UEE – GFLock

Lab Practical 03

Identify User Groups

2021S1\_REG\_WE\_60

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| --- | --- |
| **Student ID** | **Student Name** |
| IT19109268 | Avindika H.M.U |
| IT19124940 | Sankalana G.L.A |
| IT19123950 | Madusanka G.A.P |
| IT19214580 | S M Bulner |

Personas

1. IT19109268 – Avindika H.M.U

Graphical user interface

Description automatically generated

1. IT19124940 – Sankalana G.L.A

Graphical user interface, application

Description automatically generated

1. IT19123950 - Madusanka G.A.P

Graphical user interface, application

Description automatically generated

1. IT19214580 – S M Bulner

Graphical user interface

Description automatically generated with medium confidence

Empathy Maps

1. IT19109268 – Avindika H.M.U

|  |  |
| --- | --- |
| **Says**  I want a trusted store  I need a fashion advice from a friend  What are the good categories to choose from?  Devni  Dias | **Thinks**  When can I get the best deal?  Can I trust this store?  How much does this cost? |
| **Does**  Choose an attire by rating  Choose a cloth by looking at the pictures  Read reviews | **Feels**  Worrying about the size  Fears that the price will be high  Worrying about the quality |

1. IT19124940 – Sankalana G.L.A

|  |  |
| --- | --- |
| **Says**    Does this cloth suits for me?  How to add products to the Wishlist?  This app is easier to use.  Hemal  Perera | **Thinks**  Where can I find the categories?  Does the product description match my needs?  Can I pay from this card? |
| **Does**  Create an user account  Take a look at the product description.  View order history | **Feels**    Worrying about the delivery time.    Satisfied about the ordered product  Excitement regarding the attire |

1. IT19123950 - Madusanka G.A.P

|  |  |
| --- | --- |
| **Says**  Where to login?  What size best for me?  Which color suits for me? | **Thinks**  Why the Loading time is too high?  Prices are too high  Clothing varieties are less |
| **Does**  Comparing cloth designs with other apps  Ask from friends  Adding Clothes to the cart | **Feels**  Kevin  Fernando    Fears that colors might change  Fears that the price is very high    Excited regarding new products |

1. IT19214580 – S M Bulner

|  |  |
| --- | --- |
| **Says**  How to search for a product?  How to add products to cart?  What are the designs suit me? | **Thinks**  Sunil  Keerthi  Why it is so hard to find a suitable cloth?  Where can I see the reviews?  What if the product is damaged? |
| **Does**  Select a payment method  Take a look at the cloth designs  Reviews the order before payment | x  **Feels**      Anxious about online payments.  Worrying about the delivery  Unsure who to trust. |

User Story

1. IT19109268 – Avindika H.M.U – Wishlist

As a user I want to add favorite items to the Wishlist so that I can view them later

1. IT19124940 – Sanakalana G.L.A – User Account

As a user I want to create an account so that I can view the purchase history

1. IT19123950 – Madusanka G.A.P - Cart

As a user I want to add multiple items to the cart so that I can purchase them together

1. IT19214580 – S M Bulner - Payment

As a user I want to review the product details so that I can select best suitable method to make payments

User flows

1. IT19109268 – Avindika H.M.U – Wishlist

Diagram

Description automatically generated

1. IT19124940 – Sankalana G.L.A – User Account

Diagram

Description automatically generated

1. IT19123950 – Madusanka G.A.P – Cart

Diagram

Description automatically generated

1. IT19214580 – S M Bulner – Payment

Diagram

Description automatically generated

Service Blueprint

Chart, box and whisker chart

Description automatically generated