



Sri Lanka Institute of Information Technology

# UEE LAB SUBMISSION 03

SingerCare App

User Experience Engineering - SE3050 [2021/JUL]

2021S1\_JUNE\_WD\_13

IT19963884 - Andaraweera D.H.


IT19964706 - Kottegoda T.H.

IT19972244 - Thilakarathne M.H.K.T.S

IT19993966 - Palihena P.M.P.P.

# Personas

IT19963884 - Andaraweera D.H.




**ALICE WALKER**  
27, Los Angeles


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CIVIL ENGINEER

- STATUS  
SINGLE
- GENDER  
FEMALE
- SALARY  
\$90K
- EDUCATION  
BSC(HONS) IN CIVIL  
ENGINEERING

 PERSONALITY

- Prototyping
- Curiosity
- Critical Thinking
- Empathy
- Creativity

 BIO

Industry expert in Structural Engineering with excellent understanding of Drilling and Exploration techniques, Geology, and mechanical equipment used in underground and open pit mining operations. Safety focused with analytical approach to using numerical simulations to predict the behavior of underground excavations.

- Comprehensive knowledge of Finite Element Analysis techniques using a variety of software, as well as strong math and physics skills.
- Ensure smooth business operations by following projects from conceptualizing phase to completion, including system design, incorporation of customer needs, and technical support.

**Technology**

- Medium level tech-savvy

**Goals**


- To become an excellent Civil Engineer taking up Challenging Works in the Industrial structure, Building, Cooling Towers etc., with creative and diversified Projects & to be part of a Constructive & Fast-Growing World
- To make a position for myself in the competitive corporate world and contribute to achieving the goals on both professional and personal level


**Frustrations**


- Takes lots of time to get to use of new technology
- Can't keep up-to-date with the new technology
- Poor at time management
- Get distracted easily

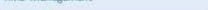
**“I have good communication skill to work with a skilled team”**

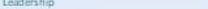
**Behavior**

Teamwork 

Job Performance 

Communication Skills 

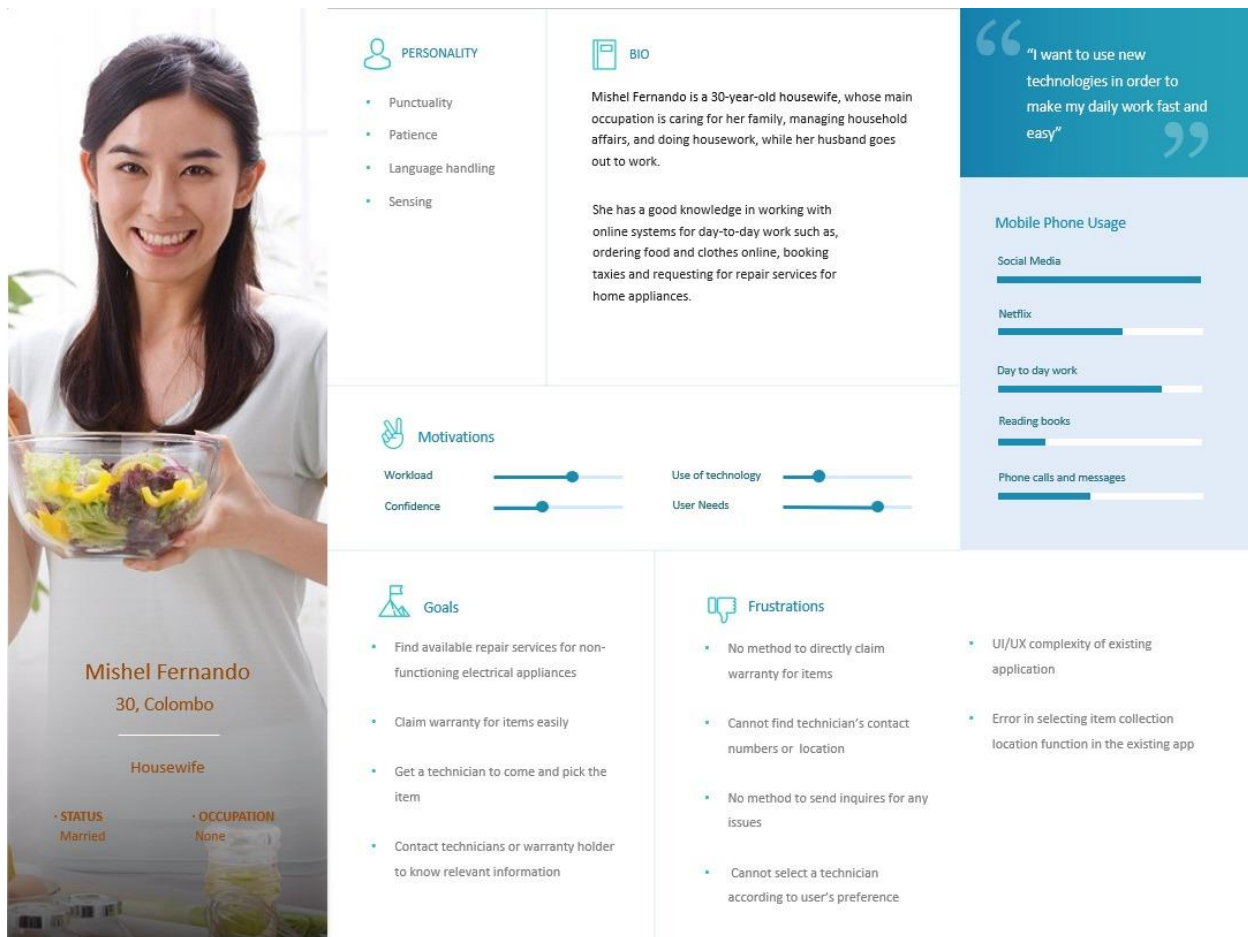
Time Management 

Leadership 

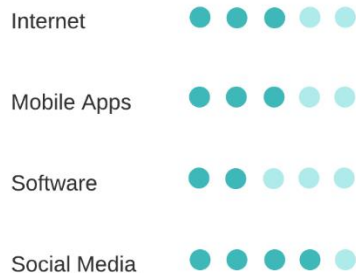
**Influences**

- CREDIBILITY
- COLLEAGUES
- TECHNOLOGY
- BLOGS/ FORUMS
- PSYCHOLOGY
- PHYSICS

IT19964706 - Kottegoda T.H.



IT19972244 - Thilakarathne M.H.K.T.S

**Gender :** Female**Age :** 40 years**Status :** Married**Address:** Colombo, Sri Lanka**Technology Expertise Level**

# Chandima Herath

## Bank Manager

**Background**

Chandima is a bank manager who works 40 hours per week and spends the weekend leisurely. She works in a leading bank in Sri Lanka and communicates with people a lot. Since she is a very busy person, she needs a company who provides a quick service to repair her items, so that she can save her time and get the things done quickly. She believes that inquiring through an app is much easier and faster than contacting the customer service hotline.

**Goals**

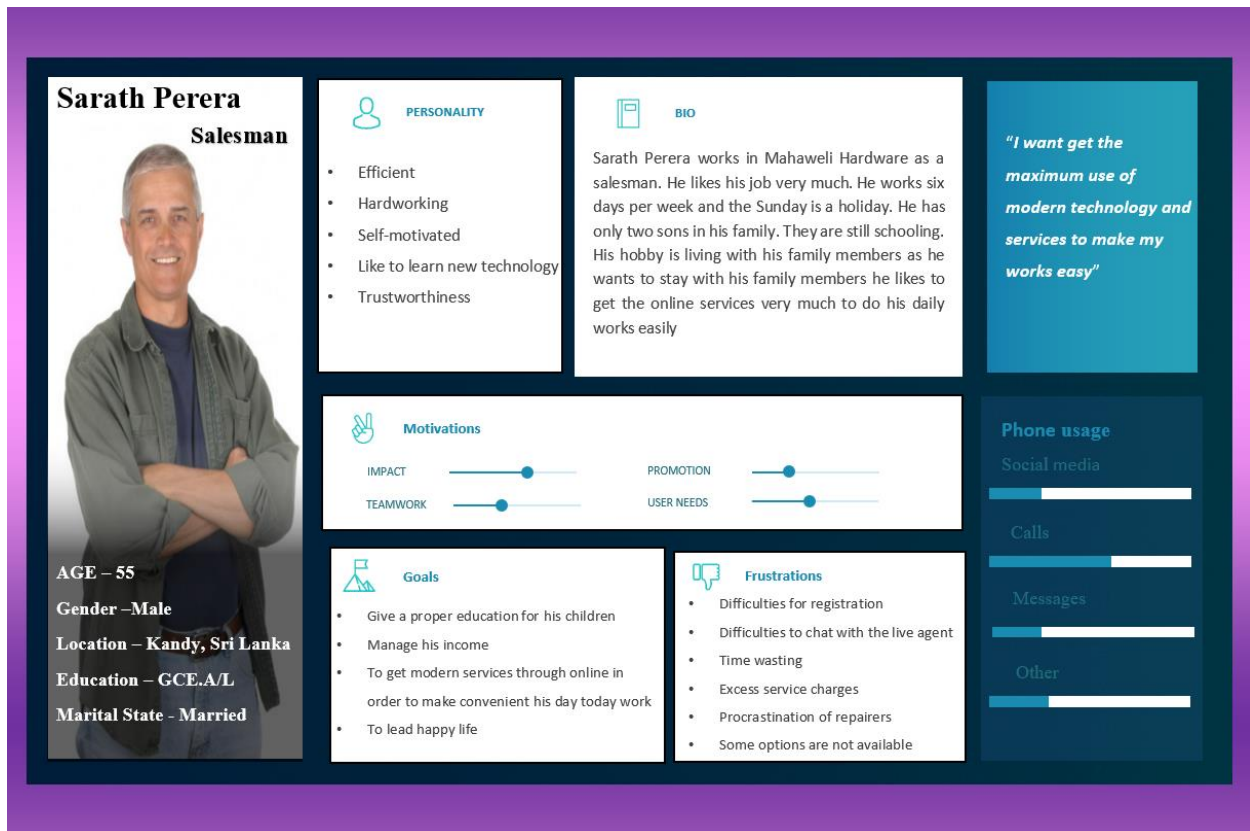
- Send a service request through the app by following a simple procedure.
- Describe the issue by uploading a photo of the item.
- Easily edit the details whenever the personal details change.
- Get details of all the completed and ongoing services.
- Rate the services.
- Get the service done within a short period of time.

**Frustrations**

- Lack of knowledge about the modern technology.
- High service charges.

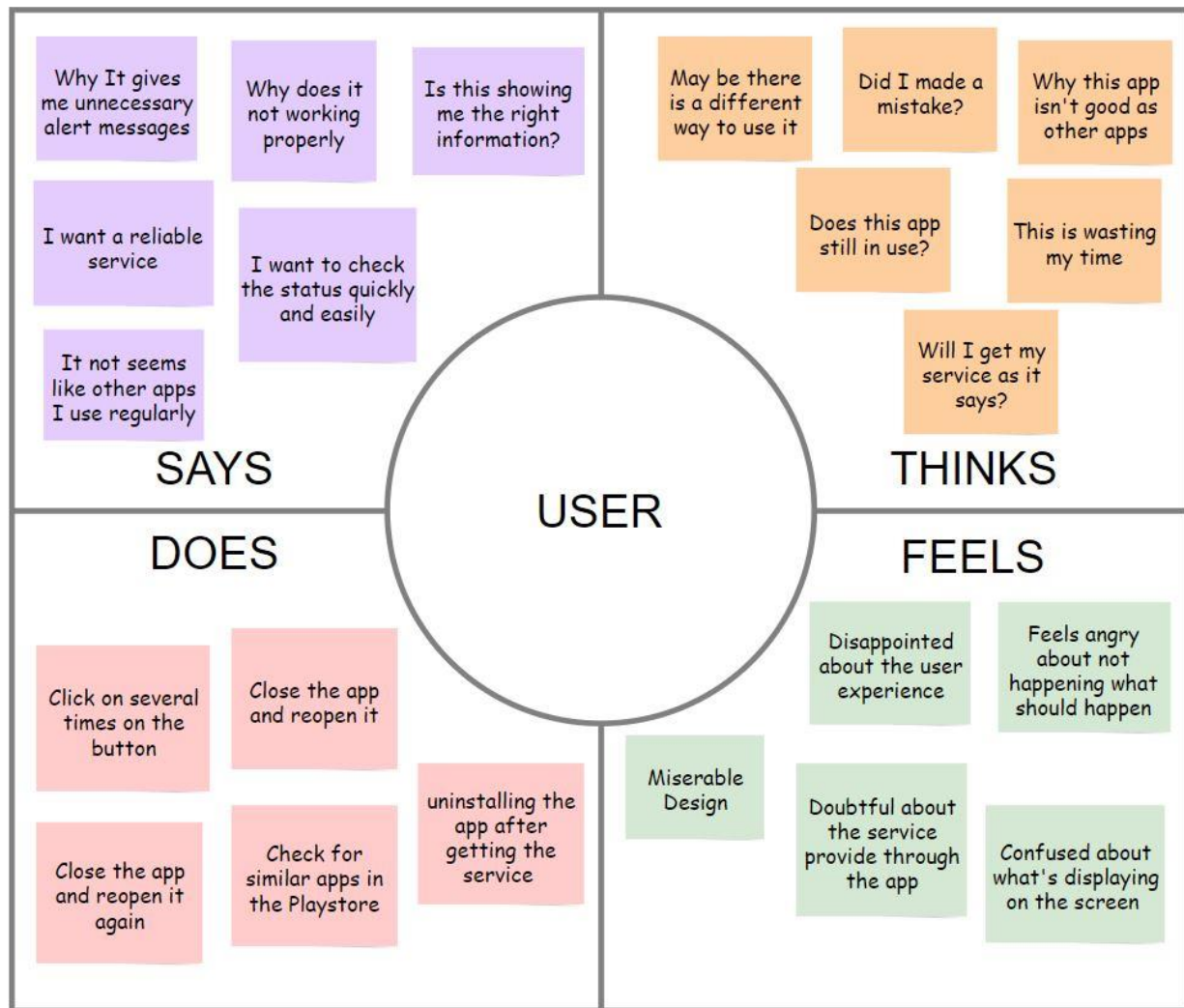
**Devices used****Social Media**

IT19993966 - Palihena P.M.P.P.

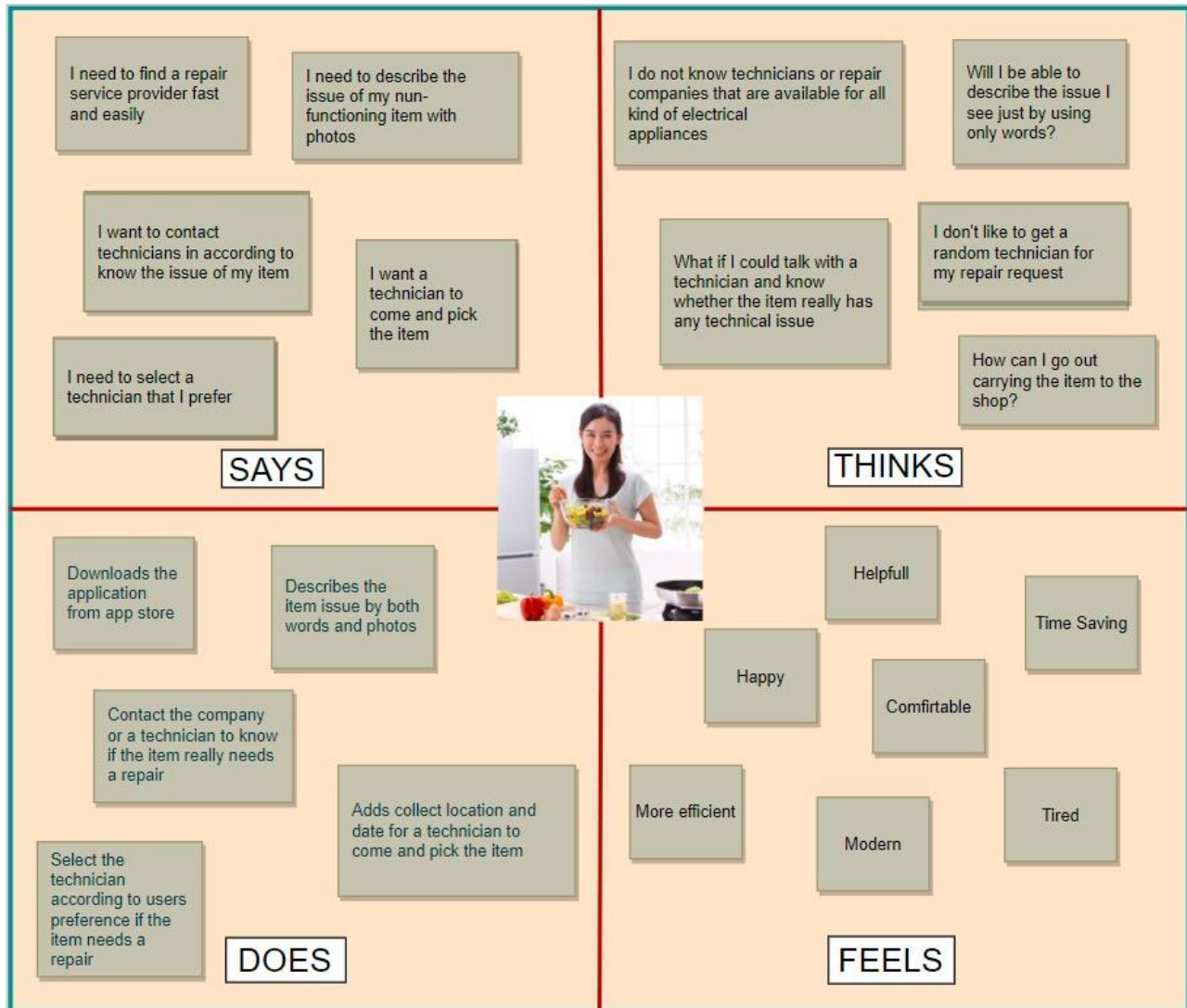


# Empathy Map

IT19963884 - Andaraweera D.H.

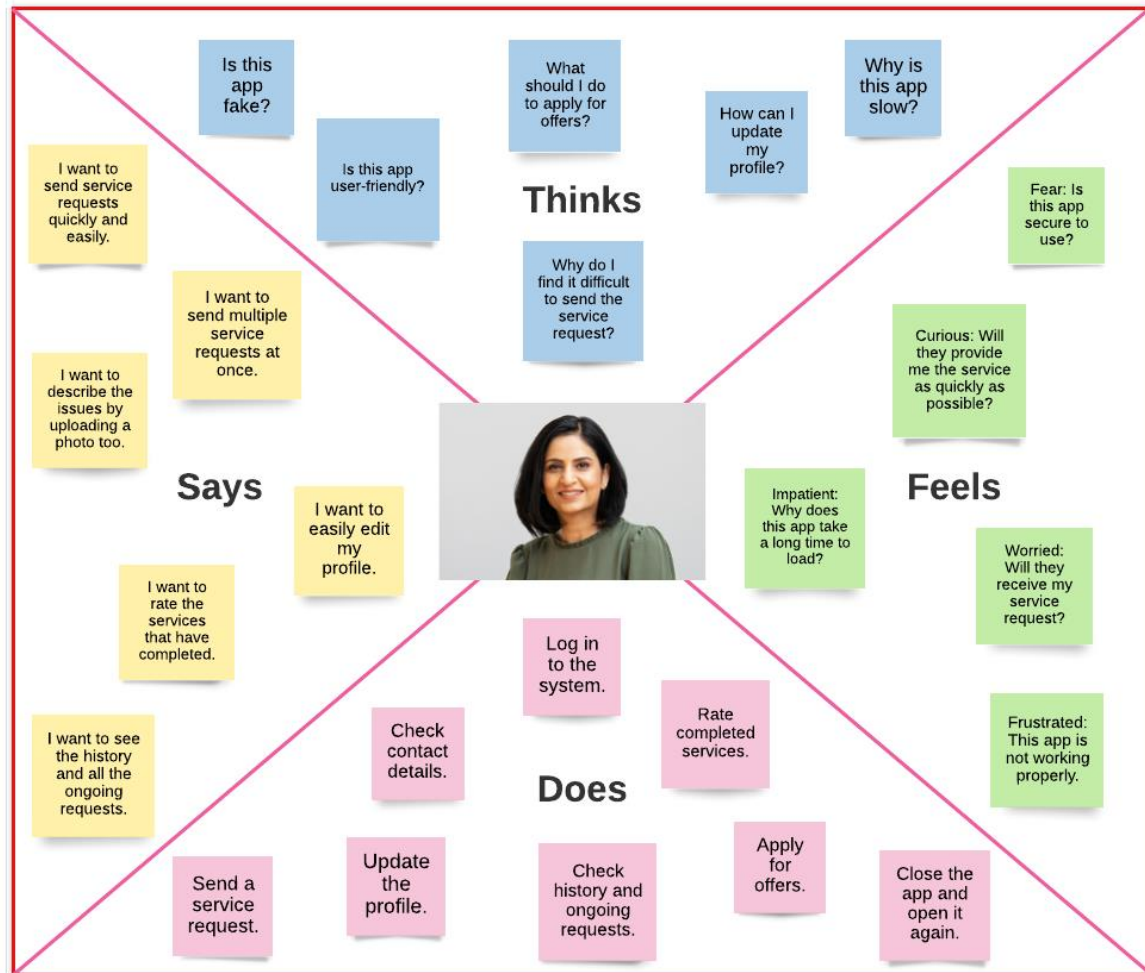


IT19964706 - Kottegoda T.H.



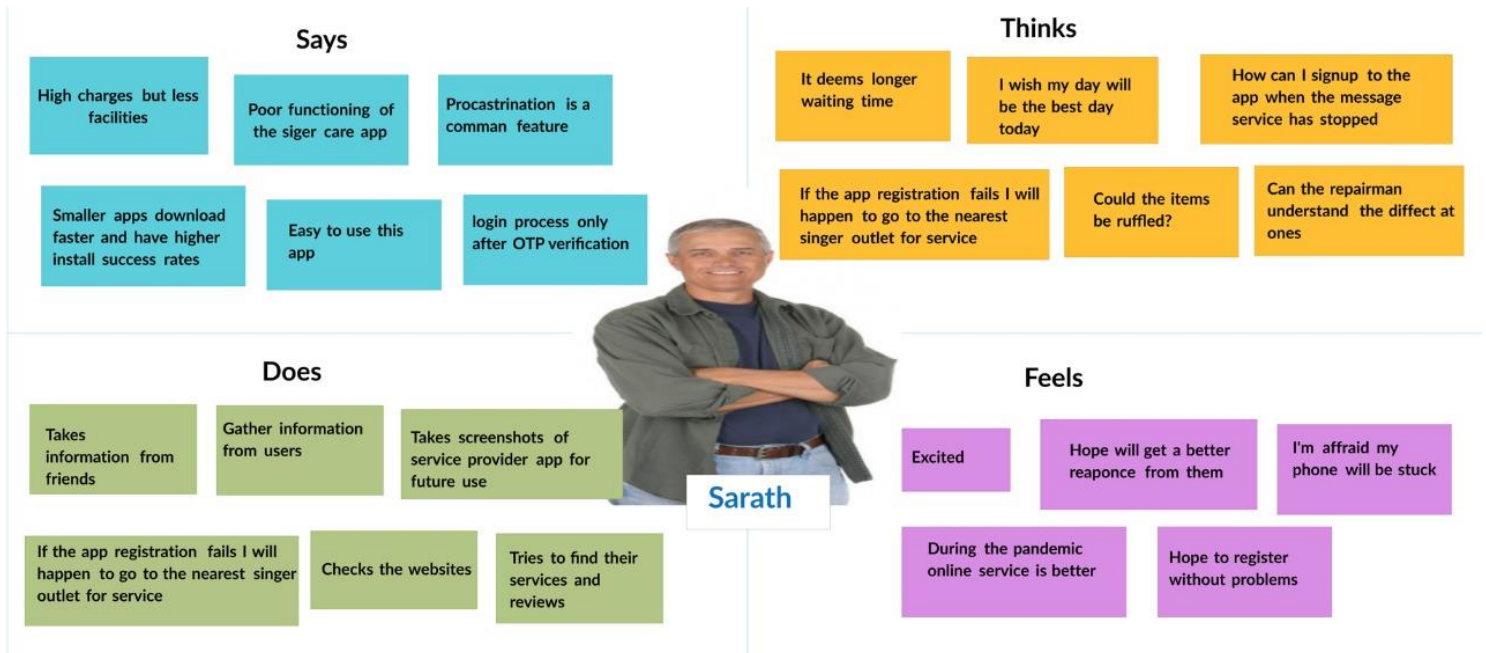


IT19972244 - Thilakarathne M.H.K.T.S





IT19993966 - Palihena P.M.P.P.



# User Story

## **IT19963884 - Andaraweera D.H.**

As a user

I want to view the service history

So that I can get all the details about the service that I took in past

As a user

I want to view the ongoing service

So that I can see the status and the service details

As a user

I want to view the invoice

So that I can check my expenses

## **IT19964706 - Kottegoda T.H.**

As a user

I want to place a repair service request

so that I can easily find a technician to repair my electrical appliance.

## **IT19972244 - Thilakarathne M.H.K.T.S**

As a registered customer

I want to update my profile

so that I can easily edit my personal details whenever they change.

## **IT19993966 - Palihena P.M.P.P.**

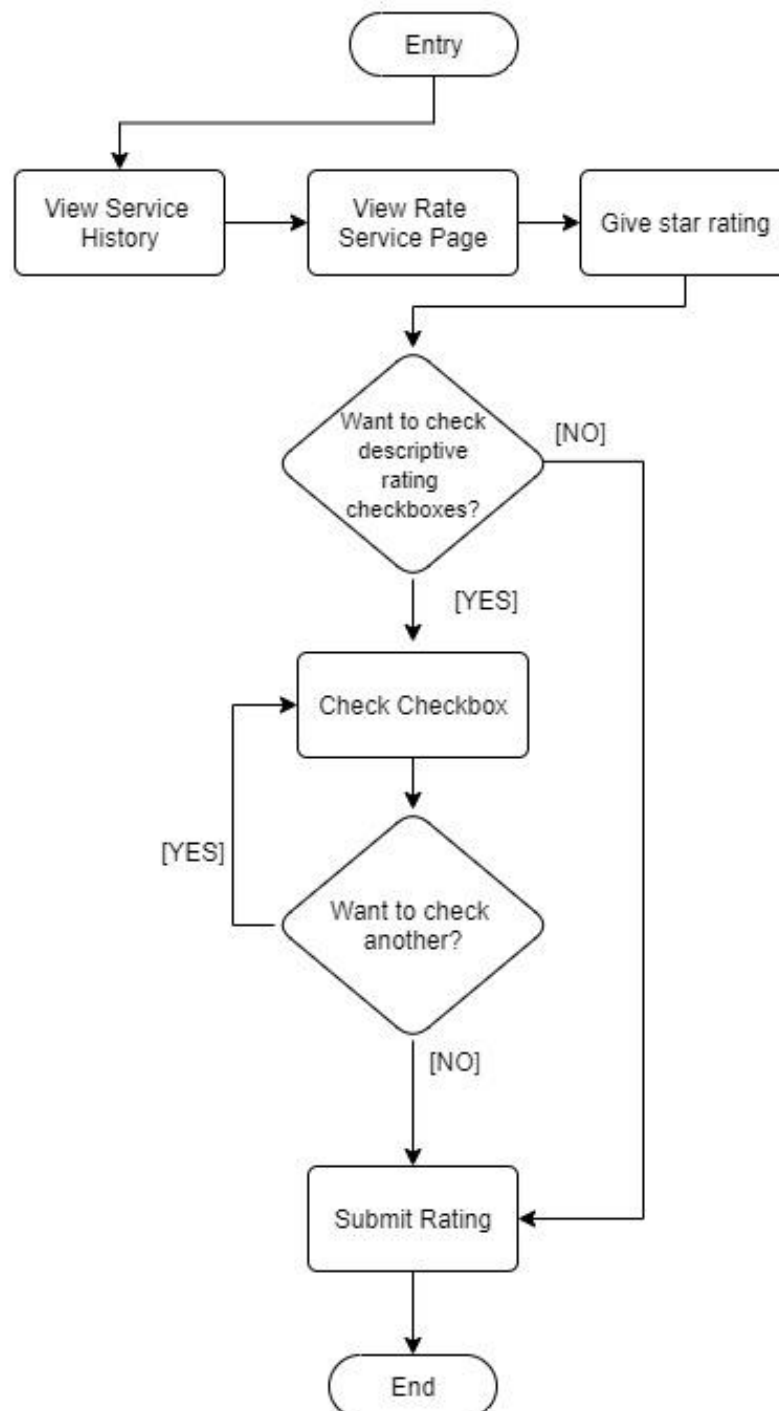
As a customer

I want to register to the app using either email or mobile number. As well as when I login again I could be able to login providing username and password without OTP verification

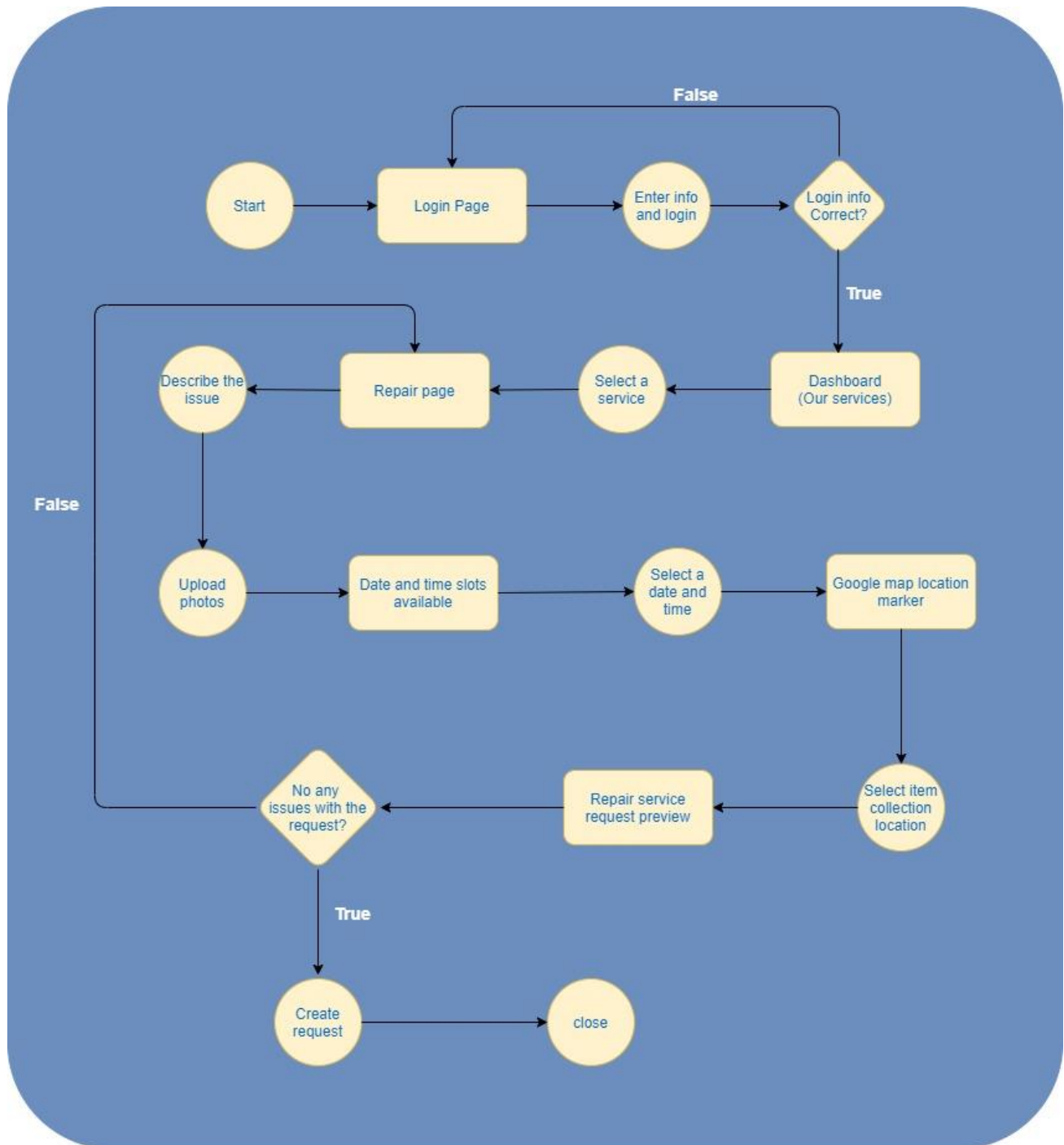
So that I could be able to avoid "Message has stopped" service error

# User Flow

IT19963884 - Andaraweera D.H.

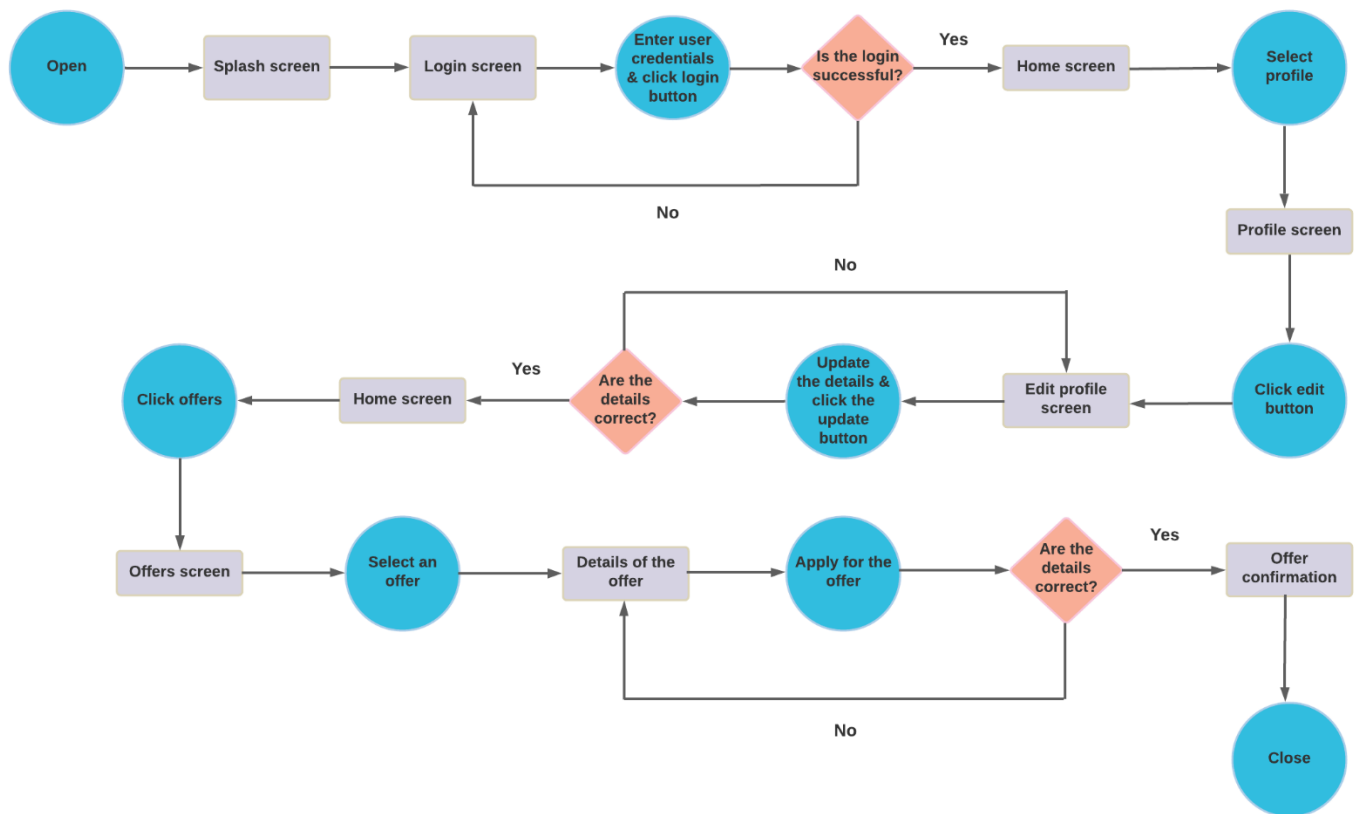


IT19964706 - Kottegoda T.H.

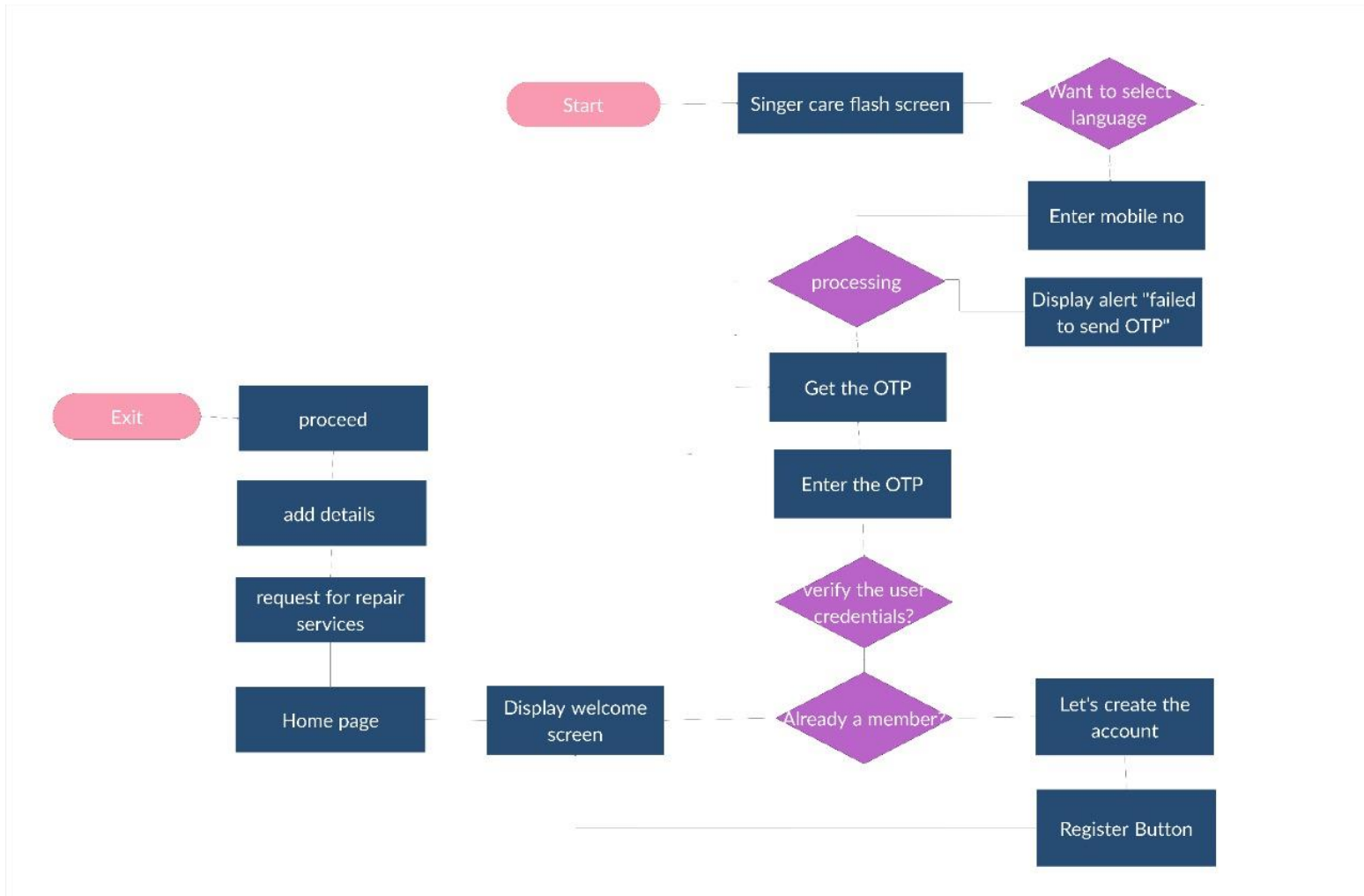


IT19972244 - Thilakarathne M.H.K.T.S

## Applying for a offer after updating the profile



IT19993966 - Palihena P.M.P.P.



# Service Blueprint

