

LAB 03

MEMBERS	FUNCTION	PERSONA
IT19029900	Booking and Payment	Irregular customer
IT19031026	Managing ticket charges and notices	System administrator
IT19018256	Login and registration	UI/UX designer
IT17016476	Feedback	Regular User

PERSONA

1. Irregular User

DR. Ajith Kuamara



AGE : 35
OCCUPATIONAL : Doctor
STATUS: Single
LOCATION : Colombo, Srilanka

Motivation

- Early ticket booking and get price
- Easily get the seat on train
- Time management need to do easily

Goals

- Saccule correct time period
- Need travel in particular time

Frustrations

- He can't go comfortable journey when comparer traveling in car
- Price of ticket is heavy

Background

Ajith is a doctor who works on nawaloka hospital and he is a child specialist. He loves his job and he have his own vehicle. Every day he should want to go hospital before 8.30. when his car is broken he go to hospital via train. At that time, he uses train srilanka mobile app

2. System administrator



System
Administrator
[Shan]

Background

Shan is a well talented system administrator in Railway Department. He is responsible in managing Tickets as well as notices into Application. He has good knowledge in mobile application also. And aslo he has good ideas about editing tickets within small time period.

Motivations

Manage Notices.
Manage Ticket charges.
Able to handle lot of work at once.

Goals

Adding newly tickets and updating ticket charges, if there is a changed happen.
if Railway department want to notice mobile app users, Shan managing those train notices immediately

Past experience

System Administrator in Daraz
System Administrator in Nolimit
System Administrator in ikman.lk
System Administrator in wasi.lk

Skills

Problem - Solving
Time Management
Cloudinary
Testing
computer languages
communication

Frustrations

Heavy work load
System bugs and failure
Arguments

Quote

"Hard work for company
success"

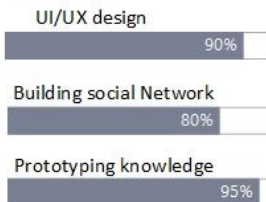
3. UI/UX designer

AGE : 26
OCCUPATIONAL : Software Ui/Ux designer
STATUS: Single
LOCATION : Colombo, Srilanka

David burter senu



SKILLS



Motivation

- Early ticket booking and get price
- Easily get the seat on train
- Time management need to do easily

Goals

- Need to check the price for manage the budget
- Need to get seat in appropriate class (1st or 2nd)
- Need travel in particular time

Frustrations

Ticket expire time
Ticket price variation between 1st, 2nd and 3rd classes
UI flow between login and front page

Background

David is app UI/UX designer his design is mostly help to handicapped people.

He is working always in front of computer but he has good social relationship always speak with people.

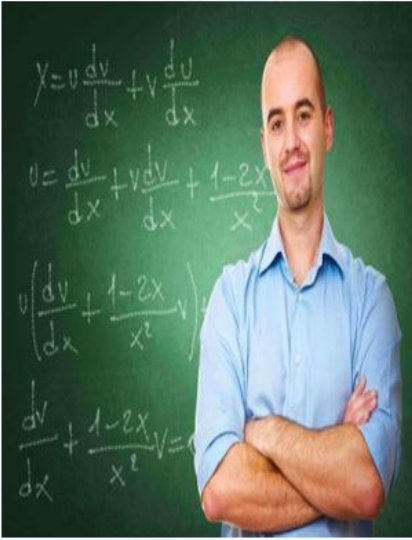
Following points are important about David

- Good time management person
- Good psychological knowledge person
- Energetic person

Quote

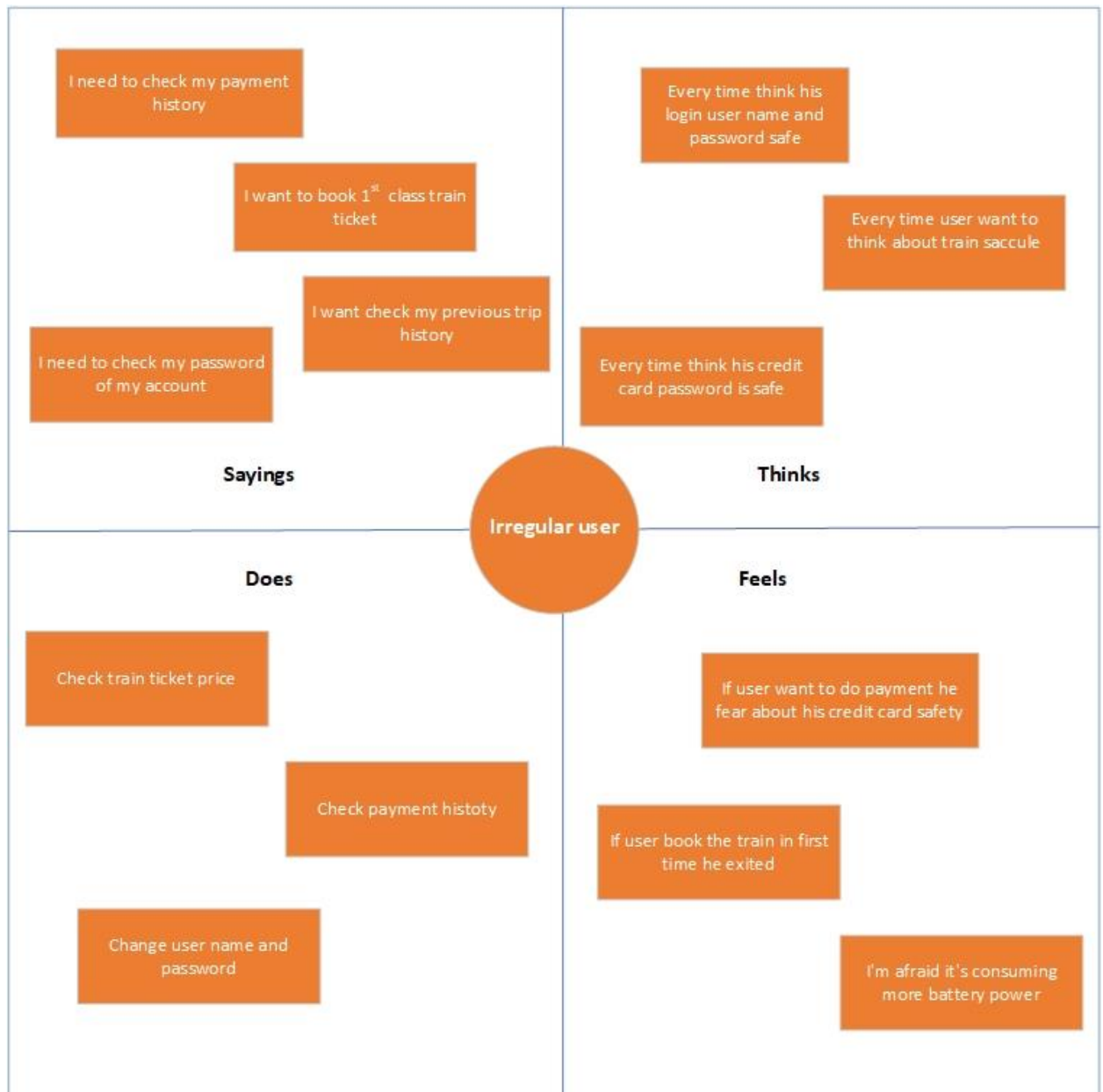
"There is no problem if you understand the situation"

4. Regular User

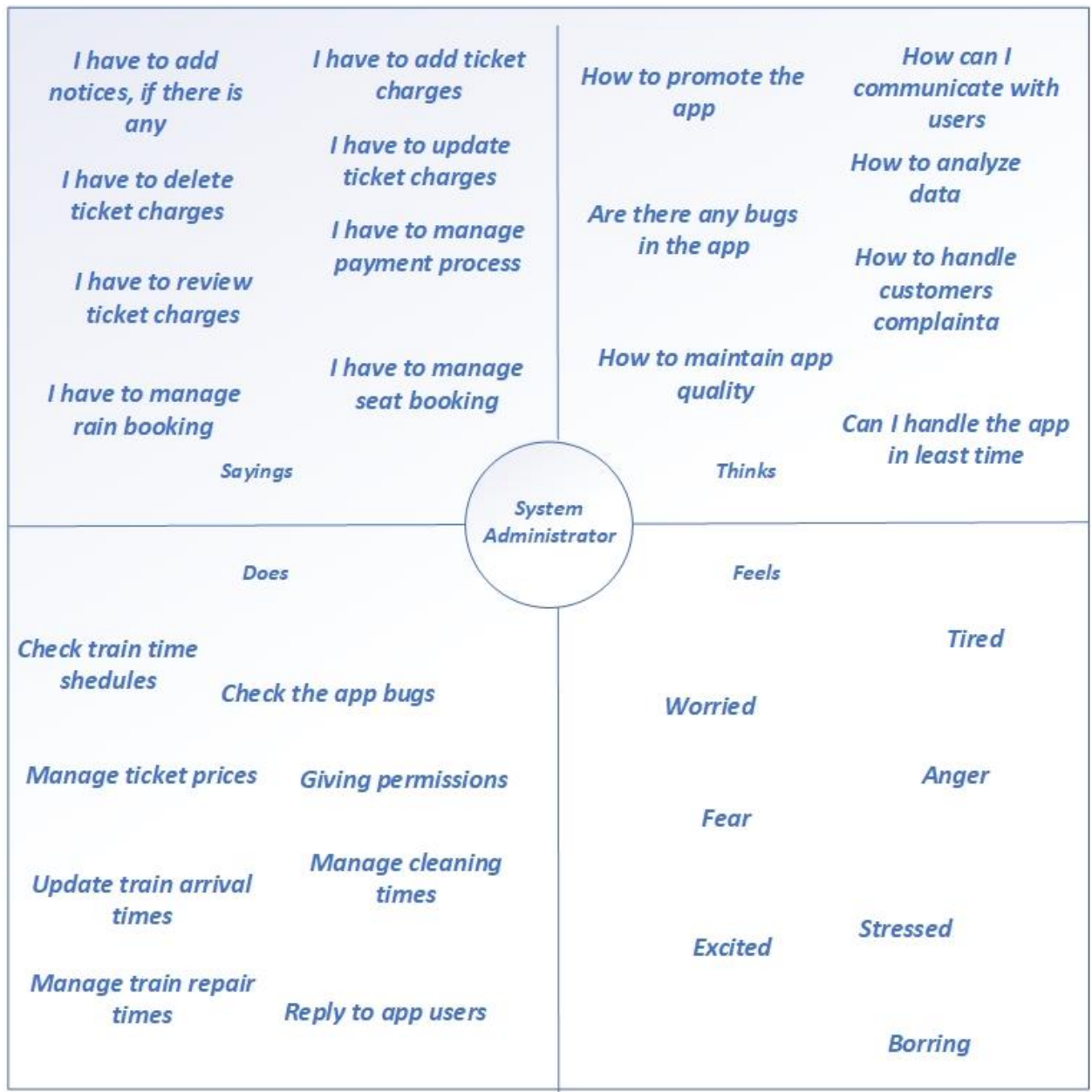
	Background Kamal is a young, energized and ambitious teacher. He loves teaching at the elementary school level and wants to make an impact on his students. He comes from three generations of teachers. He loves to travel in train at least twice a week. He loves to travel train to his working school at least 5 times per week.
	Goals <ul style="list-style-type: none">✓ To spent less time booking a reservation by using our mobile app.✓ Easily pay the payment to use our mobile app.
	Motivation <ul style="list-style-type: none">✓ To access discount or offers.✓ Less time to book the ticket
	Previous Experience Daily he traveled to school by using this app.
	Expectation Get comfortable train seat and go for a safety journey.
NAME JOHN KAMAL AGE 30 years old JOB TITLE TEACHER LOCATION COLOMBO	Frustration Too much time spent on booking. Planning the proper timeline for the total travel. Price for the ticket.

2. Empathy map

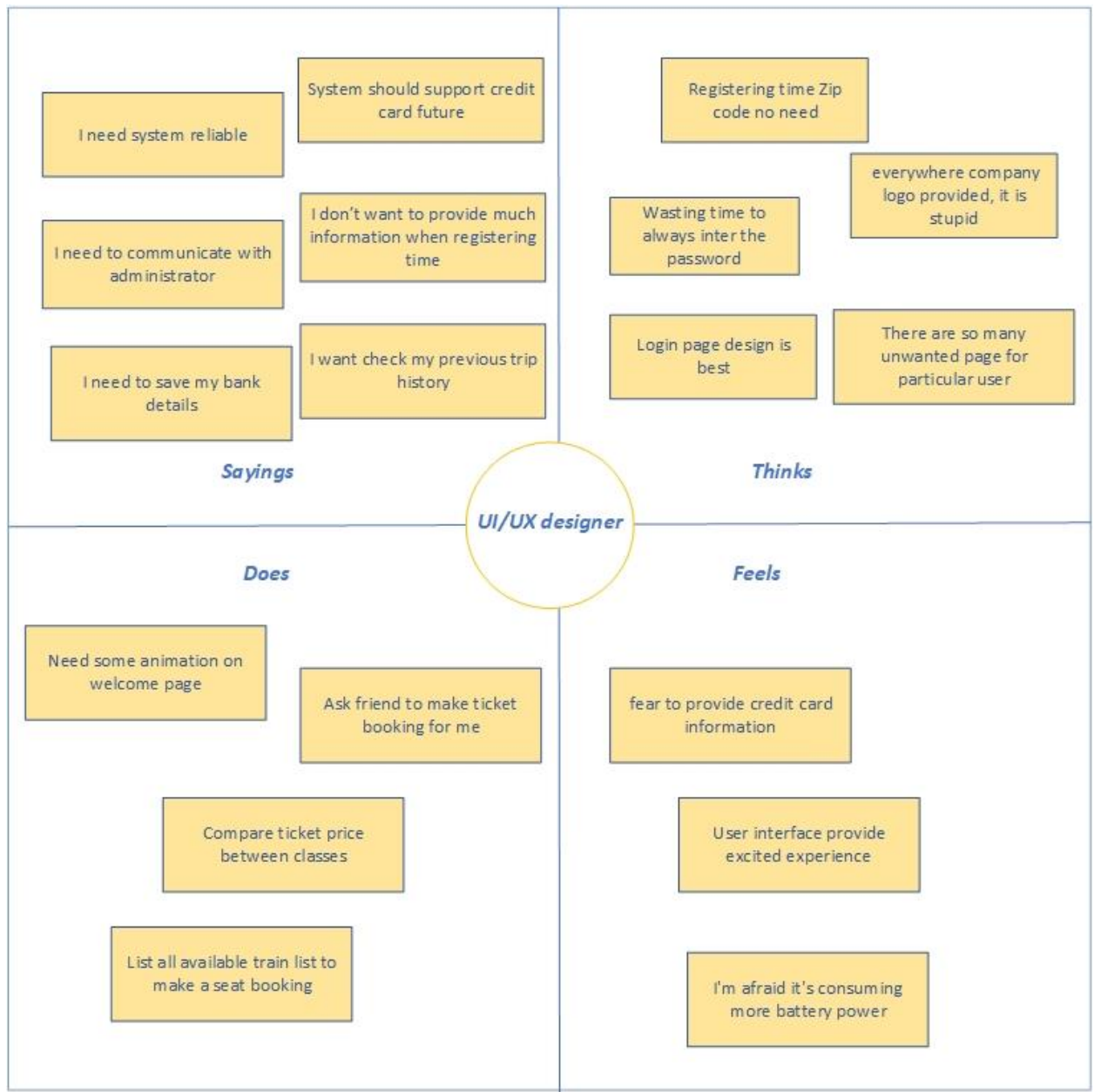
1. Irregular User



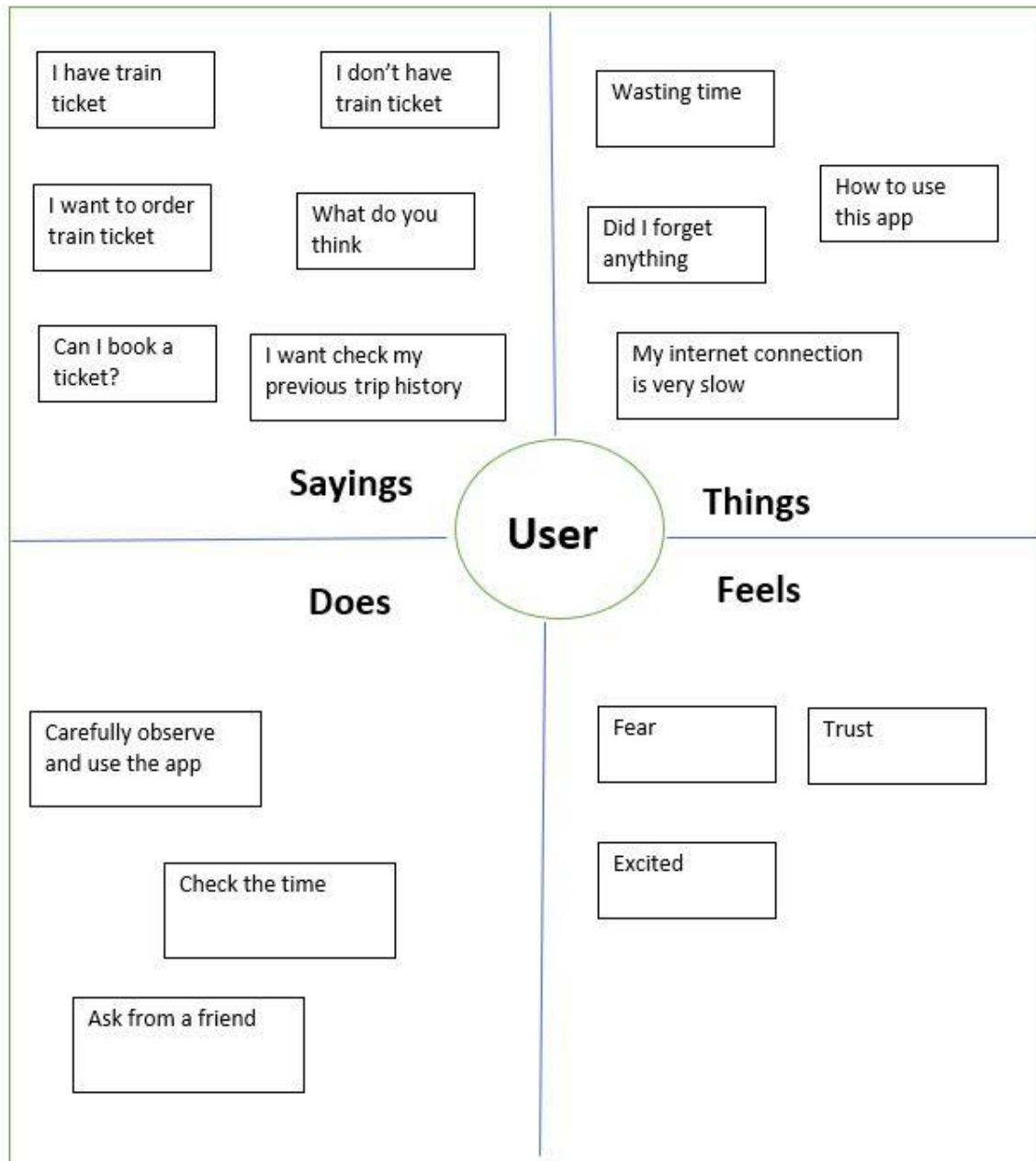
2. System administrator



3. UI/UX designer



4. Regular User

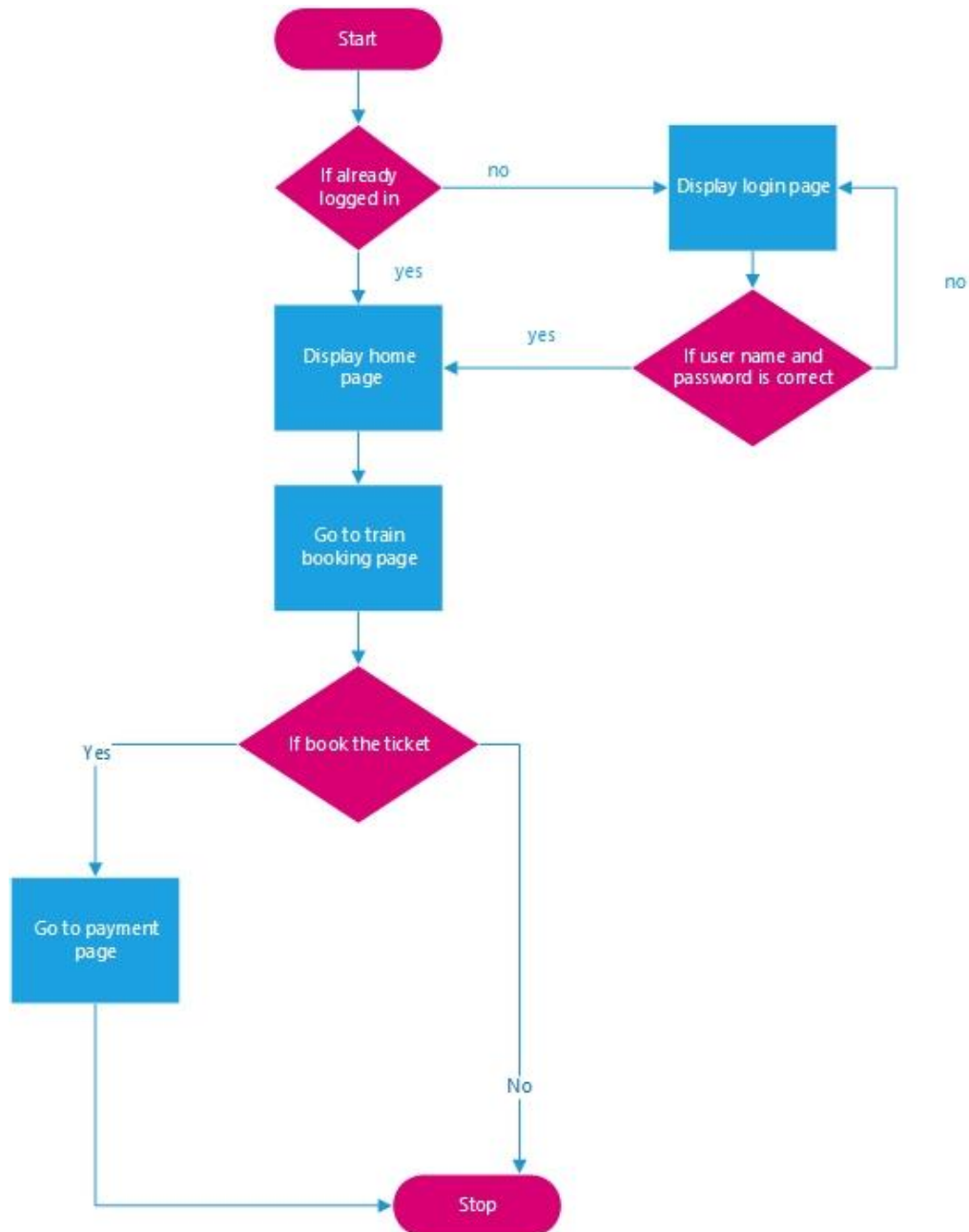


3. USER STORY

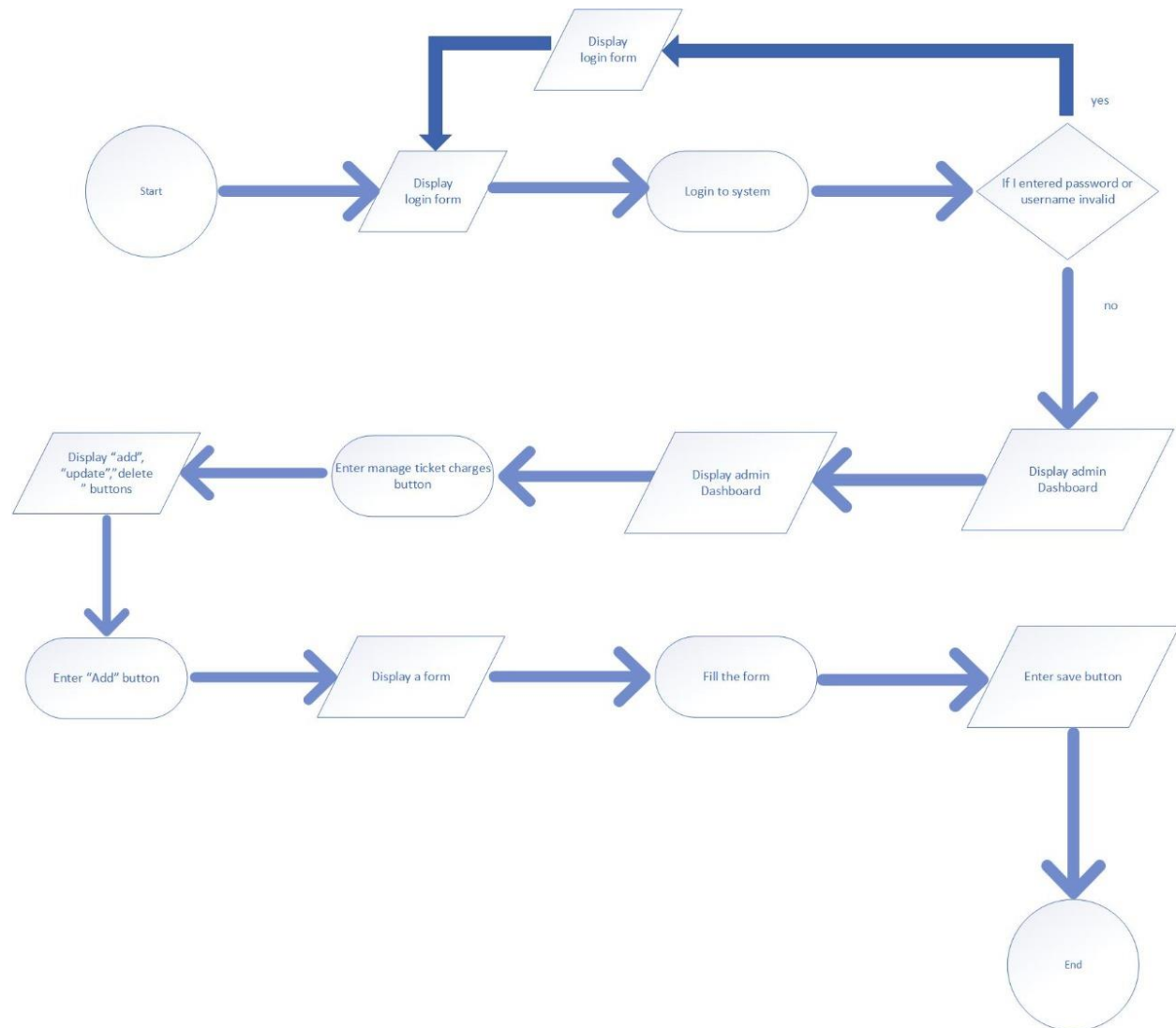
1. Irregular user
 - As a user, I want to use train sri lanka app, so that I can book 1st class ticket
 - As a user, I want to add credit card details in to the system so that I can do my payment easily
2. System administrator
 - As a system administrator, I want to handle ticket charges, so that I can manage as well as analyze ticket charges
 - As a system administrator, I want to handle notices, so that I can satisfy users very well.
3. UI/UX designer
 - As a new user, I want to register by creating a username and password so that the system can remember me and my data.
 - as a user, I want to be able to securely log in to the system so that my information can only be accessed by me
4. Regular User
 - As a user I want to book a train ticket so that I can go a train trip.
 - As a user I want to go a app feedback section so that I can give a feedbacks.

4.User Flow

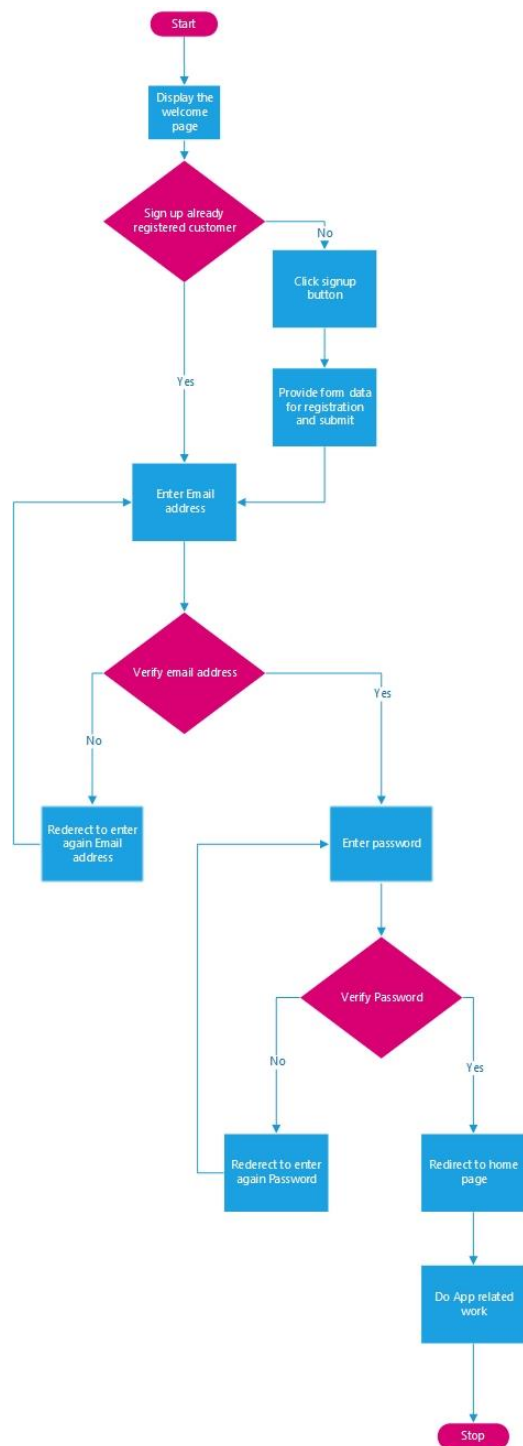
1. Irregular user



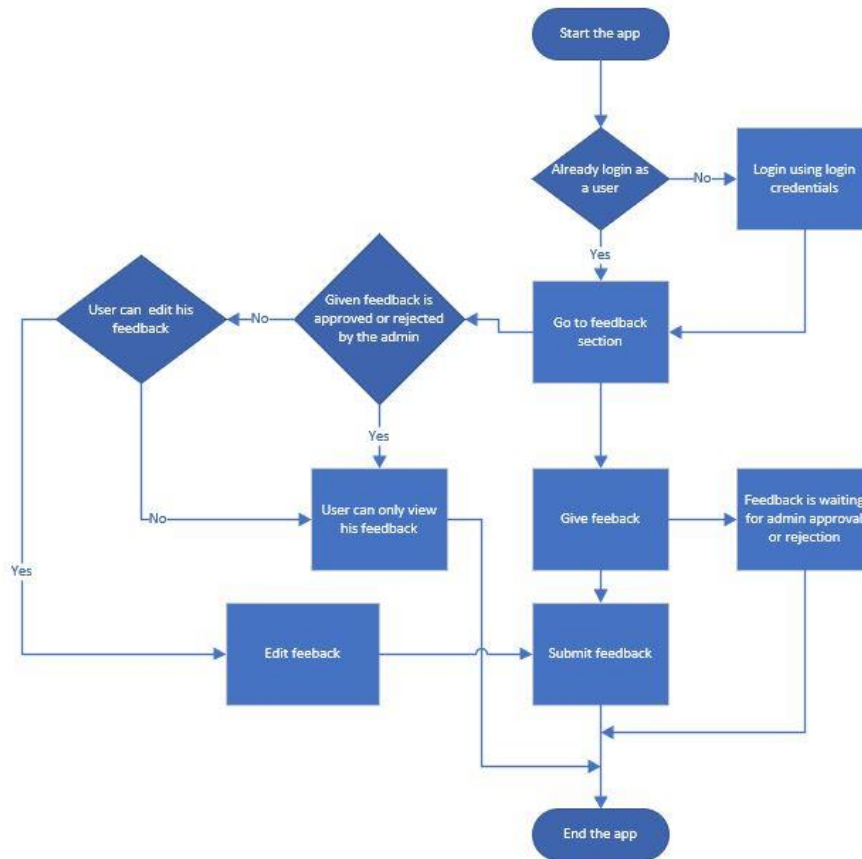
2. System administrator



3. UI/UX designer



4. Regular User



5. Service Blueprint

