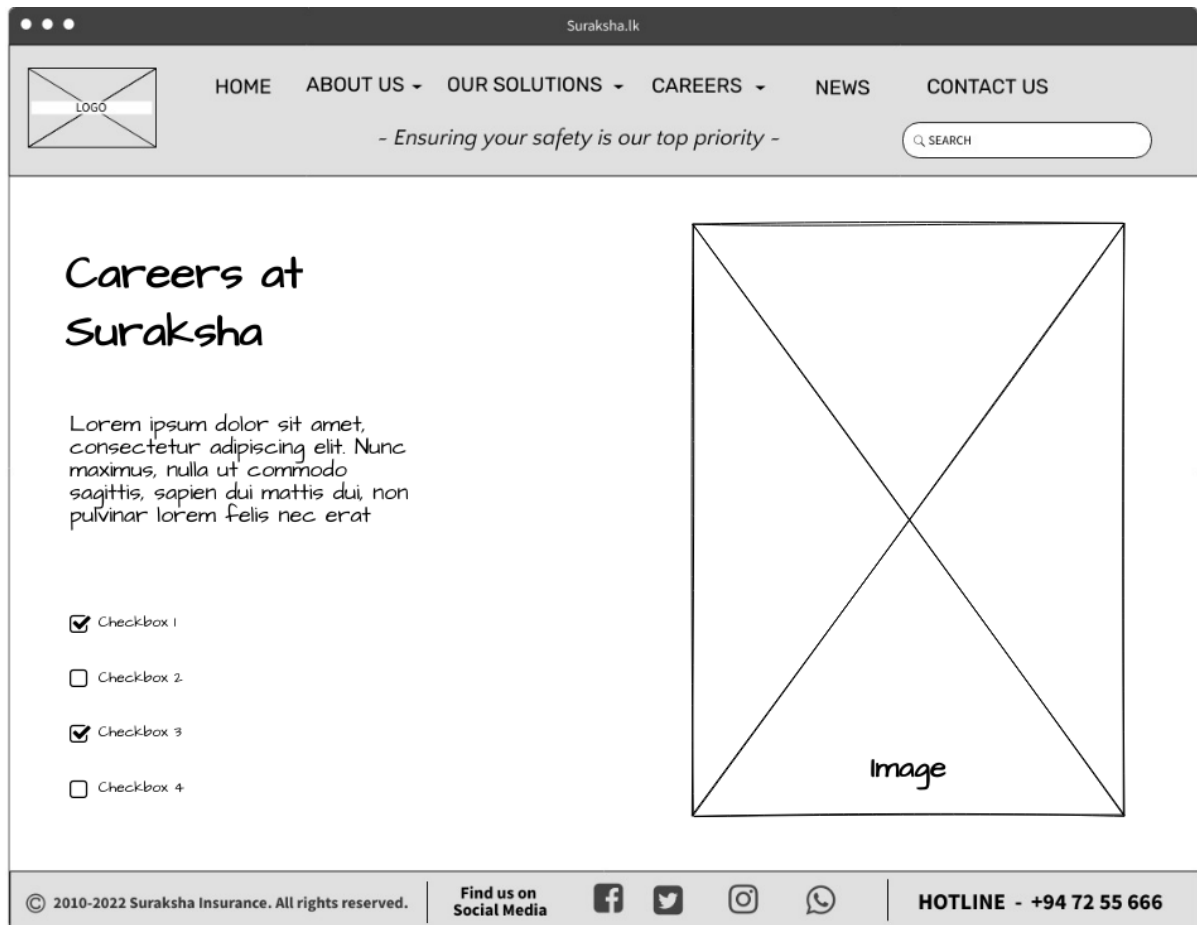





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- News Page



- Careers Page

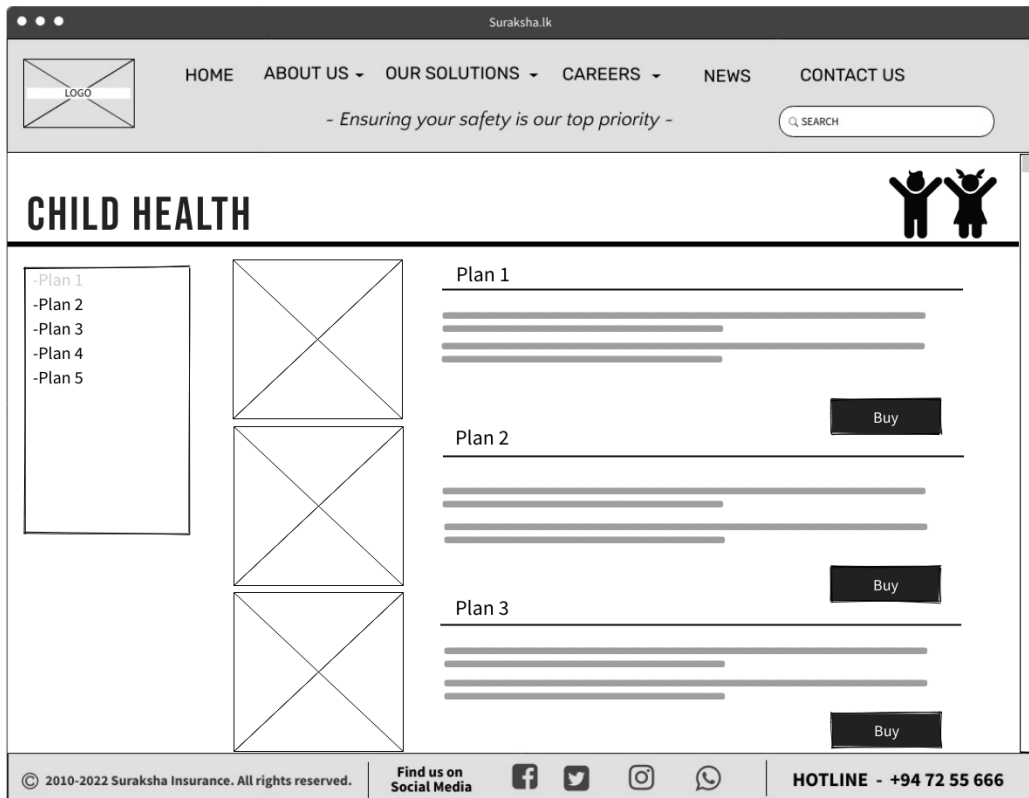
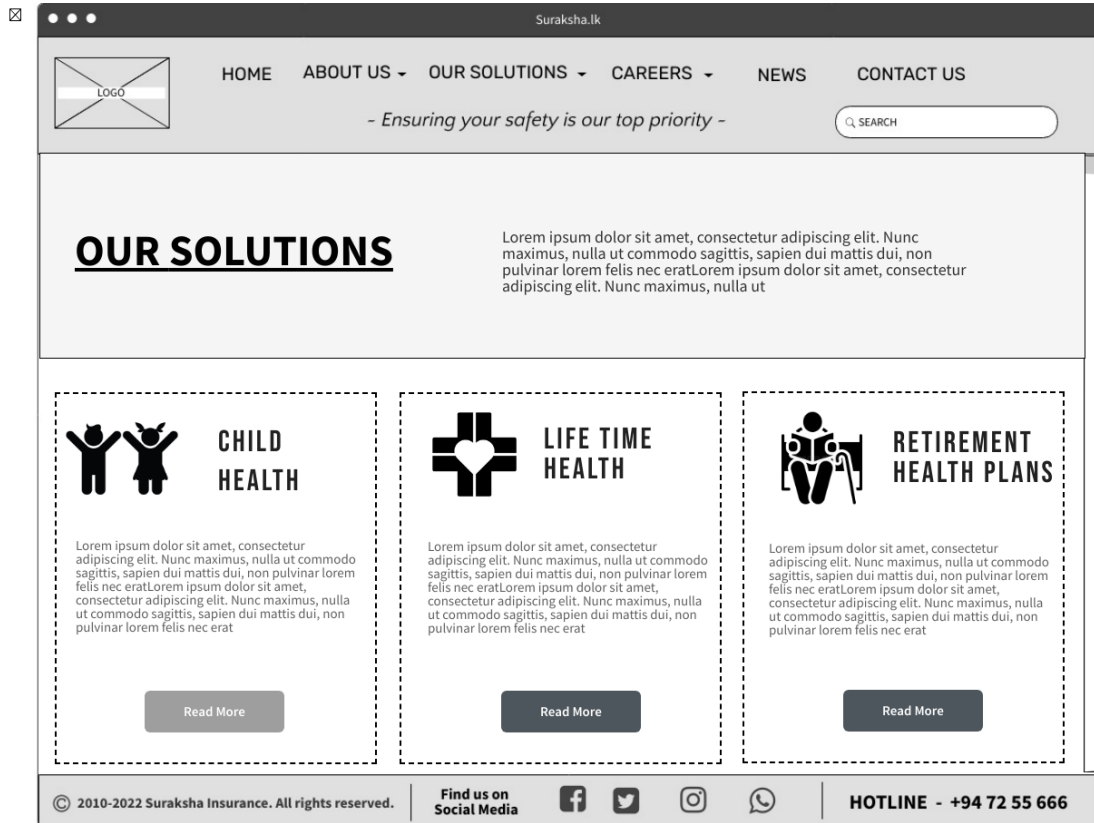


- About Us Page

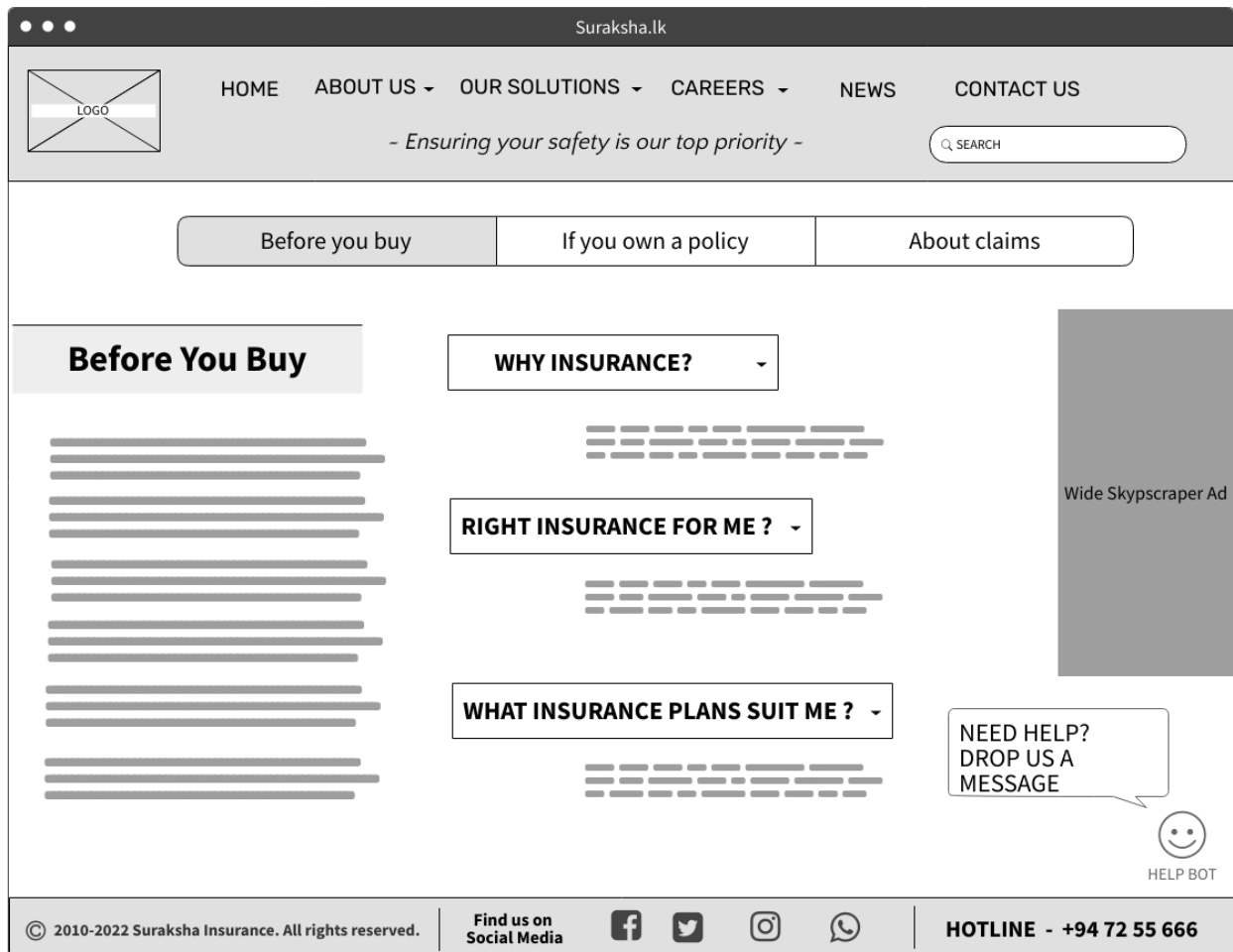




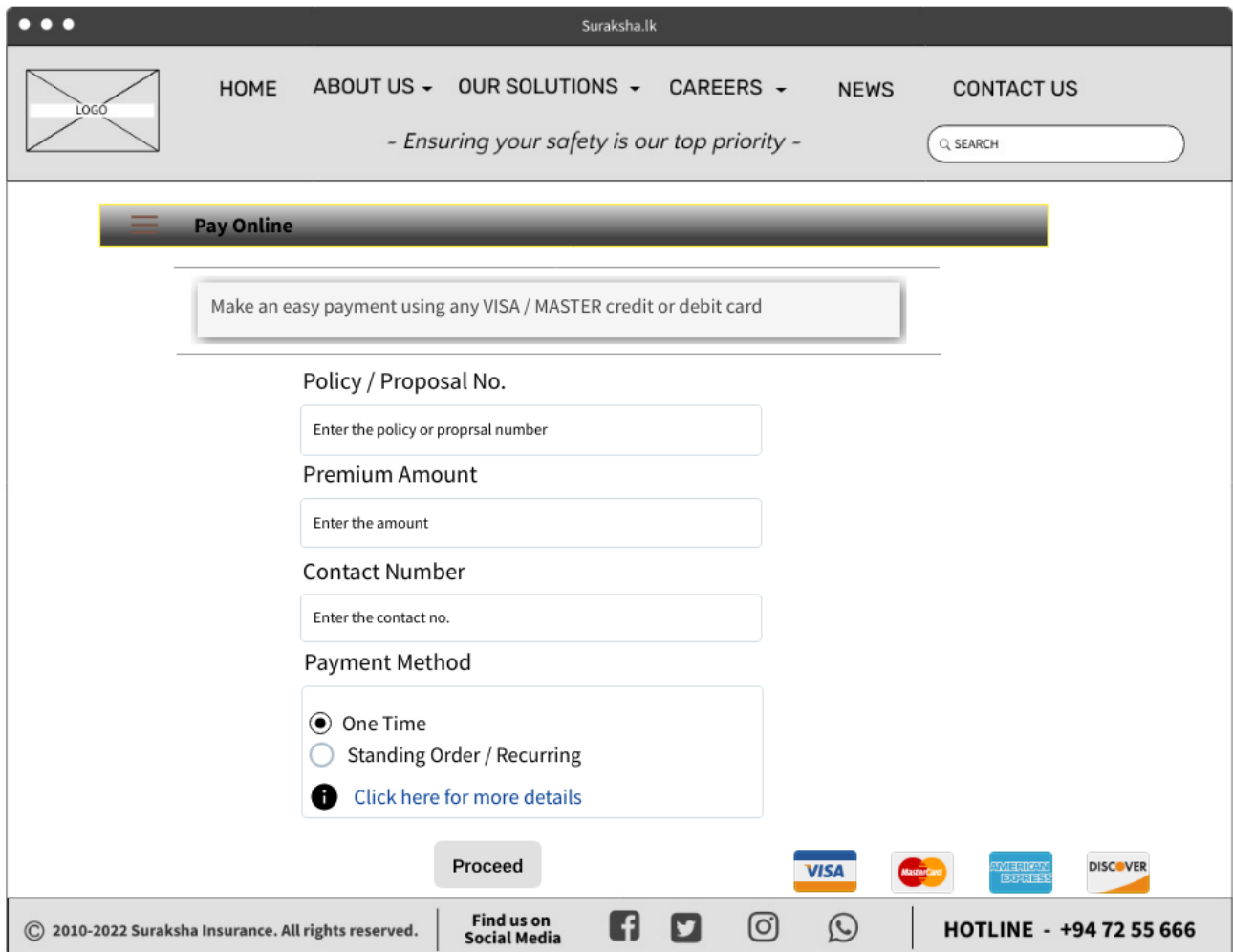
- Our Solutions Page



- Frequently Asked Questions (FAQ) Page



- Payment Page



The screenshot shows the 'Pay Online' page of Suraksha.lk. The page has a grey header with a logo placeholder, navigation links (HOME, ABOUT US, OUR SOLUTIONS, CAREERS, NEWS, CONTACT US), a search bar, and a tagline. The main content area is white with a yellow 'Pay Online' button. Below the button is a grey box with the text 'Make an easy payment using any VISA / MASTER credit or debit card'. The form contains four input fields: 'Policy / Proposal No.', 'Premium Amount', and 'Contact Number', each with a placeholder text. The 'Payment Method' section has two radio buttons: 'One Time' (selected) and 'Standing Order / Recurring'. There is also a link 'Click here for more details'. A 'Proceed' button is at the bottom of the form. The footer includes copyright information, social media links, and a hotline number.

Suraksha.lk

HOME ABOUT US ▾ OUR SOLUTIONS ▾ CAREERS ▾ NEWS CONTACT US

LOGO

- Ensuring your safety is our top priority -

Q SEARCH

**Pay Online**

Make an easy payment using any VISA / MASTER credit or debit card

Policy / Proposal No.

Enter the policy or proprsals number

Premium Amount

Enter the amount

Contact Number

Enter the contact no.

Payment Method

☒ One Time

☐ Standing Order / Recurring

[Click here for more details](#)

Proceed


VISA MasterCard AMERICAN EXPRESS DISCOVER

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- Feedback Page



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## Feedback Form

We would love to hear your thoughts, Suggestions, concerns or problem with anything we can improve!

**Feedback Type**

☐ Comments
 ☐ Suggetion
 ☐ Questions
 ☐ Complaints

**Describe Your Feedback:**


**Name\***

First Name Last Name

**E-mail\***


**Telephone Number**

## Our Service




Suraksha Insurance is a leading insurance company in Sri Lanka. We provide a wide range of insurance products and services to our customers. Our services include Life Insurance, Health Insurance, and General Insurance. We are committed to providing the best service to our customers and ensuring their safety is our top priority.


### Customer's received feedbacks



★★★★☆







★★★★☆



★★★★★

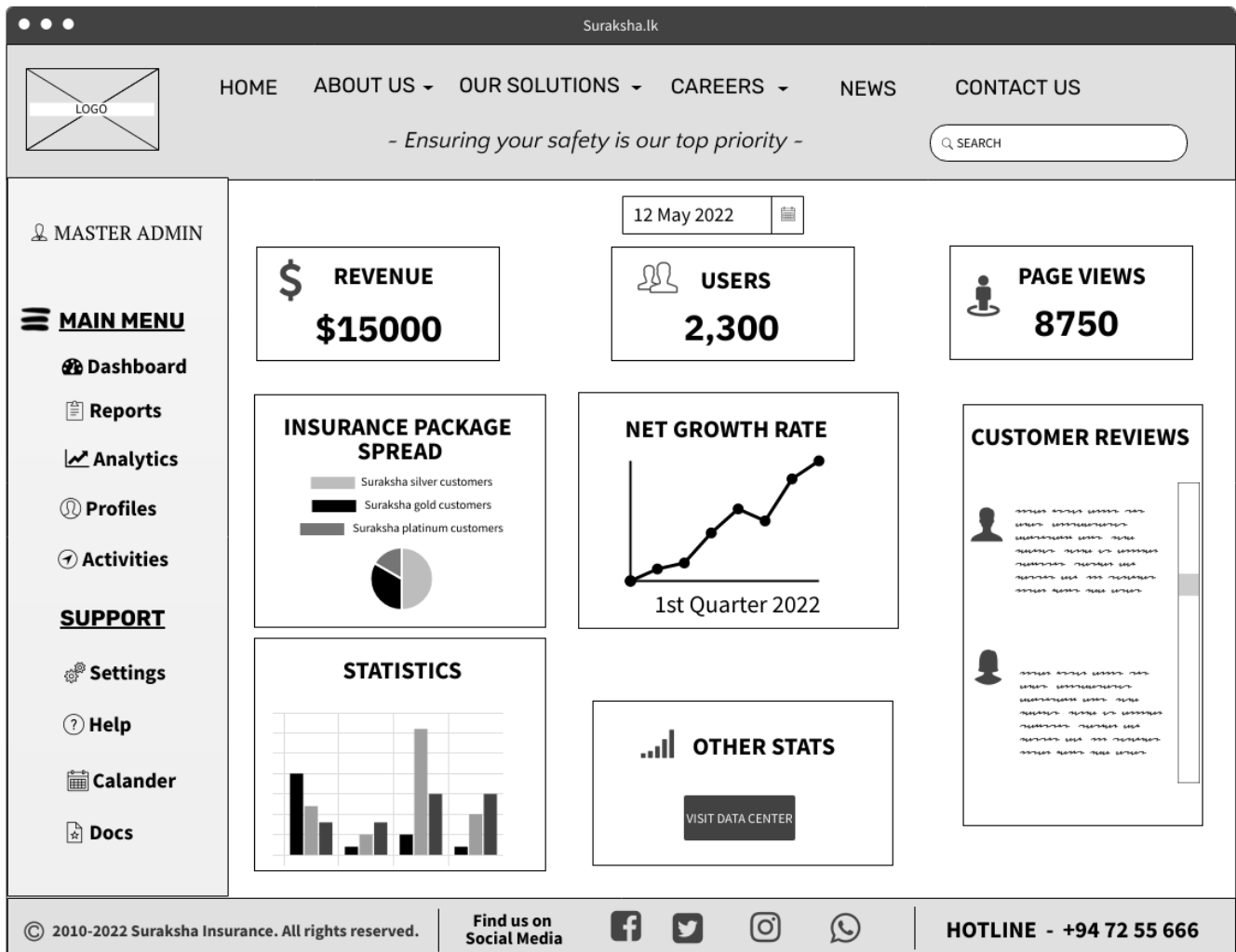
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- Admin Dashboard Page



- Accountant's Interface Page

Suraksha.lk



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Q SEARCH

TRANSACTION TABLE

Name	Date	Transaction Type	Transaction Details	Amount
Amal	3/3/2022	csjanvjdsnvnd	csjanvjdsnvnd	6000
kamal	4/3/2022	csjanvjdsnvnd	csjanvjdsnvnd	8000
Sunimal	5/3/2022	csjanvjdsnvnd	csjanvjdsnvnd	9000

ADD NEW ENTRY

Name

Transaction Details

Date

Amount

Accountant name

Transaction Type ▾

captcha





✓ I'm not a robot

reCAPTCHA

ADD ENTRY

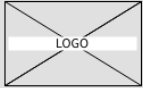
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- Customer Care Officer's Interface Page

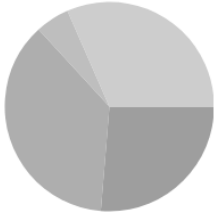


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Customer Ratings


★★★★☆





Toggle View


Customer message requests


















Chat Window




View Account

☒ Flag Issue

Customer Name:

Customer Registration ID:

Customer Issue:







Response:

SEND

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23

## 5 Individual Contribution

	Student ID	Student Name	Individual Contribution
1	IT21234484	P.T.Jayasinghe	<ul style="list-style-type: none"> <li>• Persona: Accountant</li> <li>• User Journey: Provide transaction report to management.</li> <li>• Wireframes:               <ol style="list-style-type: none"> <li>1. Administrator Dashboard</li> <li>2. Accountant's Interface</li> <li>3. Customer Care Officer's Interface</li> </ol> </li> </ul>
2	IT21230356	P.A Sisitha Madhubhashitha	<ul style="list-style-type: none"> <li>• Persona: Risk Analyst</li> <li>• User Journey: Identify and analyze the areas of potential risks threatening the health of the customer.</li> <li>• Wireframes:               <ol style="list-style-type: none"> <li>1. Home page</li> <li>2. News page</li> <li>3. Feedback page</li> </ol> </li> </ul>
3	IT21228858	Dulhan Karunarathne	<ul style="list-style-type: none"> <li>• Persona: New Customer</li> <li>• User Journey: Registering for an Insurance Package .</li> <li>• Wireframes:               <ol style="list-style-type: none"> <li>1. Careers page</li> <li>2. FAQ page</li> <li>3. User Account page</li> </ol> </li> </ul>
4	IT21231278	N.D.Deheeni Kavindya	<ul style="list-style-type: none"> <li>• Persona: Marketing Manager</li> <li>• User Journey: Introduce new Insurance Packages to the website.</li> <li>• Wireframes:               <ol style="list-style-type: none"> <li>1. Login page</li> <li>2. Registration page</li> <li>3. Payment page</li> </ol> </li> </ul>
5	IT21233494	W.A.R Mindulee Wickramasinghe	<ul style="list-style-type: none"> <li>• Persona: Customer Care Agent</li> <li>• User Journey: Addressing Customer complaints.</li> <li>• Wireframes:               <ol style="list-style-type: none"> <li>1. Contact Us page</li> <li>2. About Us page</li> <li>3. Our Solutions page</li> </ol> </li> </ul>



