

# **Sri Lanka Institute of Information Technology**



**SE3050-User Experience Engineering**  
**2021S2\_REG\_WD\_06**

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# Personas

IT19123196



## HELENA MARGRATE

SOFTWARE ENGINEER

**It's so  
difficult to  
channeling  
Doctor**

### DEMOGRAPHICS

- Age : 26
- Gender : Female
- Blood Group : B positive
- Weight : 50kg
- Height : 55
- Marital state : Single
- Location : ,malabe

### SKILLS

creativity  
Leadership  
Programming  
Empathy  
teamwork  
Communication



### SOCIAL



### Technology

Devices own and use



## Background

Helena is a Software engineer. she is responsible for most of the project in company and she is busy person the she hasn't much time to her health but she is very interest about health. so she always need to contact doctors, channeling doctors

## Goals

- wants to be able self manage Health
- Wants to be able to save time
- that shows all services and service charges in one place
- easy to understand

## Frustration

- Finding space in mobile
- unfamiliar with these kind of applications

## Motivations

- Haven't much time to meet doctor physically then that application useful for channeling
- Single place to access all healthcare related tasks
- save time

IT19159072

# Emma Watson

Bussiness Women



## Demographics



- Age:25
- Location: Kurunegala
- Marital status :  
Married
- Business women
- High income



## Background

- Emma is a Business women and she has her own business .She is responsible for managing all the projects in her company. Because of lot of work she is bit weak from her mental health.She mostly think about her health .So in every weekend she contact a doctor for checkup .And also in weekend she spend her time with her family. It help her to become strong in mentally.

## Goals



- Become more efficient in all work
- Be more productive
- Become mentally health because of that she can collaberate with his partners more efficient way. That is helpful for company growth.

## Social



## Technology

Devices own and use



## Personality

- Creative thinking
- Energetic
- Hard working
- Decision making power



## Frustration

- Due to lot of work mentally weak.
- Time management



## Skills

Decision making	<div><div></div></div>	97%
Visualization	<div><div></div></div>	80%
Creativity	<div><div></div></div>	75%
Empathy	<div><div></div></div>	60%

# IT19161884



## Mr. Fernando

32 years old

Bank manager

Colombo

*"A business that makes nothing but money is a poor business."*

### ABOUT

Fernando graduated from Colombo university. Now he is working in HNB bank since 5 years. He doesn't get time to explore so many things on internet even if he wants to. He uses company specific emailing application on his office. When there is a problem, He always prefers to deal with the clients online.

### 😊 MOTIVATION

- Concerned healthy life.
- Time management.
- Easy way to manage health conditions.

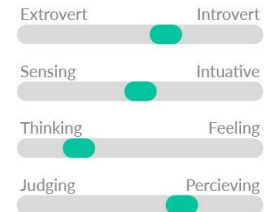
### 😞 FRUSTRATION

- internet connection problems & respond time.
- no enough time to meet the people.
- Doesn't know much about specialist doctors.

### GOALS

- To improve healthy life style.
- Having everything in one place anytime.
- Prevent covid 19 disease.
- Want save time more and more.

### PERSONALITY



### TECHNOLOGIES

Devices own and used



Browsers



### SOCIAL



# IT19129518



**AGE : 28**  
**WORK : INTERIOR DESIGNER**  
**FAMILY : SINGLE**  
**LACATION : SRI LANKA, COLOMBO**  
**MARITAL STATUS : MARRIED**

## PERSONALITY

- HARD WORKING
- CREATIVE THINKING
- CARING FAMILY
- ENEGETIC

## SOCIAL



## TECHNOLOGY



# OLIV WILSON

INTERIOR DESIGNER

## BACKGROUND

Oliv is an interior designer and he has lot of project so he has to visit to those places and do each project. Therefor he needs to manage his time. He mostly thinks about his mother's health and he gets more instructions about it. then he can manage his job as well as he can be a good son.



## GOALS

- TO GROW A STRONG INDUSTRY REPUTATION
- TO BUILD RELATIONSHIP WITH LONG TERN CLIENTS

## FRUSTUTIONS



- TIME MANAGEMENT
- DUE TO LOTS OF WORK NO TIME TO CHANNELING DOCTER IN PHYSICAL WAY

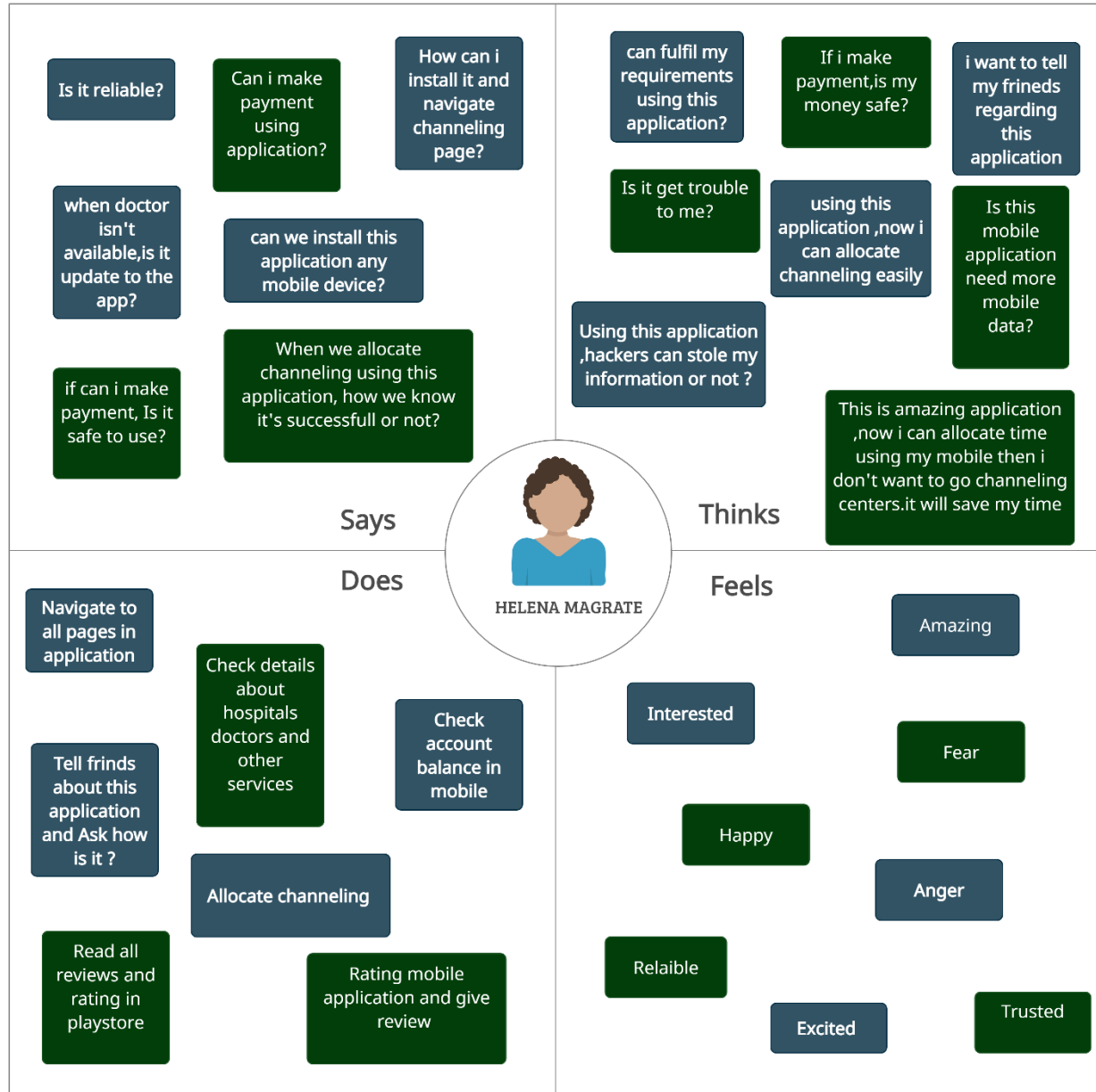
## SKILLS

Designer Products	<div><div></div></div>	90%
Eco - Friendly	<div><div></div></div>	69%
Convenience	<div><div></div></div>	59%
Creativity	<div><div></div></div>	83%

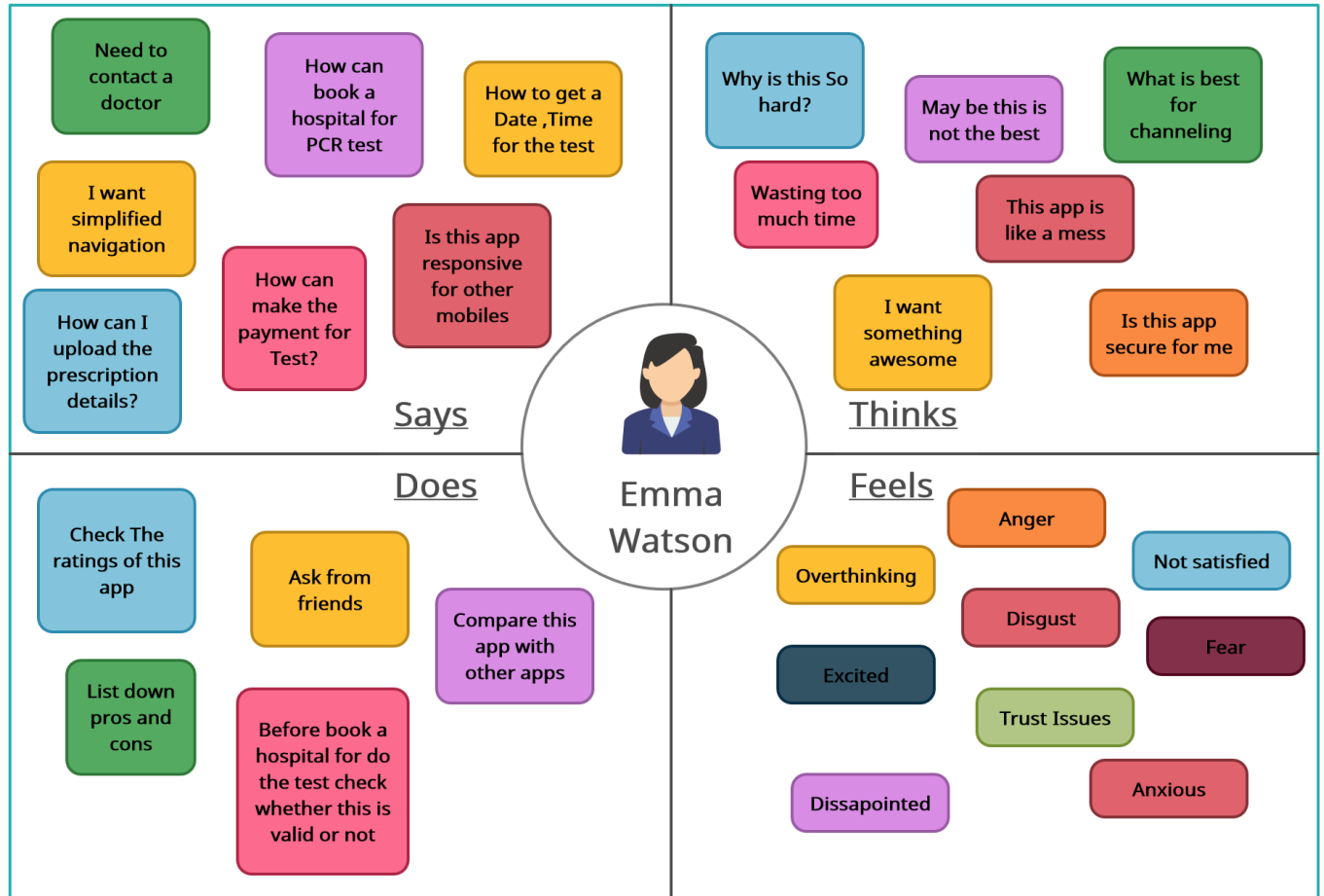


# Empathy Map

## IT19123196 – Channeling



# IT19159072 – PCR Test

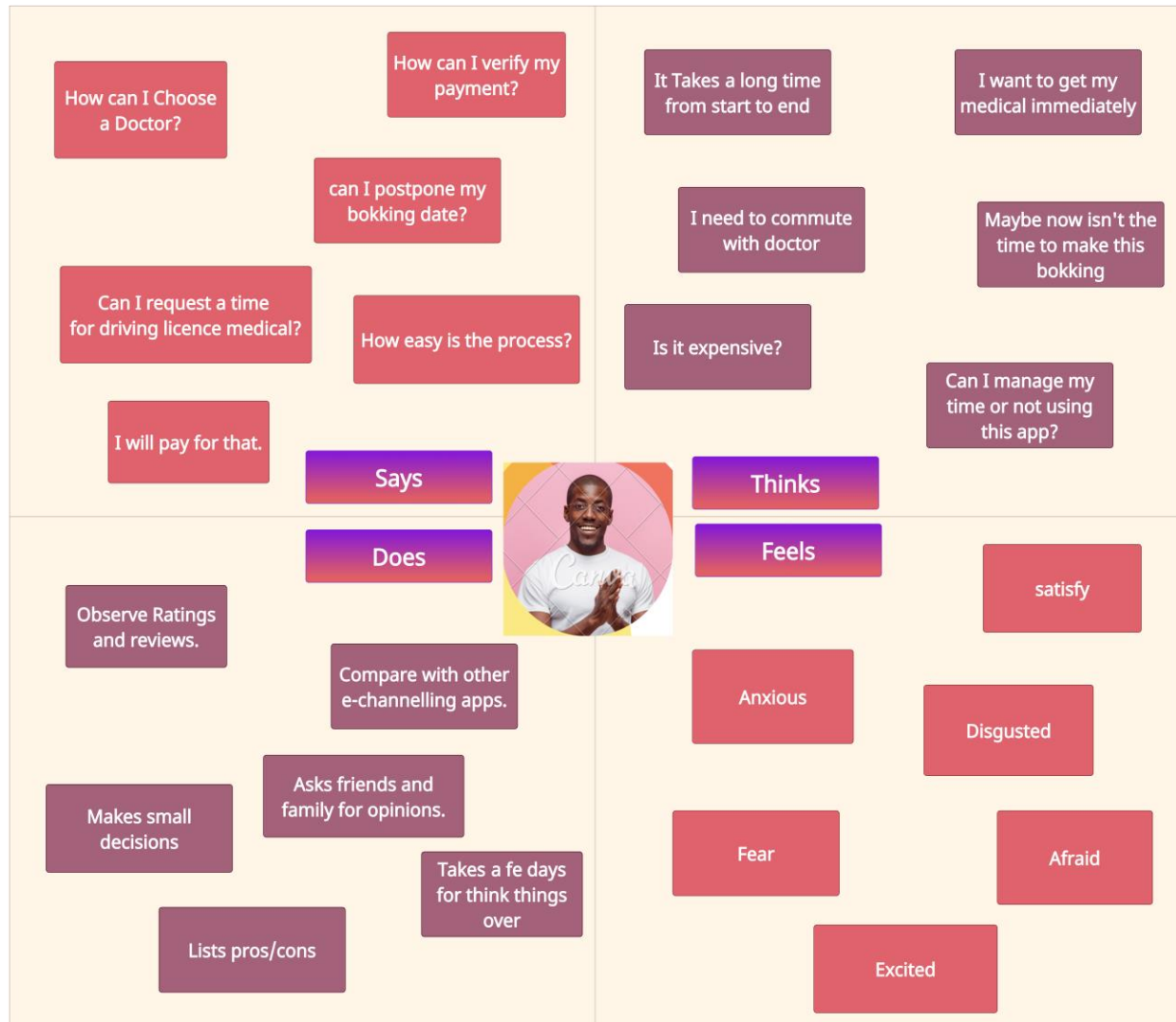




# IT19161884 - Claim Refund



# IT19129518 – Driving License Medical



# User Stories

## IT19123196 – Channeling

**AS** a Software Engineer,

**I want to** channel Doctor,

**So that** I can channel doctor using application.

## IT19159072 – PCR Test

**As** a business woman,

**I want to** the PCR test due to covid-19 situation,

**So that** I can Confirm I am physically healthy and I am ready to work with my team.

## IT19161884 – Claim Refund

**As a** bank manager,

**I want** input payment details,

**So that** I can make a refund request.

## IT19129518- Driving License Medical

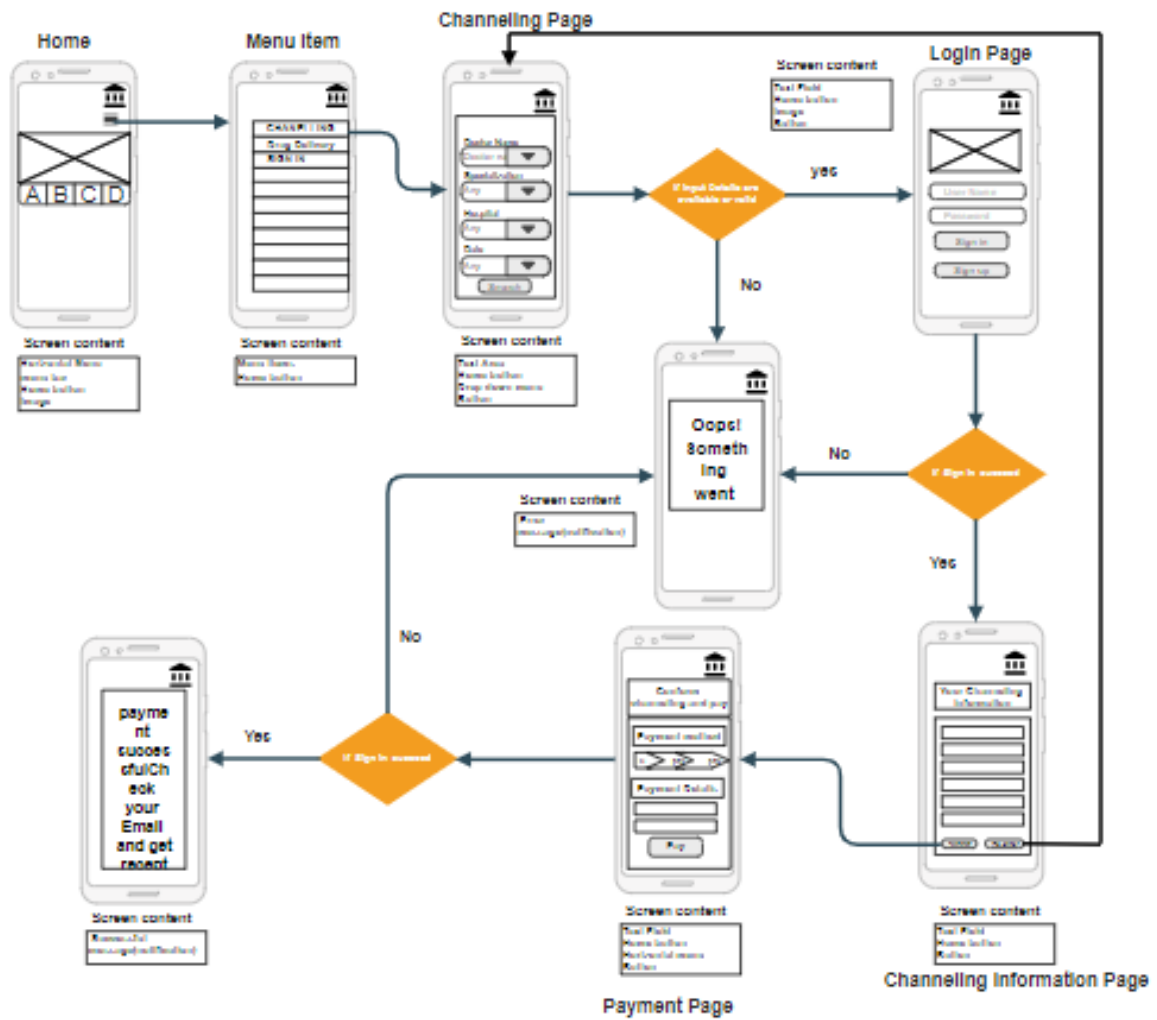
**As an** interior designer

**I want** to get driving license medical immediately

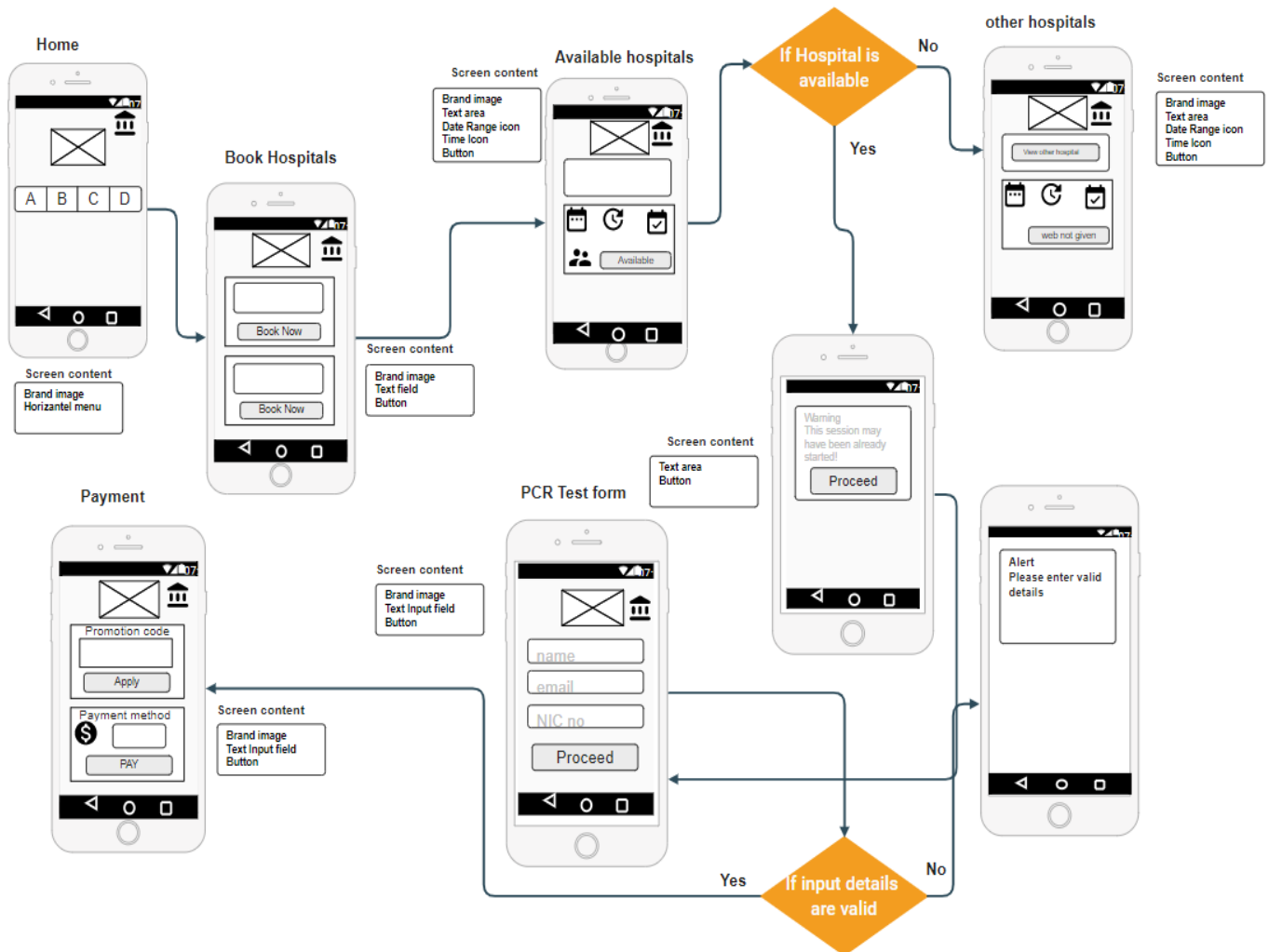
**So that** I can cancel a doctor using this app.

# User Flows

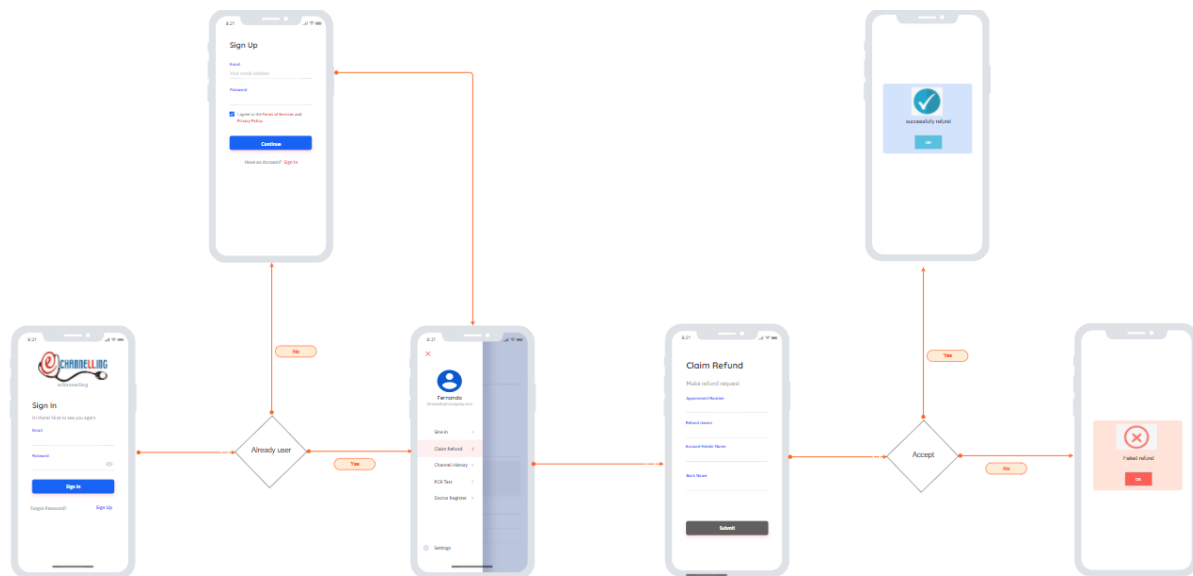
## IT19123196 – Channeling



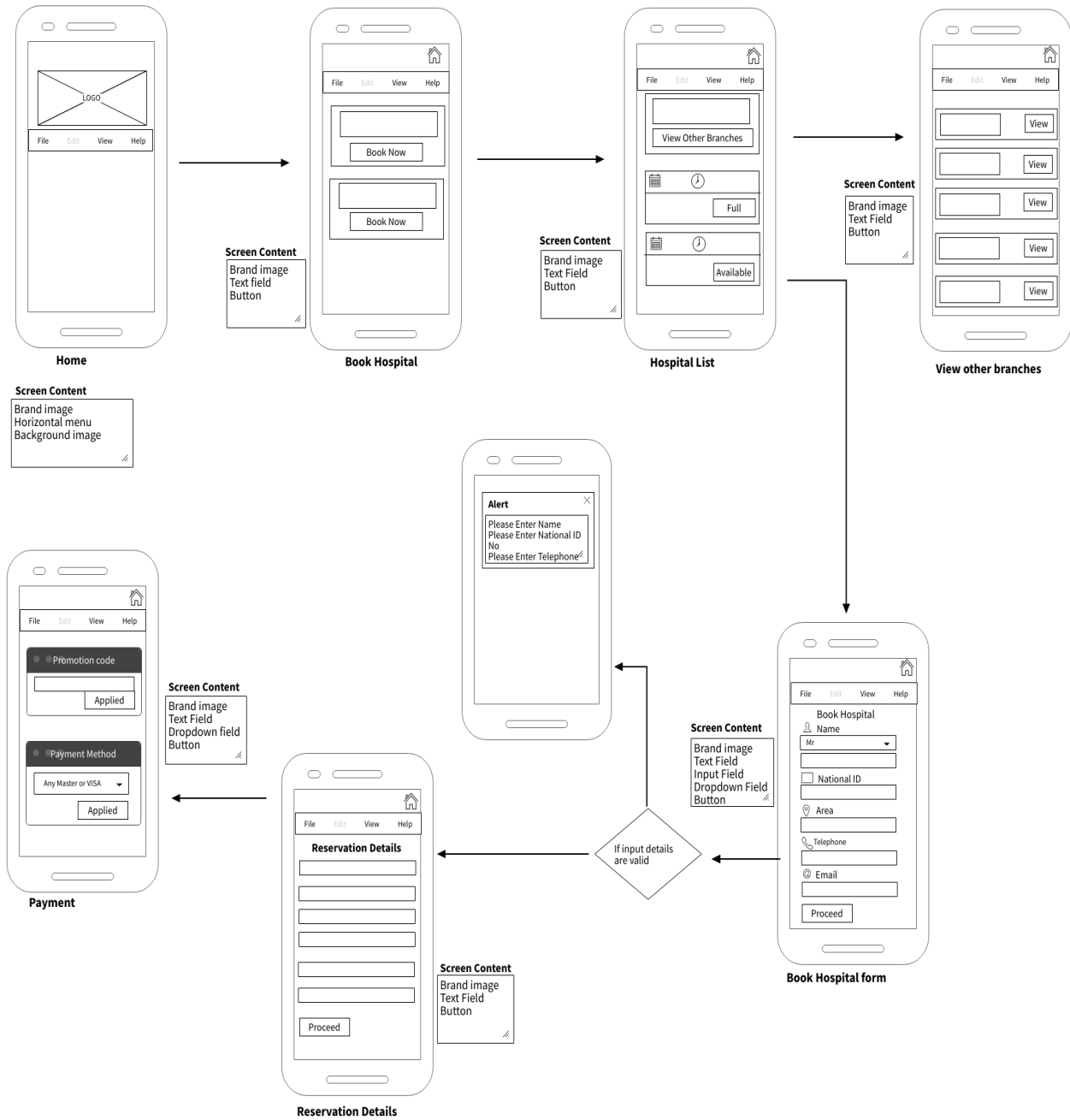
# IT19159072-PCR Test



# IT19161884 – Claim Refund



# IT19129518 – Driving License Medical





# Service Blue Print

