IIIT DELHI

Scenarios

Presented by Group 16

Hello, TAs! We are Group 16!

Meet the Group

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Introduction

Hello everyone!
The Objective of today's presentation is to create a story that describes how a persona would use our product.
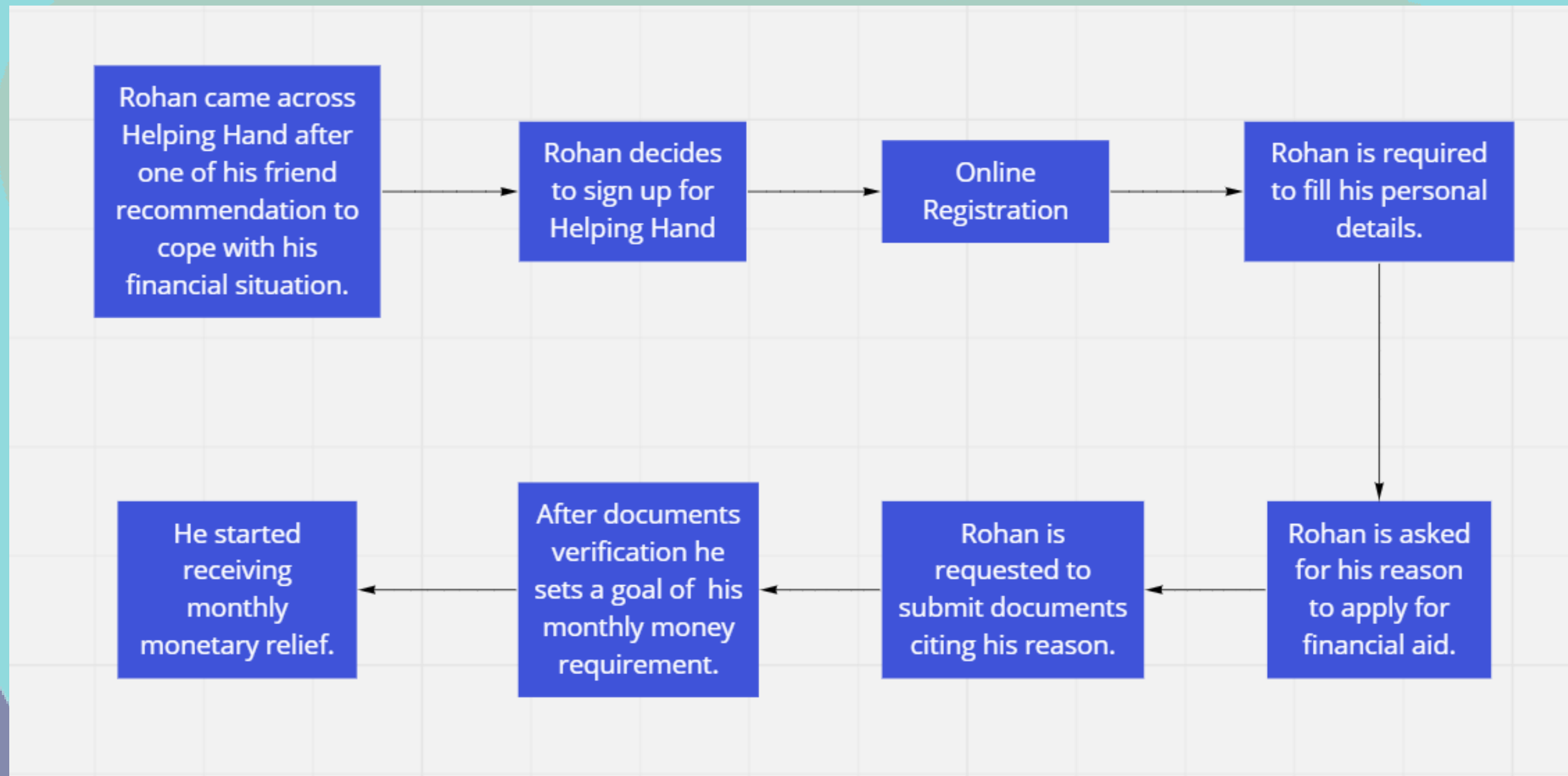
Story

Scenario: College student

Rohan Verma is a fresher at IIIT Delhi in the CSE branch. He just turned 18 last month. His keen interest in technology resulted in him pursuing computer science. He has always been a bright student and also like to play football.

His daily life was going well until the day his father died unfortunately due to covid19, three months ago. Since there was no one else to earn their bread, their savings started running low. It is hard for them to get a three-time meal. They have no other source of income in his family like grandparents' pension. His father did not have any insurance. Even after the government scholarship, the payment was not sufficient. The tight schedule at IIIT-D cannot let him earn money on his own else his grade would slip down.
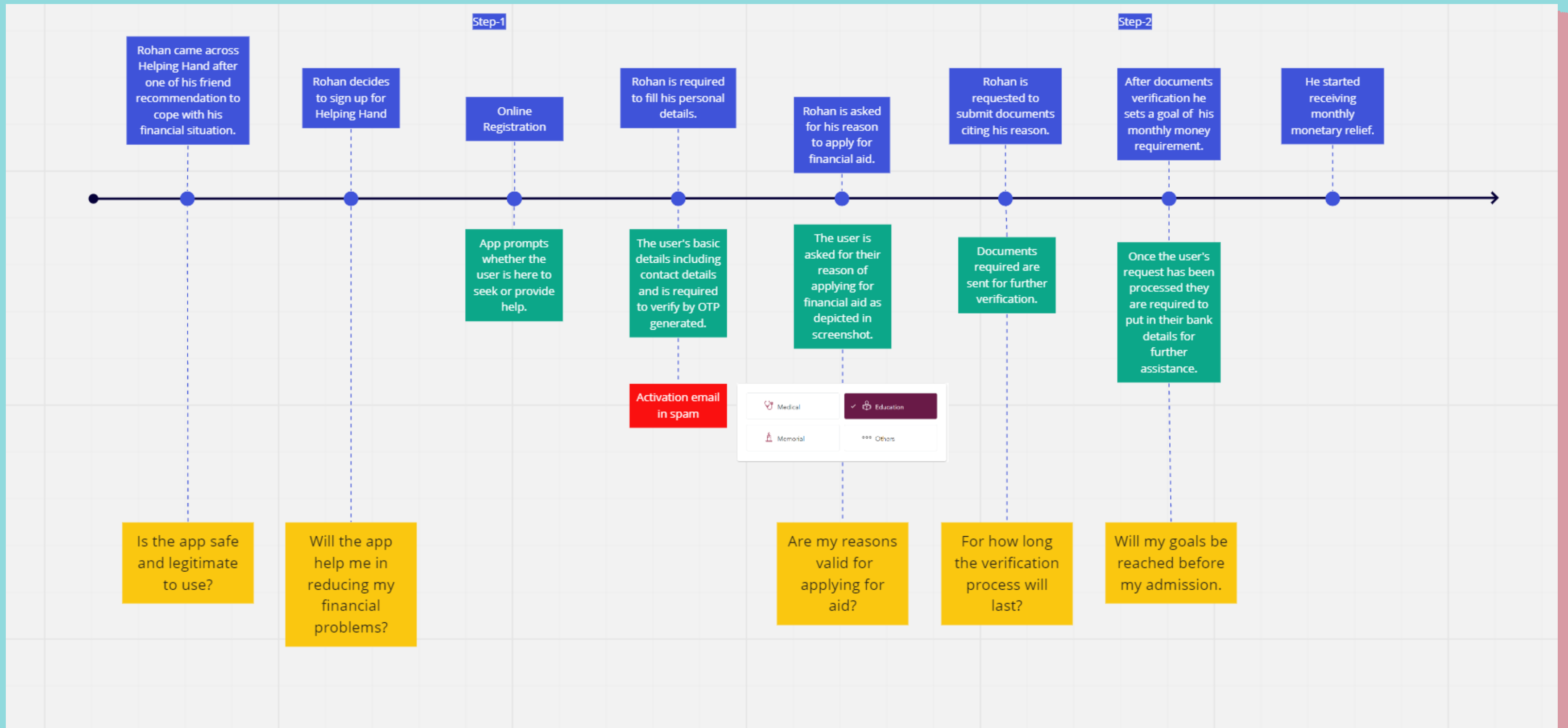
He got in touch with Helping Hand through his friend's suggestion. This app's primary purpose is to provide help, aid, financial support and raise funds for Students who are in monetary trouble due to the unfortunate death of their family member because of Covid-19, natural calamities, and other reasons. The side draws legitimacy from government verification and certification from various credible and renowned organizations, which are mentioned on the front page. Rohan sees many such students like him who have got help through us. He has developed a good trust in us, and now he wishes to register and get help from us. The app shows him different eligibility criteria that he may fall under and choose to proceed. The app also checks that the individual needs genuine help by verifying documents like death certificate, aadhar cards, family income, etc. Now Rohan describes what sort of help he seeks, sets up a monetary goal, and provides specific contact and bank details for fund transfer. Now donators can view his case and provide support accordingly.

After holding our hand, he has fulfilled his dream of pursuing computer science, and his financial vows have been taken care of. He is very grateful and has vowed to donate money to others who will be in a similar situation to when he will be earning for himself.

Sequence of Steps

Rohan came across Helping Hand after one of his friend recommendation to cope with his financial situation.

Rohan decides to sign up for Helping Hand

Online Registration

Rohan is required to fill his personal details.

He started receiving monthly monetary relief.

After documents verification he sets a goal of his monthly money requirement.

Rohan is requested to submit documents citing his reason.

Rohan is asked for his reason to apply for financial aid.

Scenario map

Step-1

Step-2

Rohan came across Helping Hand after one of his friend recommendation to cope with his financial situation.

Rohan decides to sign up for Helping Hand

Online Registration

Rohan is required to fill his personal details.

Rohan is asked for his reason to apply for financial aid.

Rohan is requested to submit documents citing his reason.

After documents verification he sets a goal of his monthly money requirement.

He started receiving monthly monetary relief.

App prompts whether the user is here to seek or provide help.

The user's basic details including contact details and is required to verify by OTP generated.

The user is asked for their reason of applying for financial aid as depicted in screenshot.

Documents required are sent for further verification.

Once the user's request has been processed they are required to put in their bank details for further assistance.

Activation email in spam

Medical   ✓ Education

Memorial   Others

Is the app safe and legitimate to use?

Will the app help me in reducing my financial problems?

Are my reasons valid for applying for aid?

For how long the verification process will last?

Will my goals be reached before my admission.

Link:

https://miro.com/app/board/uXjVON-AyQE=/?invite_link_id=110261056551

THANKYOU

Contributions

Utkarsh-   Contributed in preparation of scenario's narrative.

Nitesh-   Contributed in preparation of scenario's narrative.

Lakshay-   Contributed in preparation of scenario's map and user flow.

Sahil-   Contributed in preparation of scenario's map and user flow.