**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.*