

Sri Lanka Institute of Information Technology



Assignment 1

MLB\_04.02\_07

## Online Customer Support System

**Internet and Web Technologies – IT1100**

B.Sc. (Hons) in Information Technology

## **Group Details**

Group Number: MLB\_04.02\_07

Project Title: Online Customer Support System

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## **Introduction**

Here at Luxury Motor Solutions, We are setting a new standard in customer service for luxury car owners, delivering an unmatched experience. Our online support system is carefully engineered to offer a refined, personalized experience that reflects the luxury of our high-end automobiles.. We guarantee that your needs are satisfied quickly and effectively by offering specialized help 24/7 via a variety of channels.

We offer you a variety of categories throughout our site, Customers receive individualized assistance from committed account managers who are knowledgeable about the details of owning a luxury car. Extra high-touch services include easy maintenance scheduling, scheduled car pickup and drop-offs, and VIP support line access for faster service. We can continuously improve our services thanks to our feedback system, which makes sure that every interaction satisfies the highest standards of quality. At Luxury Motor Solutions, we're dedicated to giving our customers an unmatched level of assistance that matches the elegance and functionality of our cars.

# 1 Personas

## Senior Customer

- Example: Creating Account



Figure 1 - Senior citizen persona

## Traveler

- Example : Discovering web page

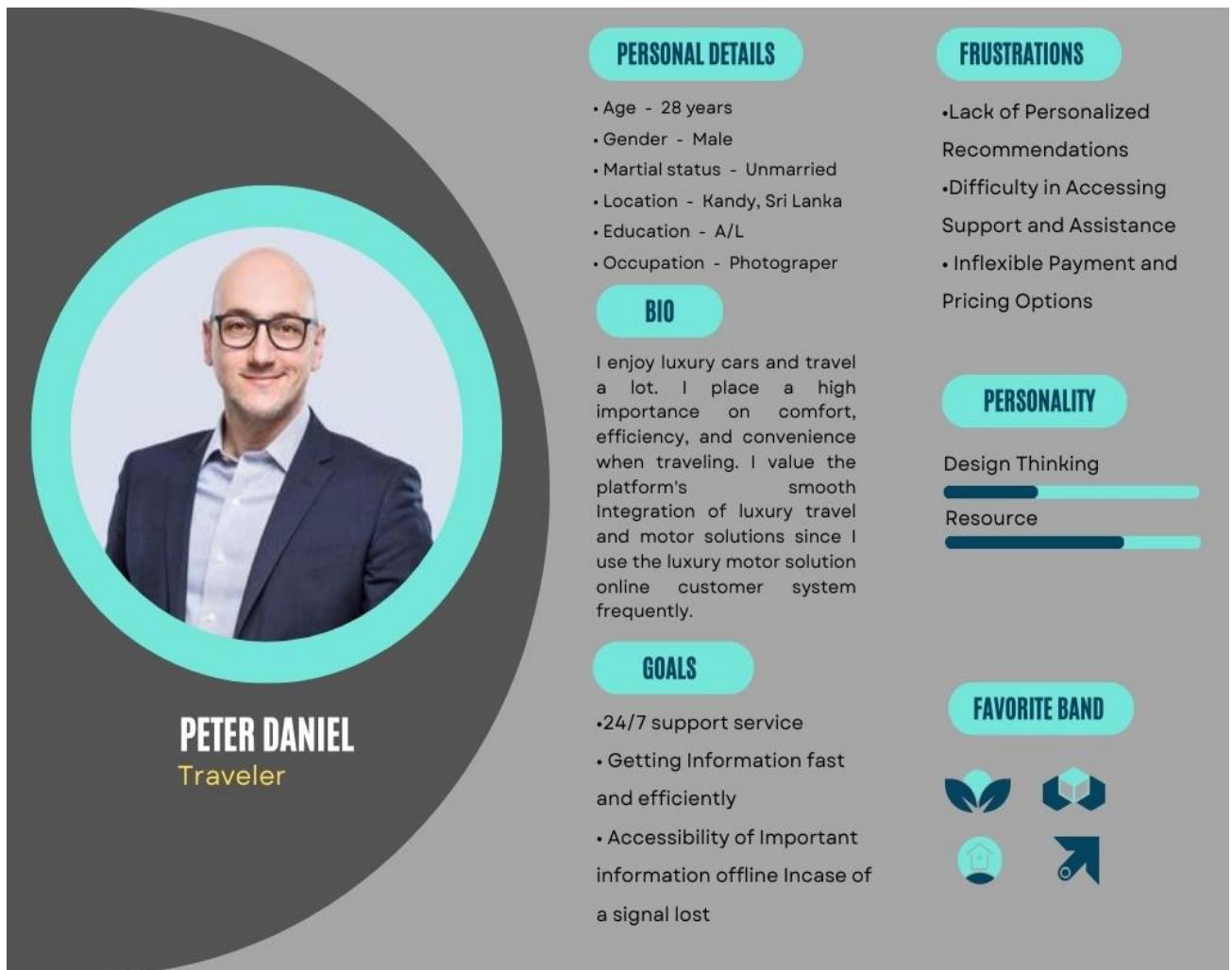


Figure 2 - Traveler persona

## Editer

- Example : Page Editing



Figure 3 - Editer persona

## Customer Care Officer

- Example : Taking customer calls



Figure 4 - Customer care officer

## Admin

- Example : User data analyzing



Figure 5 - Admin

## 2 User Journeys

### Senior Customer

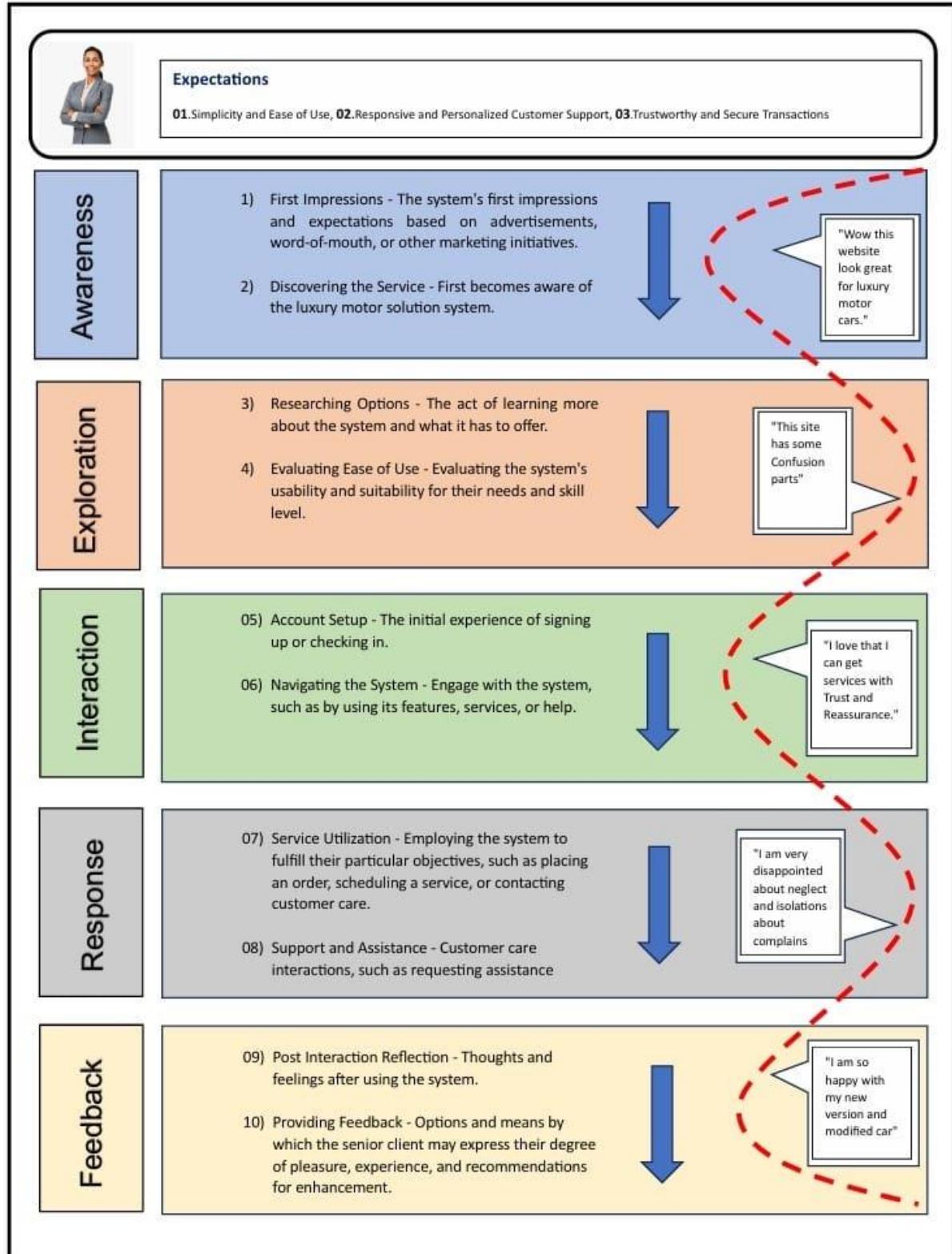


Figure 6 - User journey of unregistered user creating a new account

# Customer Care Officer

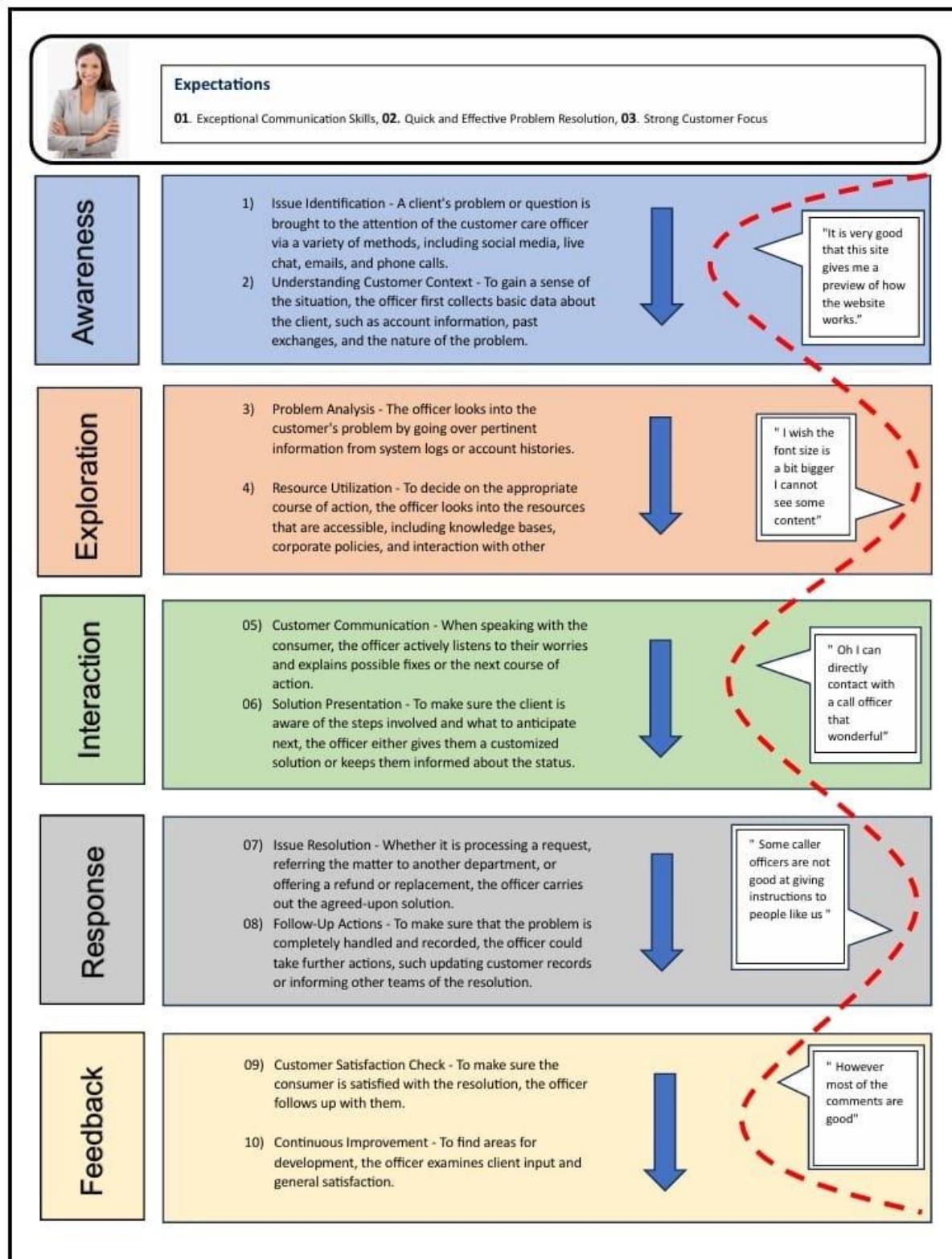


Figure 7 - User journey of customer care officer taking calls

## Editor

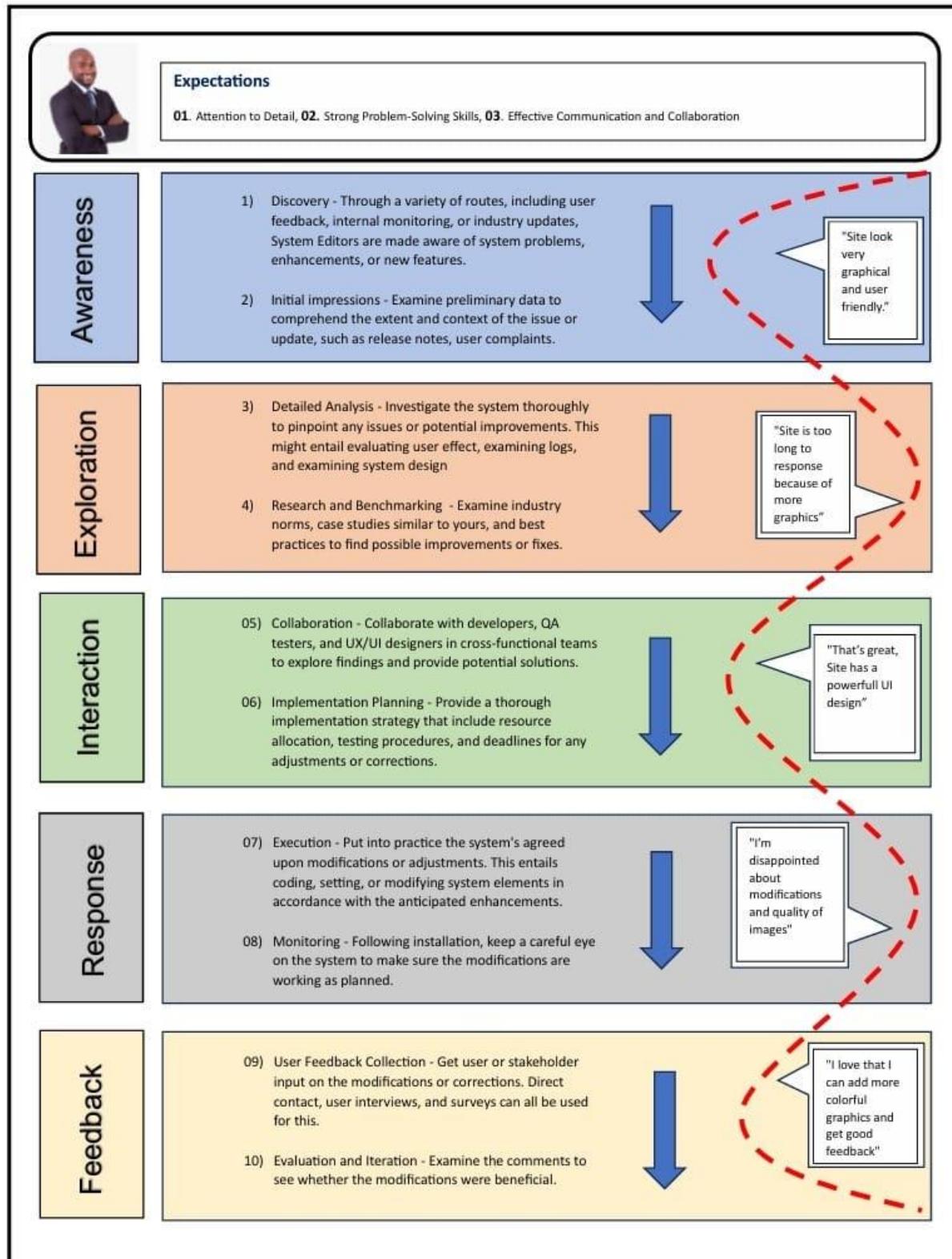


Figure 8 - User journey of editor designing the site

# Traveler

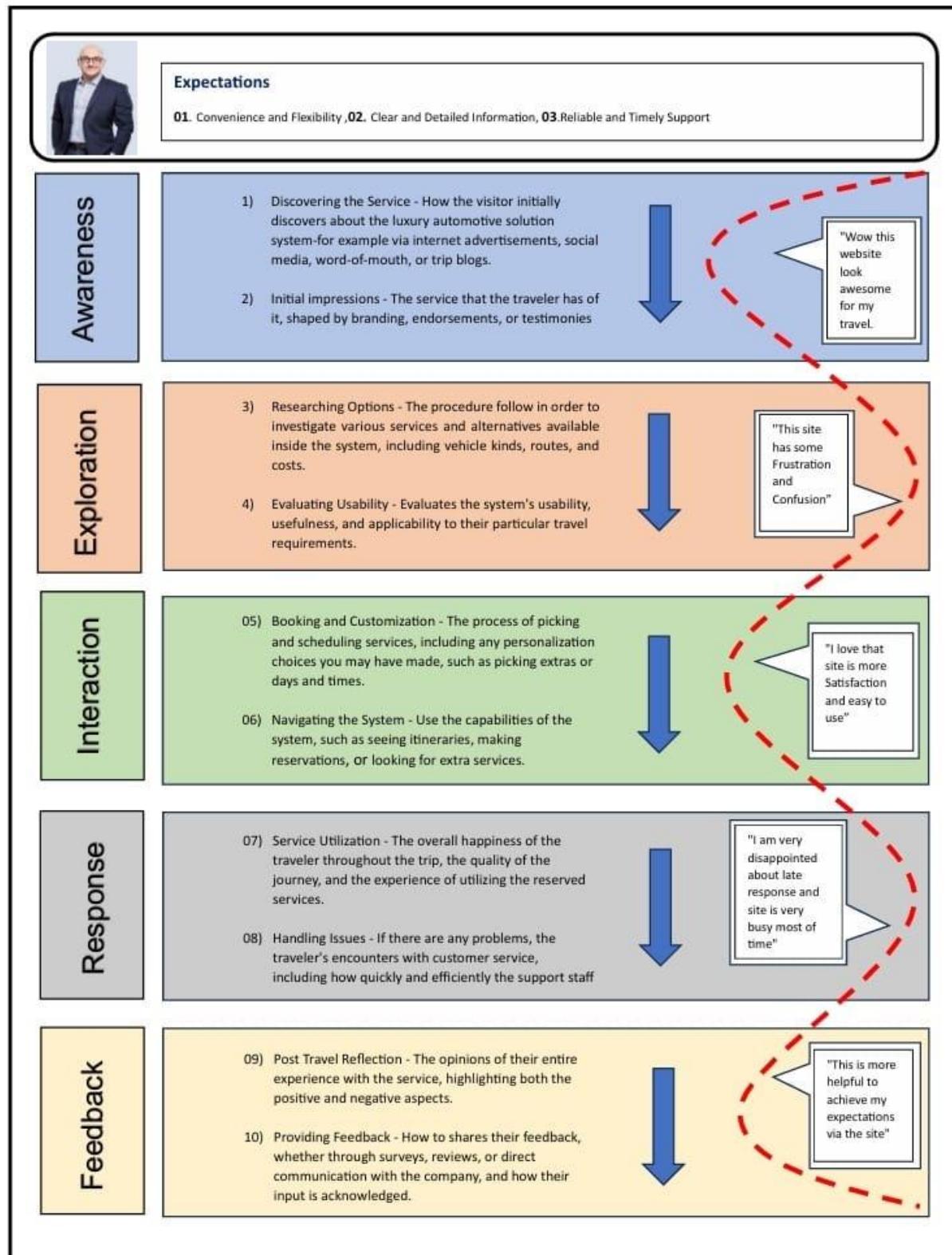


Figure 9 - User journey of traveler discovering the web page

## Admin

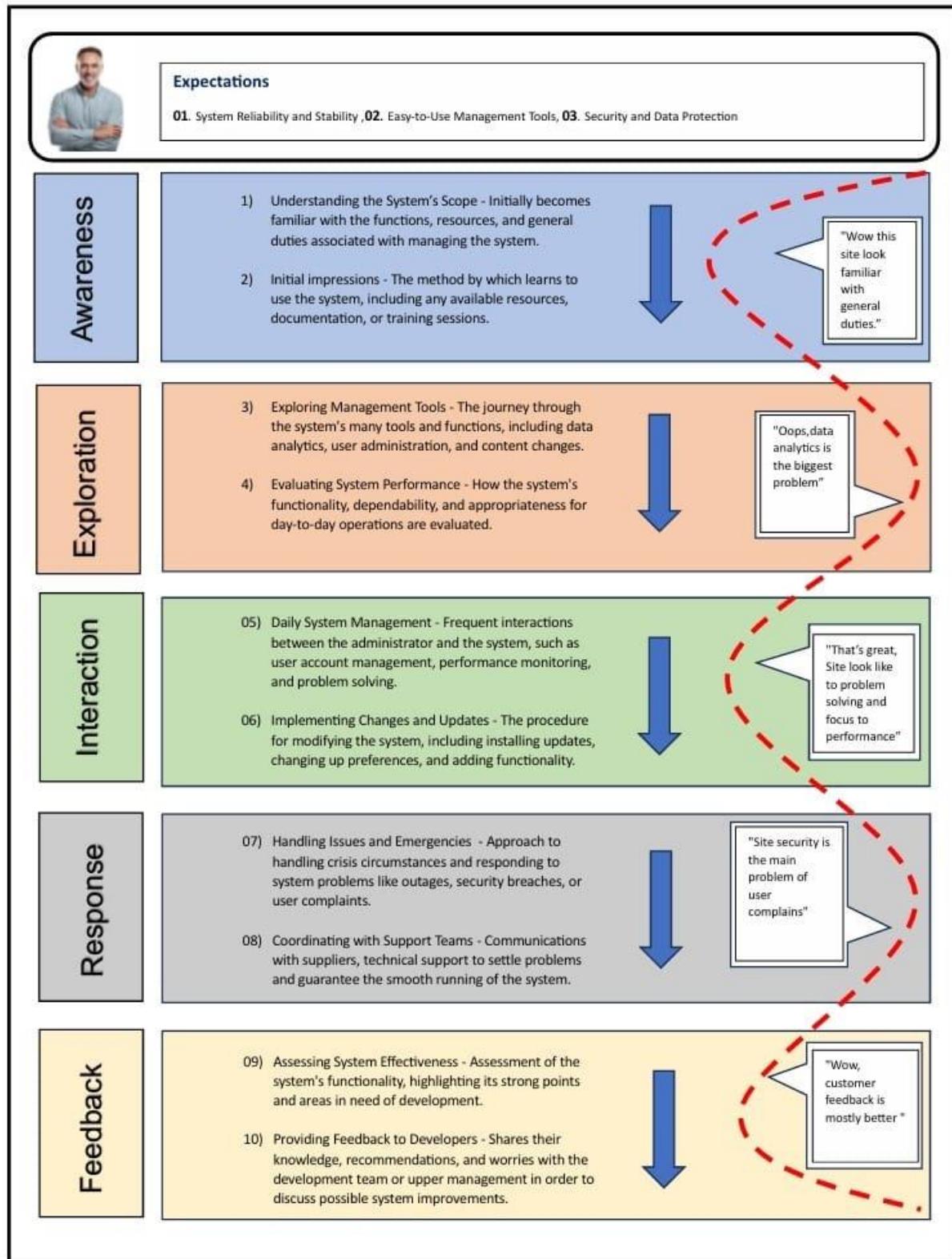


Figure 10 - User journey of admin user data analyzing

### 3 Wire Frames

#### Home Page

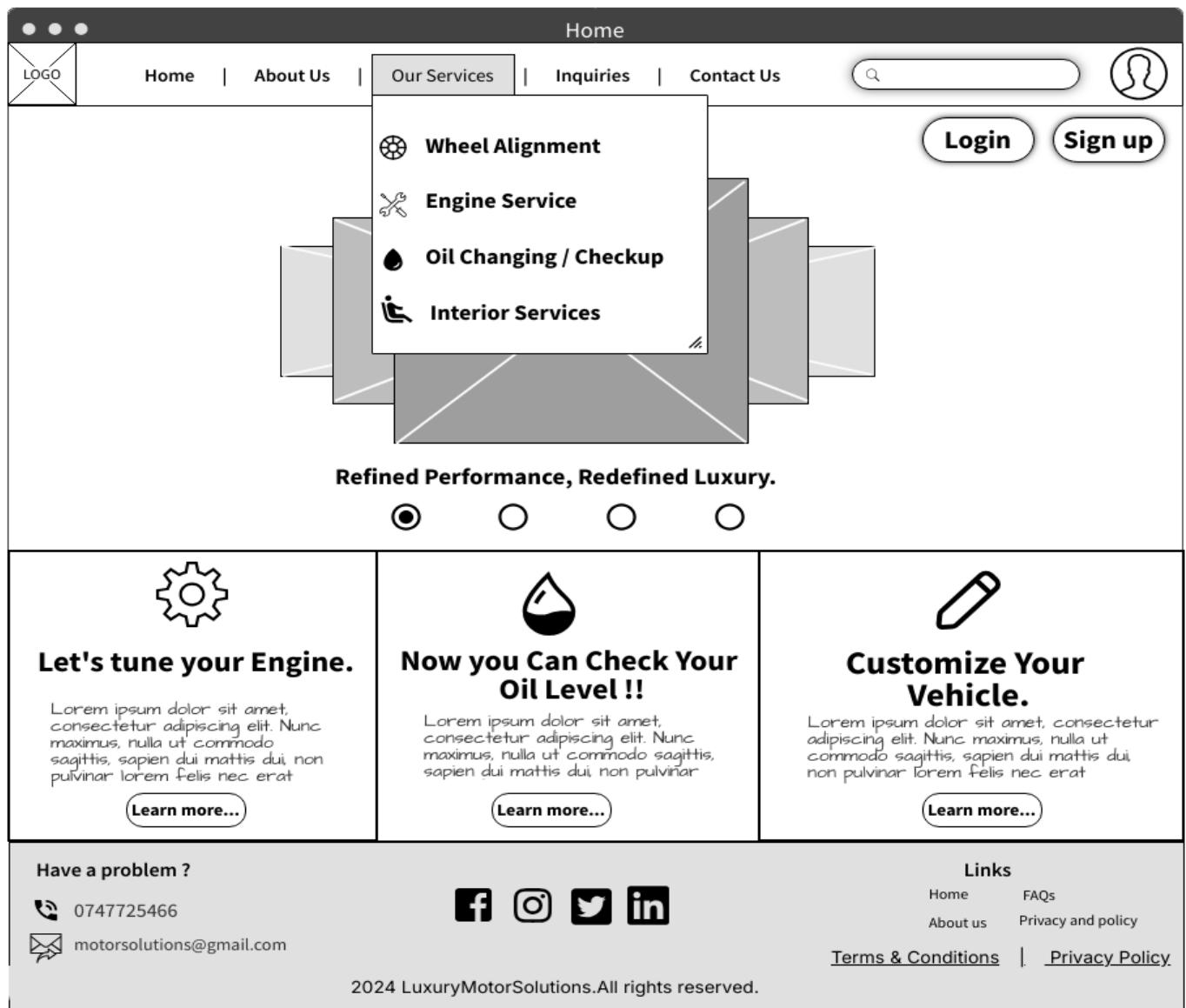


Figure 11 - Home page

## Log In

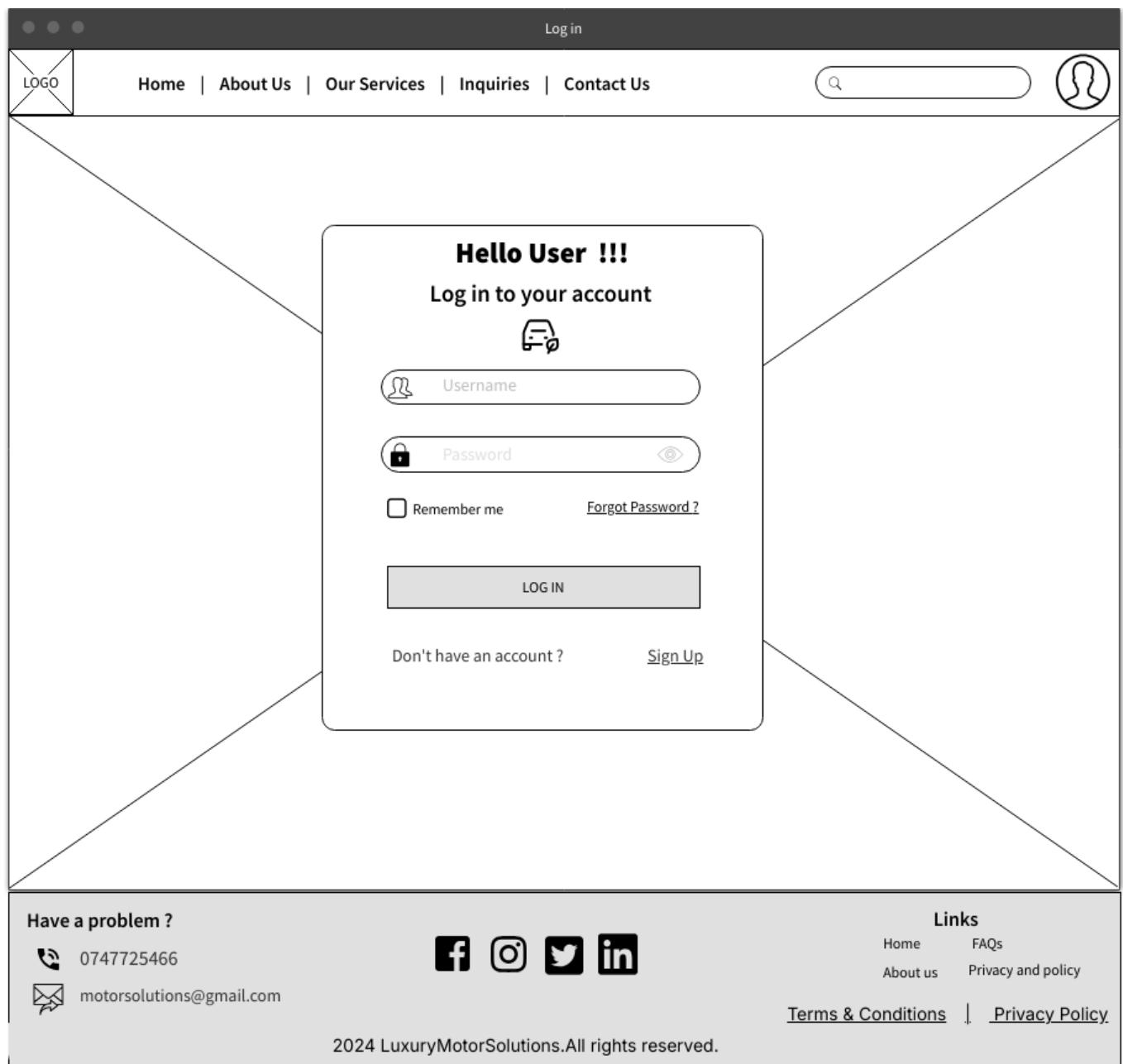


Figure 12 - Log in page

## Sign Up

The screenshot shows the sign-up page for Luxury Motor solutions. At the top, there is a navigation bar with links to Home, About Us, Our Services, Inquiries, and Contact Us. A search bar and a user icon are also present. The main heading is "Create a new account". Below it, there is a link to "Log in" if you already have an account. The form consists of four input fields: "First Name", "Last Name", "Email", and "Password". There is also a checkbox for agreeing to terms and conditions. A large "Sign Up" button is centered at the bottom of the form. At the very bottom, there are links for "Help", "Privacy", and "Terms", along with language selection ("English(United States) ▾") and social media icons for Facebook, Instagram, Twitter, and LinkedIn.

Luxury Motor solutions

LOGO

Home | About Us | Our Services | Inquiries | Contact Us

Create a new account

Already have an account? [Log in](#)

First Name

Last Name

Email

Password

I agree to the terms and conditions

[Sign Up](#)

English(United States) ▾      Help   Privacy   Terms

Have a problem?

📞 0747725466

✉️ motorsolutions@gmail.com

f    i    t    ln

Links

Home      FAQs  
About us      Privacy and policy  
[Terms & Conditions](#) | [Privacy Policy](#)

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Figure 13 - Sign up page

# About Us

The wireframe illustrates the layout of an 'About Us' page. At the top, there's a header bar with a logo icon, navigation links ('Home | About us | Our Service | Inquiries | Contact Us'), a search bar, and a user profile icon. Below the header is a main title 'ABOUT US'. The page content is organized into six main sections arranged in two rows of three:

- Head Office**: Contains placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat'.
- Our Branches**: Contains placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat'.
- Our Services**: Contains placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat'.

- Service Stations**: Contains placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat'.
- Achievements**: Contains placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat'.
- Our History**: Contains placeholder text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien dui mattis dui, non pulvinar lorem felis nec erat'.

At the bottom left, there's a contact section with icons for phone and email, and the text 'Have a problem ?' followed by the contact details: '0747725466' and 'motorsolutions@gmail.com'. The bottom right features a 'Links' section with links to 'Home', 'FAQs', 'About us', 'Privacy and policy', and 'Terms & Conditions | Privacy Policy'. The footer also includes the copyright notice '2024 LuxuryMotorSolutions.All rights reserved'.

Figure 14 - About us page

# Contact Us

The wireframe illustrates a contact page layout. At the top, there's a header bar with a logo, navigation links (Home, About Us, Our Services, Inquiries, Contact Us), a search bar, and a user icon. Below the header, the main content area is divided into several sections:

- Get In Touch With Us**: A form section containing fields for Name, Vehicle No, Email, and a large Message area, followed by a Submit button.
- Phone number**: An icon of a smartphone with three horizontal lines below it.
- Chat To Support**: An icon of a speech bubble with a "Click Here" button below it.
- Our main center**: An icon of a location pin with three horizontal lines below it.
- Fax**: An icon of an envelope with three horizontal lines below it.

In the footer, there are sections for "Have a problem?", social media links (Facebook, Instagram, Twitter, LinkedIn), email addresses (0747725466, motorsolutions@gmail.com), and copyright information (2024 LuxuryMotorSolutions. All rights reserved.). On the right, there's a "Links" sidebar with Home, FAQs, About us, Privacy and policy, Terms & Conditions, and Privacy Policy.

Figure 15 - Contact us page

# Wheel alignment

Wheel Alignment

LOGO Home | About us | Our Services | Inquiries | Contact us

Wheel Alignment

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

[See more](#)

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

[See more](#)

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

[See more](#)

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

[See more](#)

**Have a problem?**

0747725466  
motorsolutions@gmail.com

[f](#) [i](#) [t](#) [in](#)

Links

Home FAQs  
About us Privacy and policy

[Terms & Conditions](#) | [Privacy Policy](#)

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Figure 16 – Wheel alignment

# Privacy Policy

The screenshot shows a website layout for a privacy policy page. At the top, there is a header bar with a logo, navigation links for Home, About Us, Our Services, Inquiries, Contact Us, a search bar, and a user icon. The main title "Privacy and Policy" is centered above a grid of six sections. The sections are arranged in two rows of three:

- Introduction**: Includes a brief placeholder text block.
- Information**: Includes a brief placeholder text block.
- How we use your Information.**: Includes a brief placeholder text block.
- How we share your Information.**: Includes a brief placeholder text block.
- Your Rights**: Includes a brief placeholder text block.
- Security**: Includes a brief placeholder text block.

Below the grid, there is a section for "Have a Problem ?" with contact information (phone number and email) and social media icons for Facebook, Instagram, Twitter, and LinkedIn. To the right, there is a "Links" section with links to Home, FAQs, About us, and Privacy and policy. At the bottom, there is a copyright notice for 2024 LuxuryMotorSolutions and links to Terms & Conditions and Privacy Policy.

Figure 17 - Privacy policy page

## User Profile

The screenshot shows the 'User Profile' page. At the top, there is a navigation bar with a logo, a search bar, and a user icon. Below the navigation bar, the main content area has a title 'Welcome User' with a profile picture placeholder. On the left, a sidebar contains a search bar, and a list of links: Personal Info, Service History, Security, Review History, and Settings. Under Settings, it shows login activity, first access to the site (redacted), and last access to the site (redacted). At the bottom of the sidebar is a 'Log Out' button. The main content area displays user information in input fields with 'Edit' buttons: User Name (Senash Dilshara), NIC (redacted), Vehicle No plate (ABG - 5694), Gender (Male), and Phone number (redacted). A 'Save' button is at the bottom right. At the very bottom of the page, there is a footer with links for Home, FAQs, About us, Privacy and policy, Terms & Conditions, and Privacy Policy.

User Profile

LOGO

Home | About Us | Our Services | Inquiries | Contact Us

Search

Personal Info

Service History

Security

Review History

Settings

Login activity

First access to the site:  
[REDACTED]

Last access to the site:  
[REDACTED]

Log Out

Welcome User

User Name : Senash Dilshara

NIC : [REDACTED]

Vehicle No plate : ABG - 5694

Gender : Male

Phone number : [REDACTED]

Save

Have a problem ?

0747725466

motorsolutions@gmail.com

f

Links

Home

About us

FAQs

Privacy and policy

Terms & Conditions | Privacy Policy

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Figure 18 - User profile page

# Engine Service

The wireframe illustrates the layout of the Engine Service page. At the top, there is a header bar with a logo icon, navigation links for Home, About Us, Our Services, Inquiries, and Contact Us, a search bar, and a user profile icon. Below the header, there is a large central area with several service categories listed in boxes: Timing belt repair, Bearing Change or repair, Fuel injectors clean or repair, Values Clean or repair, Spark plugs replace, Others, and Engine Block repair. Each category box contains a brief description and a "See more" button. At the bottom of the page, there is a footer section with contact information (Have a Problem? phone number 0747725466 and email motorsolutions@gmail.com), social media icons for Facebook, Instagram, Twitter, and LinkedIn, and links to various site pages like Home, FAQs, About us, and Privacy and policy. A copyright notice for 2024 LuxuryMotorSolutions is also present.

Engine Service

Home | About Us | Our Services | Inquiries | Contact Us

LOGO

Timing belt repair

Bearing Change or repair

Fuel injectors clean or repair

Values Clean or repair

Spark plugs replace

Others

Engine Block repair

See more

See more

See more

See more

See more

See more

Have a Problem ?

0747725466

motorsolutions@gmail.com

f i t l n

Links

Home

About us

FAQs

Privacy and policy

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Figure 19 - Engine service page

## Interior service

The wireframe illustrates the structure of the 'Interior service' page. At the top, there is a header bar with a logo icon, navigation links for Home, About Us, Our Services, Inquiries, and Contact Us, a search bar, and a user profile icon. Below the header, a large central area is labeled 'Image'. Underneath this, there are four rectangular service cards, each containing an icon and text, followed by a 'See more' button. The services listed are: Dashboard repair or replace (with a clock icon), Center console repair or replace (with a monitor icon), Audio/Infotainment System repair or replace (with a speaker icon), and Other (with three dots icon). At the bottom, there is a footer section with contact information (Have a Problem? phone number 0747725466, email motorsolutions@gmail.com), social media links (Facebook, Instagram, Twitter, LinkedIn), and a 'Links' section with links to Home, FAQs, About us, and Privacy and policy. A copyright notice for 2024 LuxuryMotorSolutions is also present.

Interior Services

LOGO

Home | About Us | Our Services | Inquiries | Contact Us

Search

User profile

Image

Dashboard repair or replace

Center console repair or replace

Audio/Infotainment System repair or replace

Other

See more

See more

See more

See more

Have a Problem ?

0747725466

motorsolutions@gmail.com

Links

Home

FAQs

About us

Privacy and policy

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Figure 20 - Interior service page

## 4 Individual Contribution

	<b>Student ID</b>	<b>Student Name</b>	<b>Individual Contribution</b>
1	IT23631410	B G S H Dilshara	<ul style="list-style-type: none"><li>• Persona: Senior citizen</li><li>• User Journey: Senior citizen</li><li>• Wireframe: Login, User profile</li></ul>
2	IT23588714	K H S Dinsara	<ul style="list-style-type: none"><li>• Persona: Traveler</li><li>• User Journey: Traveler</li><li>• Wireframe: Contact Us, about us</li></ul>
3	IT23775442	T G C Theekshana	<ul style="list-style-type: none"><li>• Persona: Customer care officer</li><li>• User Journey: Customer care officer</li><li>• Wireframe: Engin service, Home page</li></ul>
4	IT23656574	G H C R Saumya	<ul style="list-style-type: none"><li>• Persona: Editor</li><li>• User Journey: Editor</li><li>• Wireframe: privacy policy, Wheel alignment</li></ul>
5	IT23637832	D D Samaranayaka	<ul style="list-style-type: none"><li>• Persona: Admin</li><li>• User Journey: Admin</li><li>• Wireframe: Sign Up, Interior service</li></ul>