

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

## Editor

- Example : Page Editing



Figure 3 - Editor 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

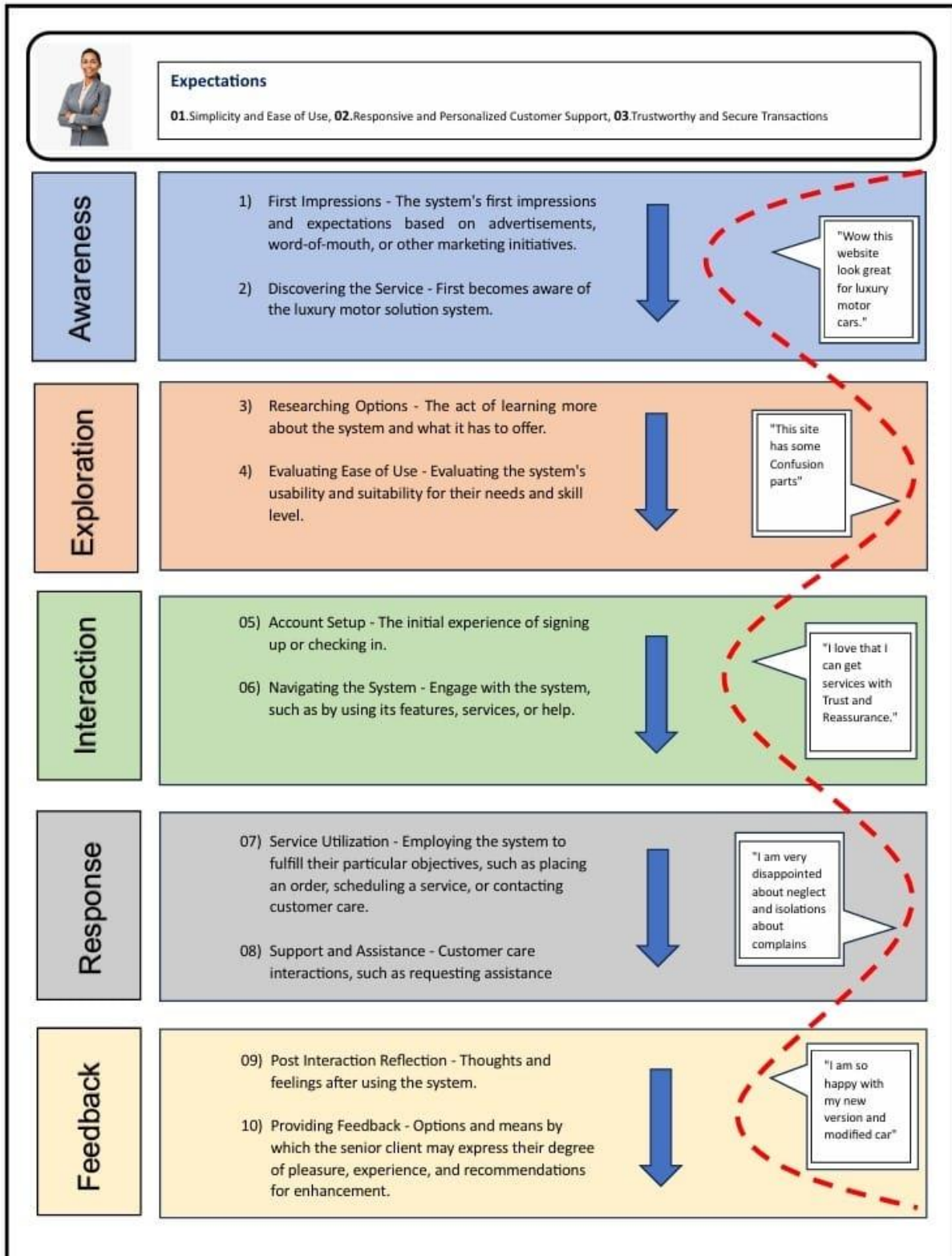


Figure 6 - User journey of unregistered user creating a new account

## Customer Care Officer

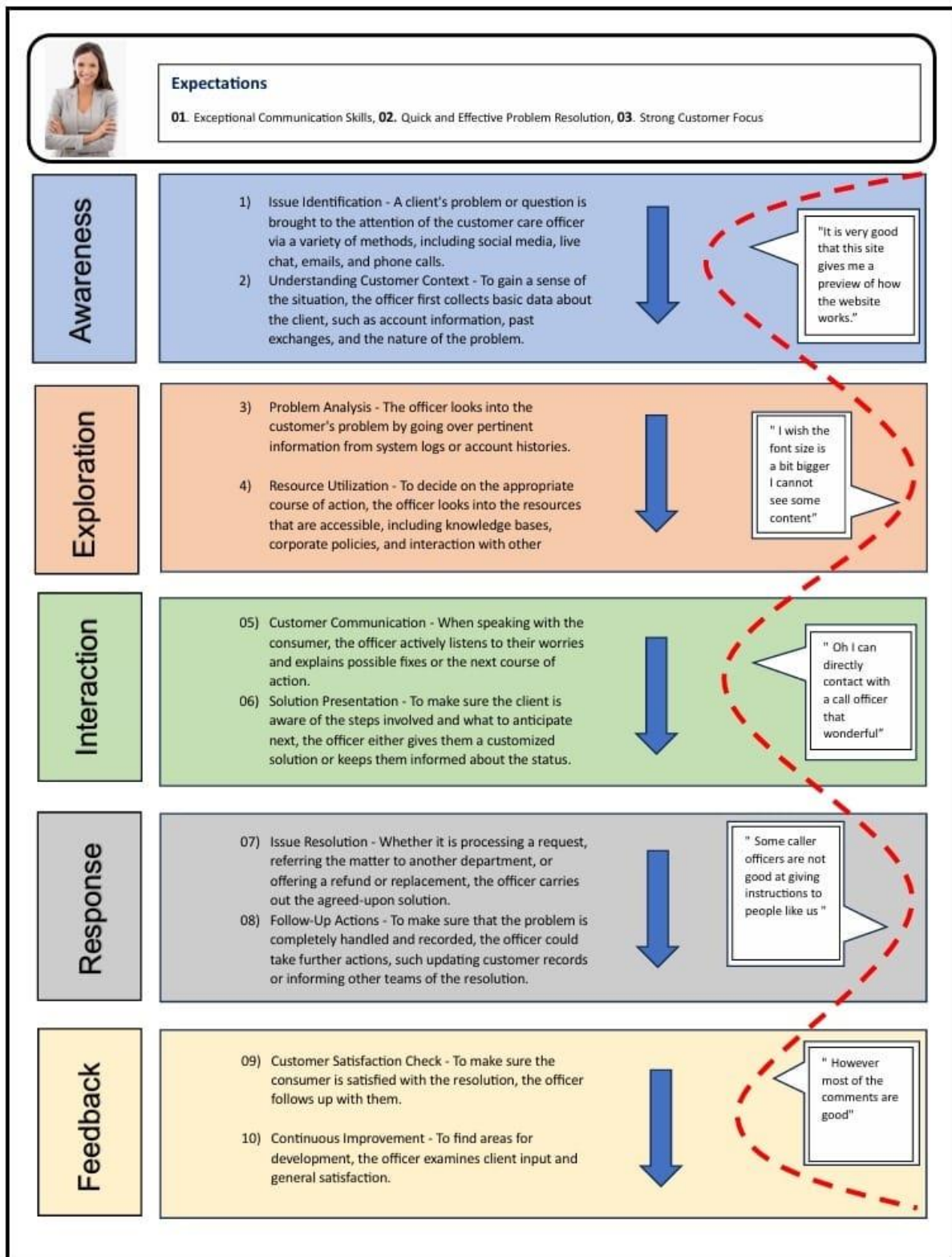


Figure 7 - User journey of customer care officer taking calls



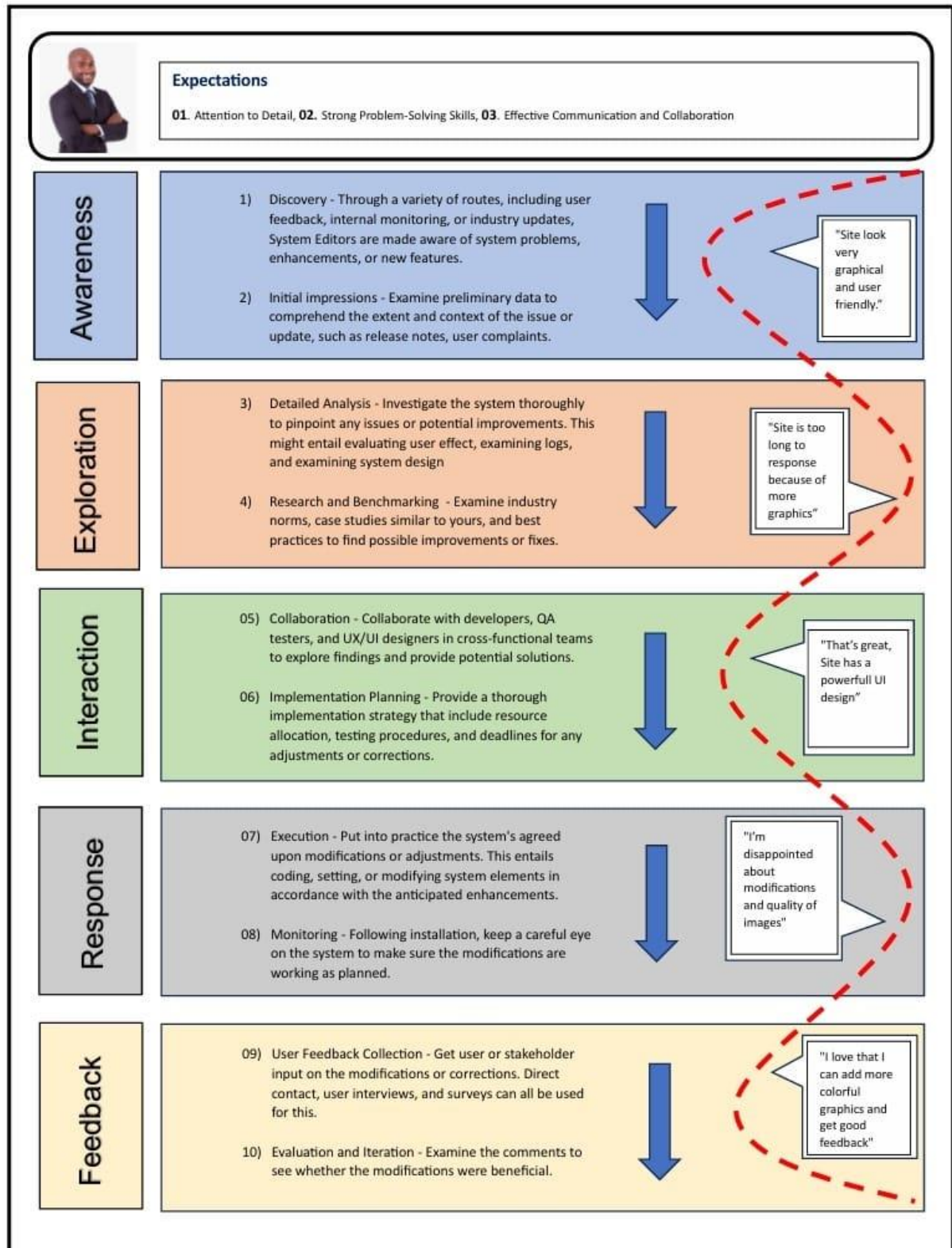


Figure 8 - User journey of editor designing the site

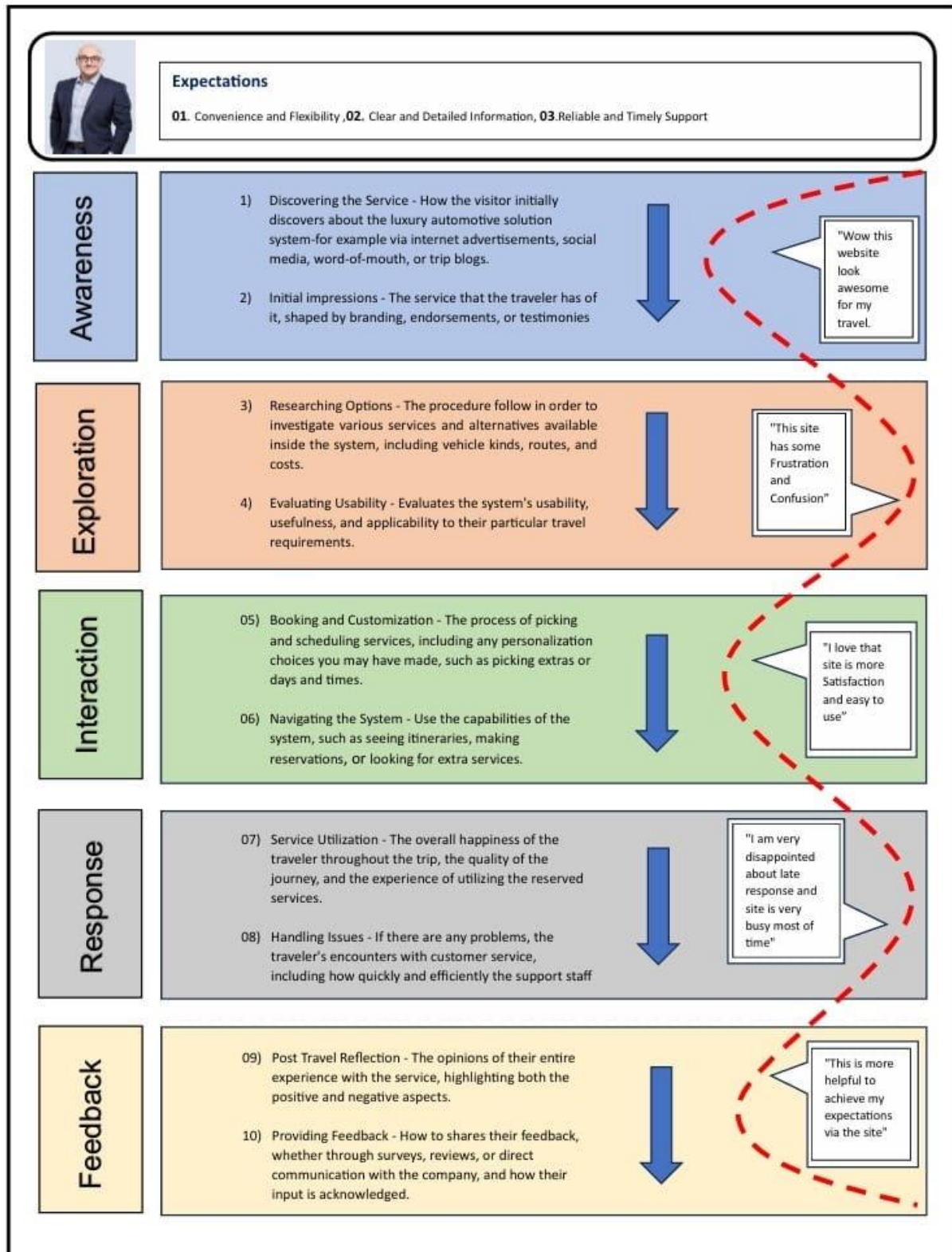


Figure 9 - User journey of traveler discovering the web page

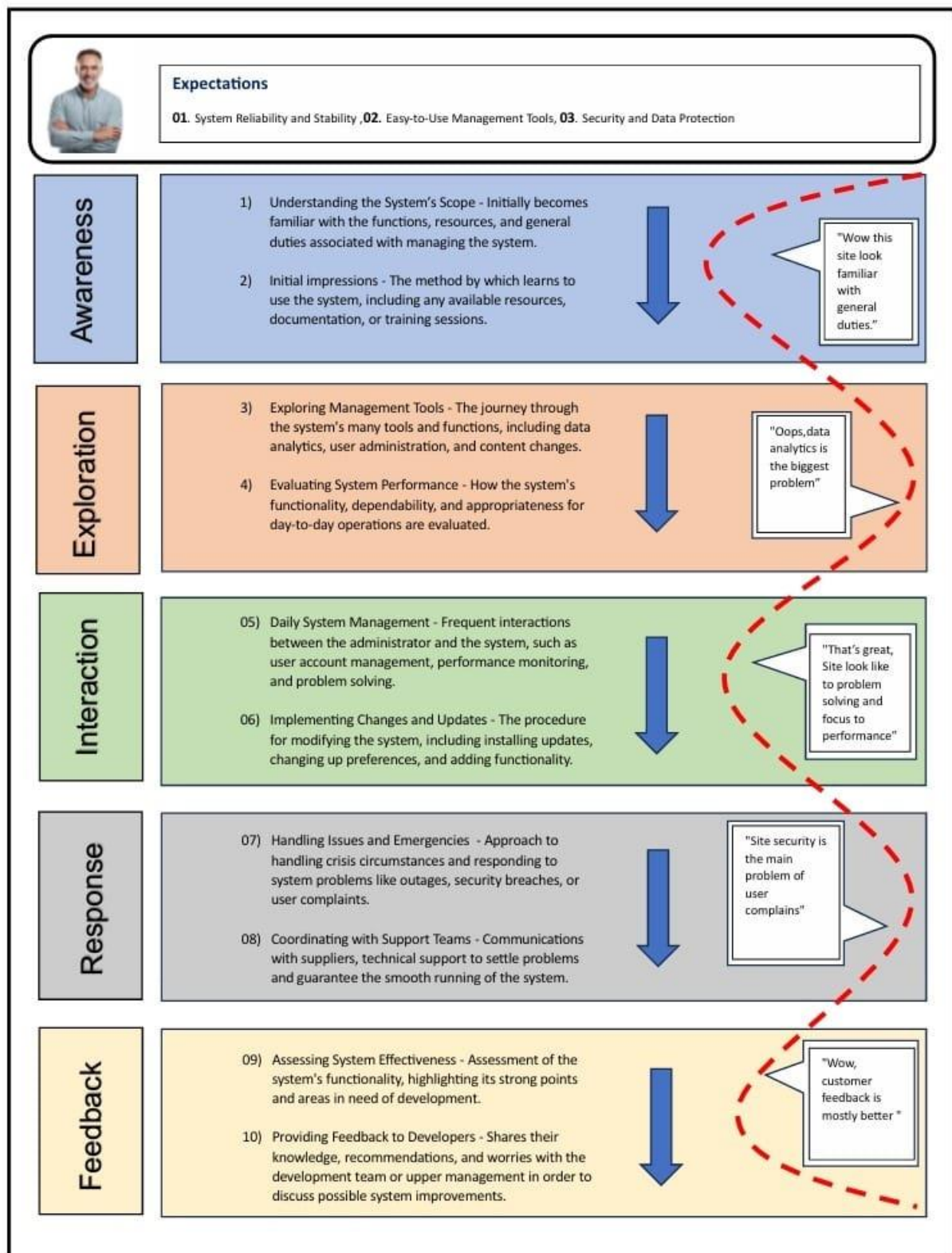


Figure 10 - User journey of admin user data analyzing

### 3 Wire Frames

#### Home Page

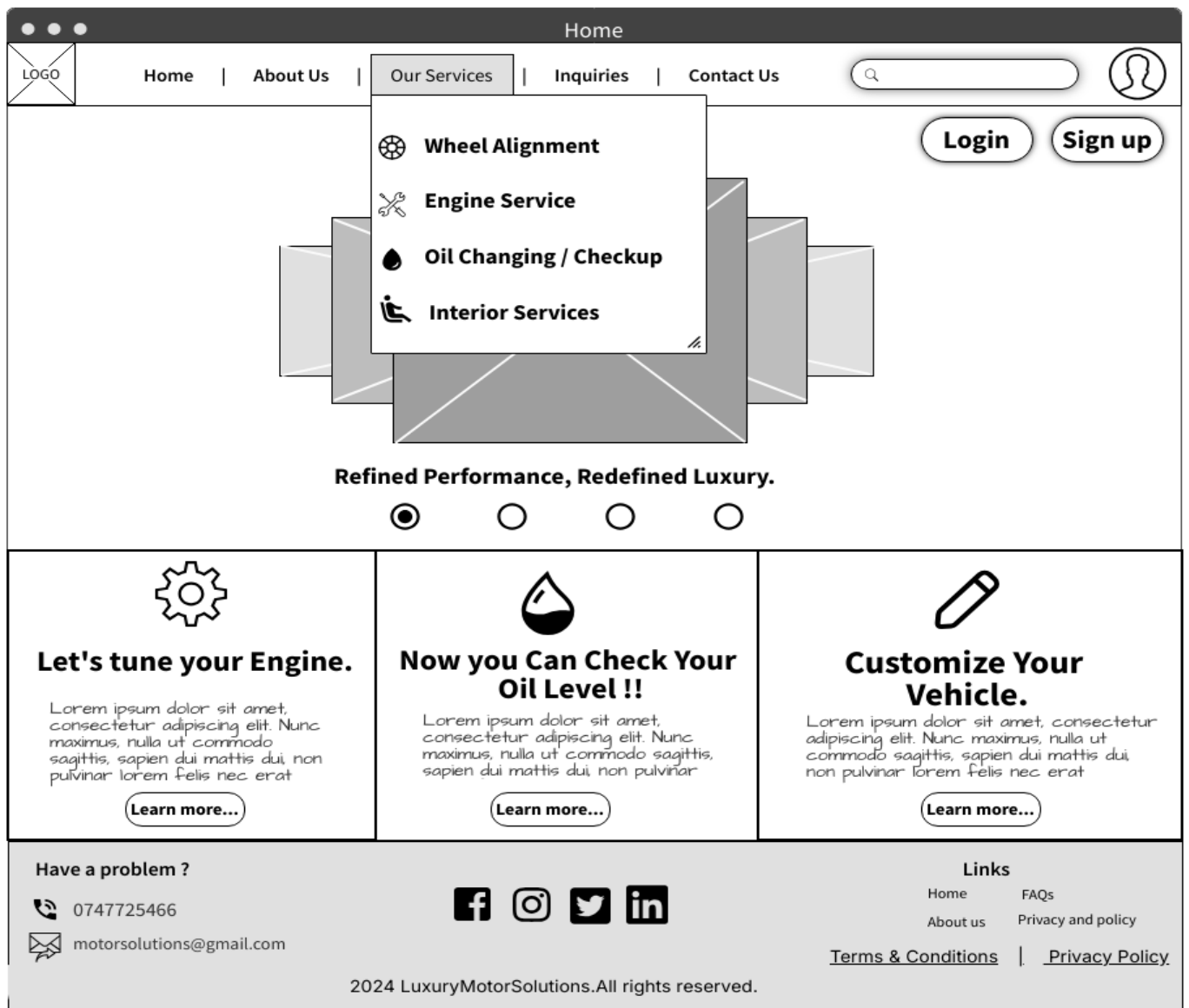


Figure 11 - Home page



# Log In

LOGO

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

**Hello User !!!**  
Log in to your account



Username

Password

☐ Remember me

Forgot Password ?


LOG IN


Don't have an account ?

Sign Up

Have a problem ?

 0747725466

 motorsolutions@gmail.com



Links

Home

About us

FAQs

Privacy and policy

Terms & Conditions

Privacy Policy

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Figure 12 - Log in page

# Sign Up

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

Links

Home

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[Terms & Conditions](#)

[Privacy Policy](#)

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Figure 13 - Sign up page

# About Us

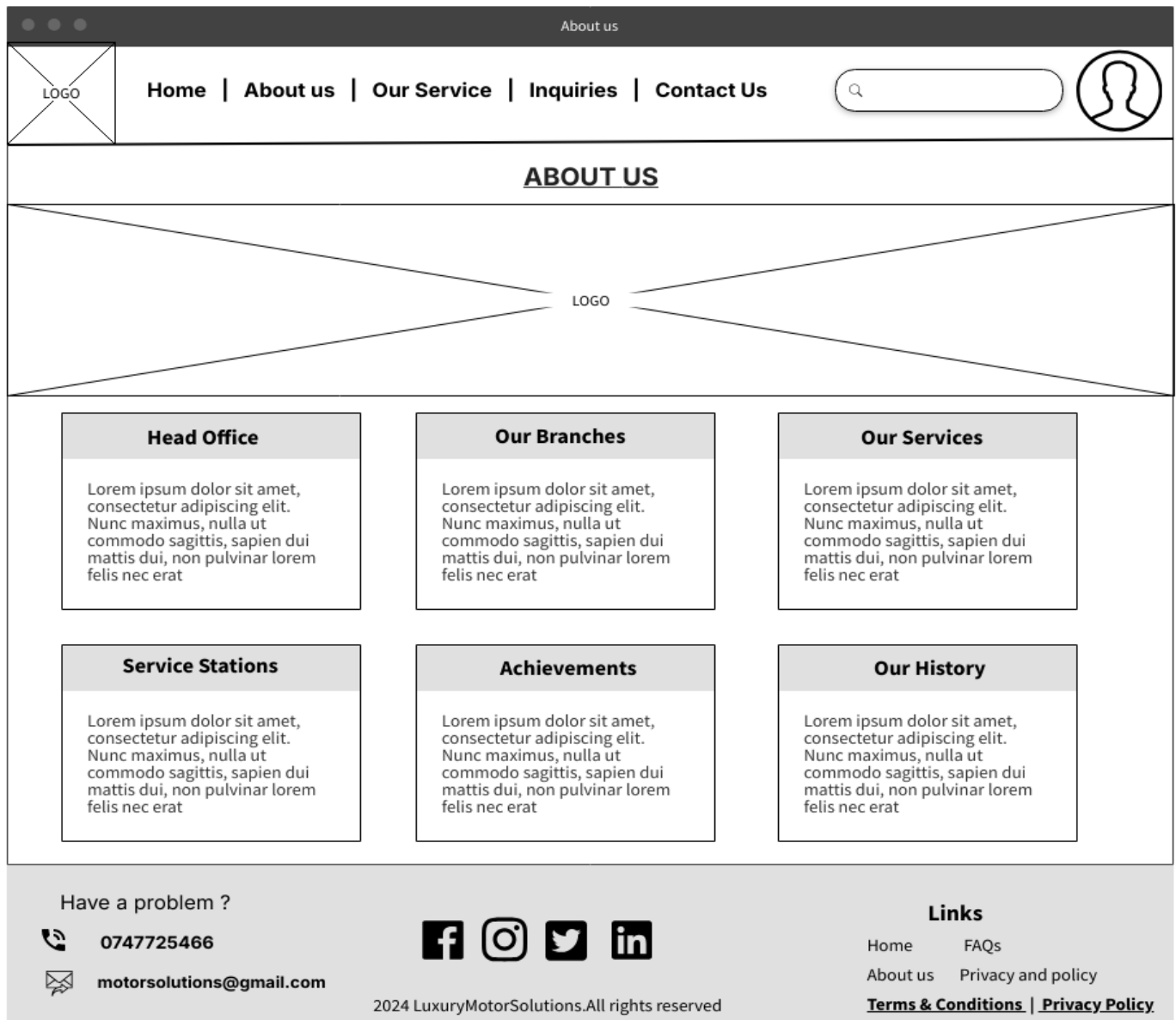


Figure 14 - About us page

# Contact Us

CONTACT US

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

LOGO

Get In Touch With Us

Name

Vehicle No

Email

Message

Submit

Have questions? We are available to assist you! To get in touch with our customer support team, either use the form below or the provided contact information. We make an effort to react quickly and efficiently.

Phone number

Chat To Support

Click Here

Our main center

Fax

Have a problem ?

0747725466

motorsolutions@gmail.com

f

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Home

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Figure 15 - Contact us page

# Wheel alignment

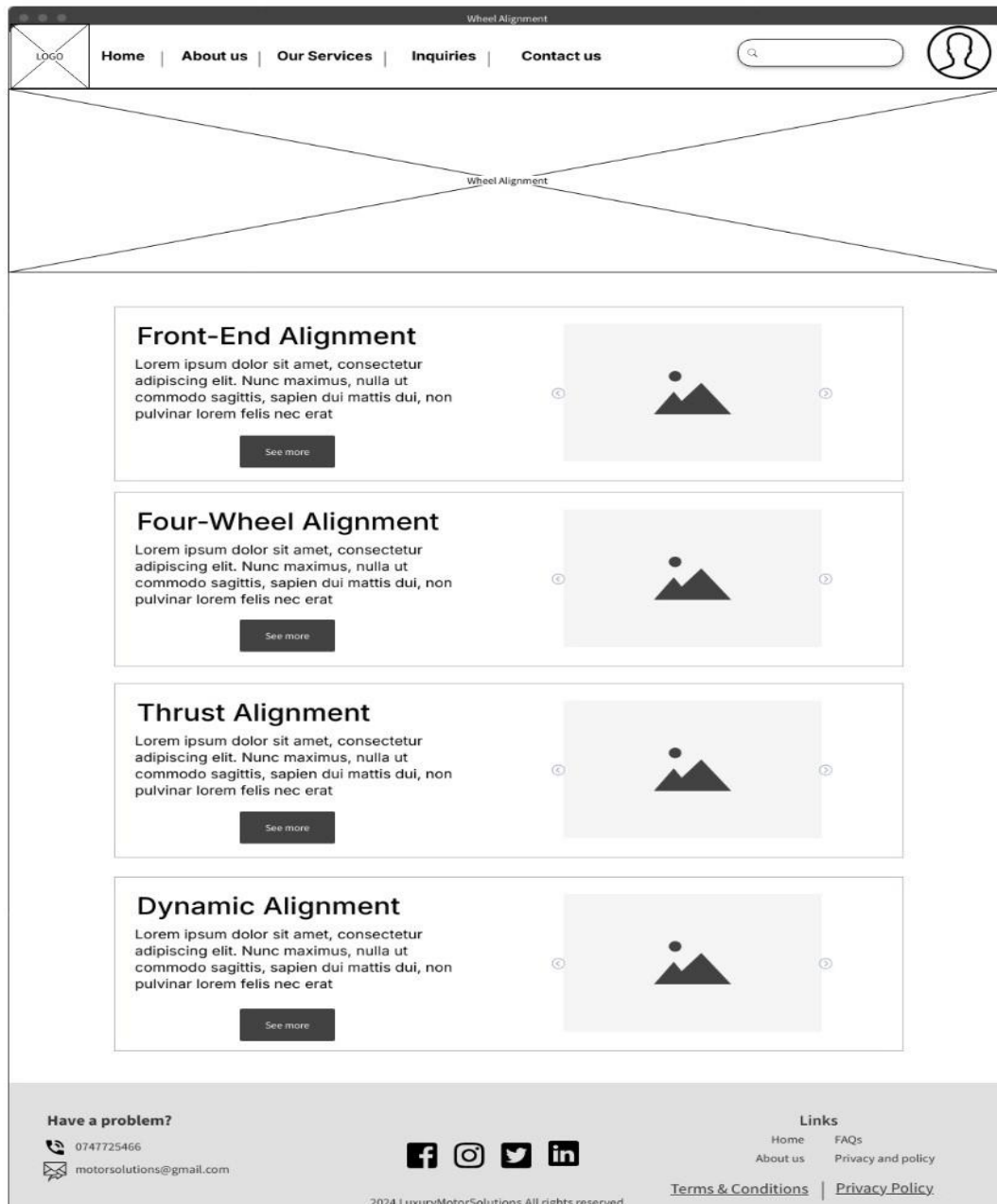


Figure 16 – Wheel alignment

# Privacy Policy

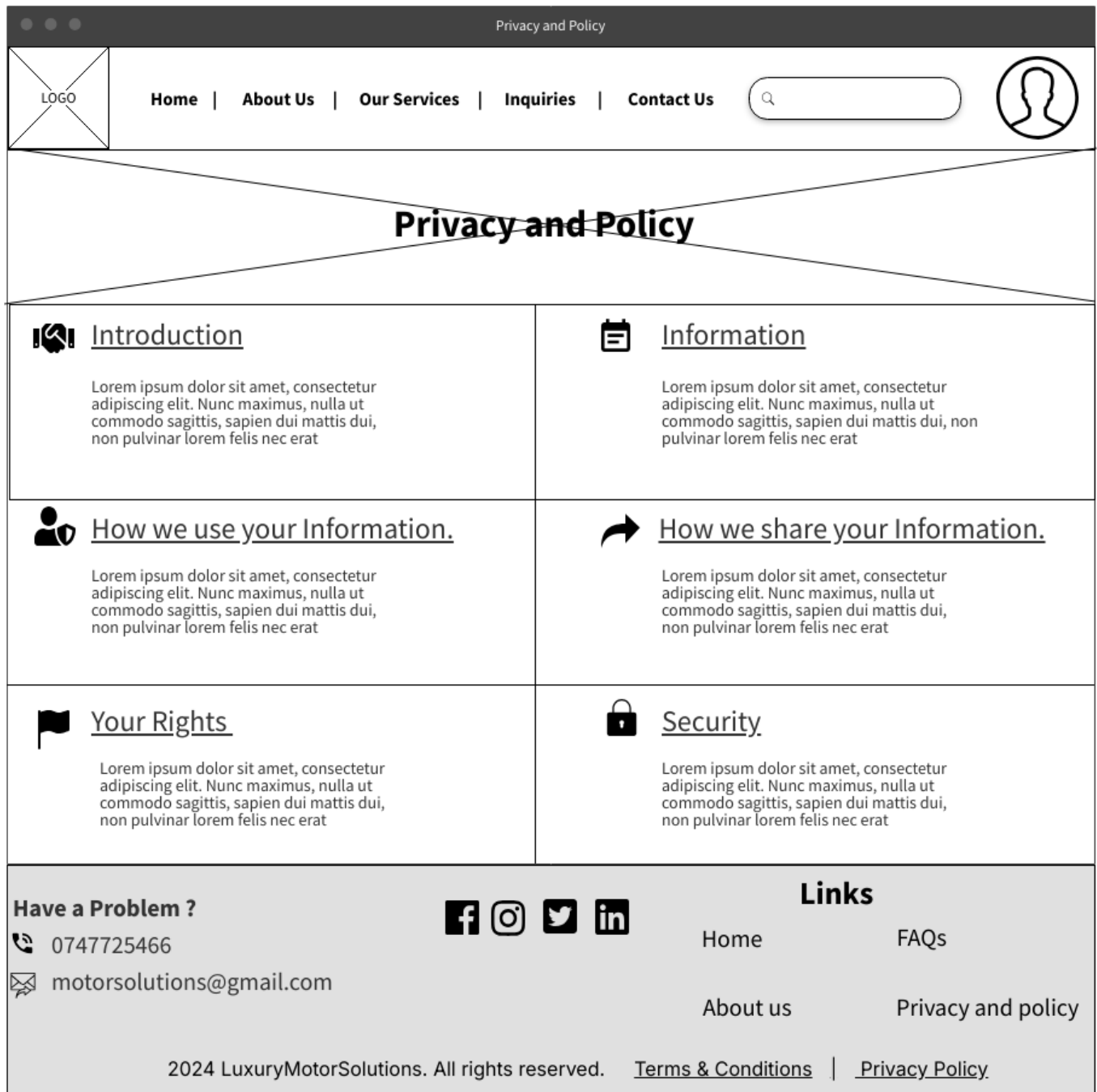


Figure 17 - Privacy policy page

## 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:

Last access to the site:

Log Out

Welcome User

User Name : 

Edit

NIC : 

Edit

Vehicle No plate : 

Edit

Gender : 

Edit

Phone number : 

Edit

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

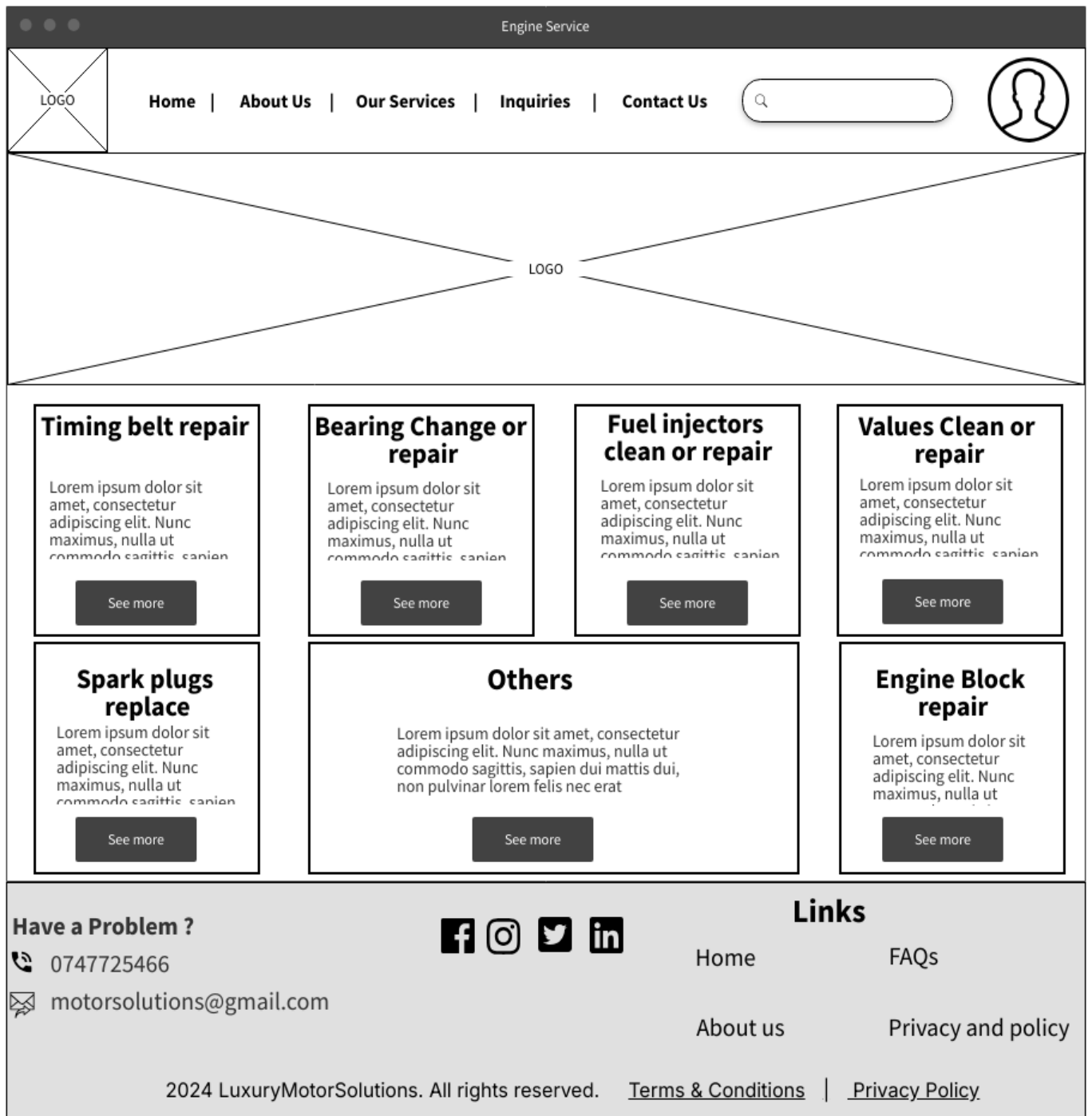


Figure 19 - Engine service page



## Interior service

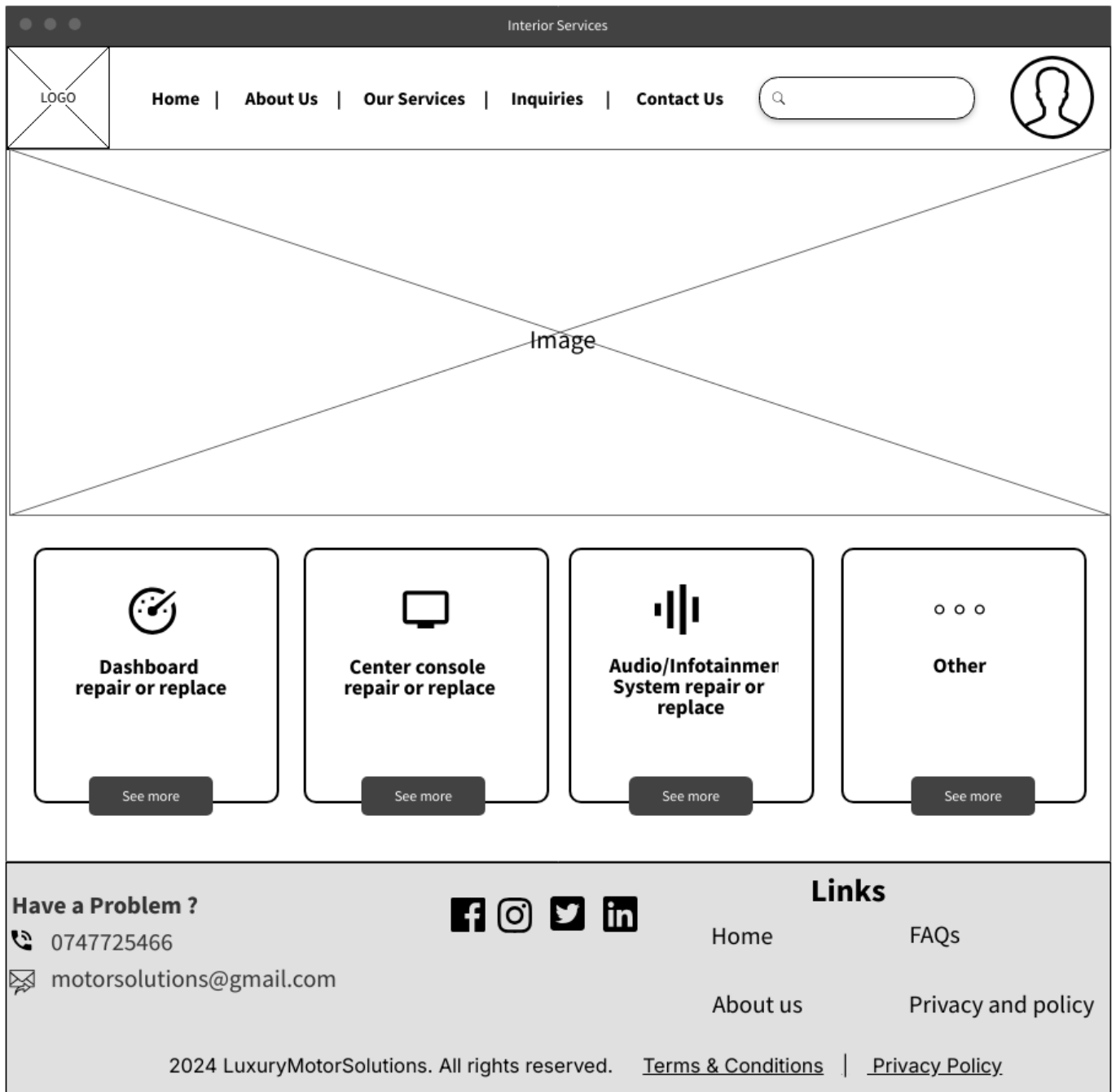


Figure 20 - Interior service page

## 4 Individual Contribution

	Student ID	Student Name	Individual Contribution
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>