

User Personas and User Stories

User Personas

- **Customer Persona**

Name: Nadeesha Perera

Age: 28

Occupation: Software Engineer

Tech Comfort: High

Goals:

- Easily book and track service appointments for her car.
- Receive timely updates on service progress.
- Communicate quickly with service staff.
- Locate the nearest service center using GPS.
- Receive notifications about appointment changes.

Frustrations / Pain Points:

- Current service apps are confusing and slow.
- Has to call multiple times for updates.
- Difficult to reschedule or modify appointments.
- Unaware of nearby service centers during emergencies.

- **Employee Persona**

Name: Tharindu Silva

Age: 32

Occupation: Automobile Service Technician

Tech Comfort: Medium

Goals:

- Log time for each service performed accurately.
- Track all assigned tasks efficiently.
- Avoid missing appointments or service tasks.
- Receive shift schedules and resource availability updates.
- Check inventory for required parts during service.

Frustrations / Pain Points:

- Paper-based logging is error-prone.
- Hard to see daily workload at a glance.
- Lack of real-time updates from other departments.
- Delays due to unavailable parts or scheduling conflicts.

- **Admin / Manager Persona**

Name: Rashmi Fernando

Age: 40

Occupation: Service Center Manager

Tech Comfort: Medium

Goals:

- Monitor overall service center efficiency.
- Approve employee schedules and time logs.
- Track customer satisfaction and appointment trends.
- Manage inventory and resource allocation.
- Generate reports and handle communication channels.

Frustrations / Pain Points:

- No centralized view of appointments and tasks.
- Hard to detect bottlenecks or delays.
- Reporting is time-consuming.
- Difficulty managing inventory shortages or shift conflicts.

User Stories

Customer User Stories

1. **Booking Appointments**
As a customer, I want to book a service appointment online so that I can avoid long wait times at the service center.
2. **Service Progress Tracking**
As a customer, I want to see real-time updates on my car's service status so that I know when it will be ready.
3. **Appointment Modification**
As a customer, I want to reschedule or cancel appointments easily so that I can manage my time effectively.
4. **Notifications & Reminders**
As a customer, I want to receive reminders and notifications for my upcoming service via email/SMS/push so that I don't miss my appointments.
5. **Geo-Location Services**
As a customer, I want to locate the nearest service center using GPS so that I can get quick assistance when needed.

Employee User Stories

1. **Task Logging**
As an employee, I want to log service time for each task so that management can track efficiency and productivity.
2. **View Daily Tasks**
As an employee, I want to see a list of my assigned service tasks for the day so that I can plan my work efficiently.
3. **Update Task Status**
As an employee, I want to update the status of a service task in real-time so that customers and managers are informed.
4. **Receive Notifications**
As an employee, I want to get notified when a new service task or shift change is assigned so that I can start preparing in advance.
5. **Inventory Management**
As an employee, I want to check the availability of spare parts and supplies in real-time so that I can complete services without delays.
6. **Shift Scheduling**
As an employee, I want to view my shift schedule and resource availability so that I can plan my workday effectively.

Admin / Manager User Stories

1. Monitor Appointments & Tasks

As a manager, I want to view all scheduled appointments and ongoing tasks so that I can ensure smooth operations.

2. Approve Time Logs

As a manager, I want to approve or reject employee time logs so that records are accurate and verified.

3. Generate Reports

As a manager, I want to generate daily/weekly reports on appointments, completed services, and customer satisfaction so that I can make informed decisions.

4. Handle Conflicts

As a manager, I want to detect scheduling conflicts or delays so that I can reassign tasks or notify customers.

5. Inventory Management

As a manager, I want to track spare parts and supplies to ensure availability for ongoing and upcoming services so that operations run smoothly.

6. Shift Scheduling & Resource Management

As a manager, I want to manage employee shifts, availability, and resource allocation so that workloads are optimized.

7. Admin Panels

As a manager, I want to use admin panels to manage customers, vehicles, services, employees, inventory, logs, and user roles, including reporting tools and audit logs, so that I can oversee the entire operation efficiently.