Lab Practical 03 - Identify user groups

**Group ID** – 2021S2\_REG\_WD\_11

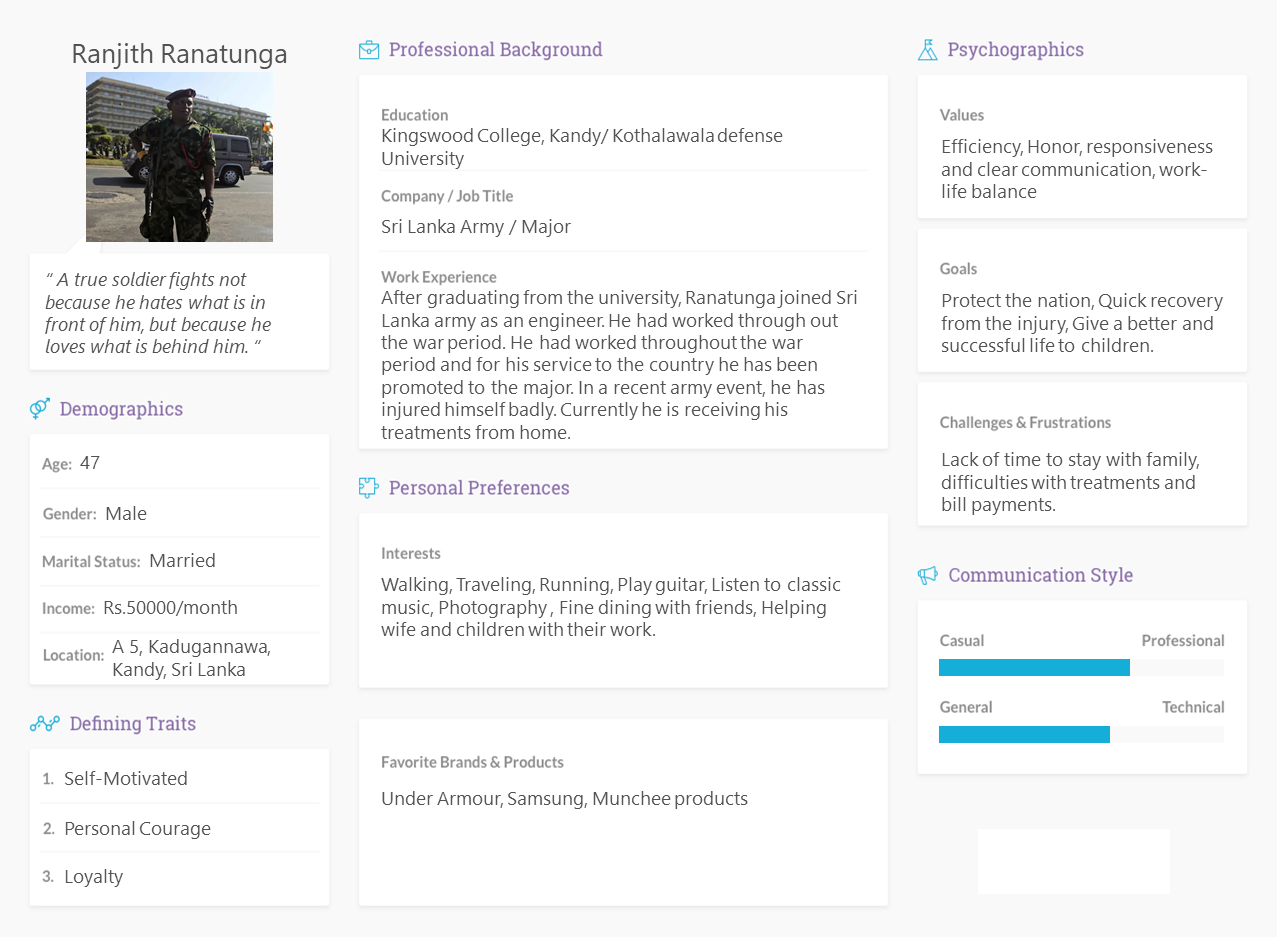
|  |  |
| --- | --- |
| **IT Number** | **Name** |
| IT19127538 | A. R. W. M. B. W. D. B. Jayawardana |
| IT19062266 | S. W. R. S. I. Rathnayake |
| IT19037998 | A. V. Joachim |
| IT19513188 | K. A. Yathushan |

1. **User Personas**

**IT19127538**



**IT19062266**



**IT19037998**



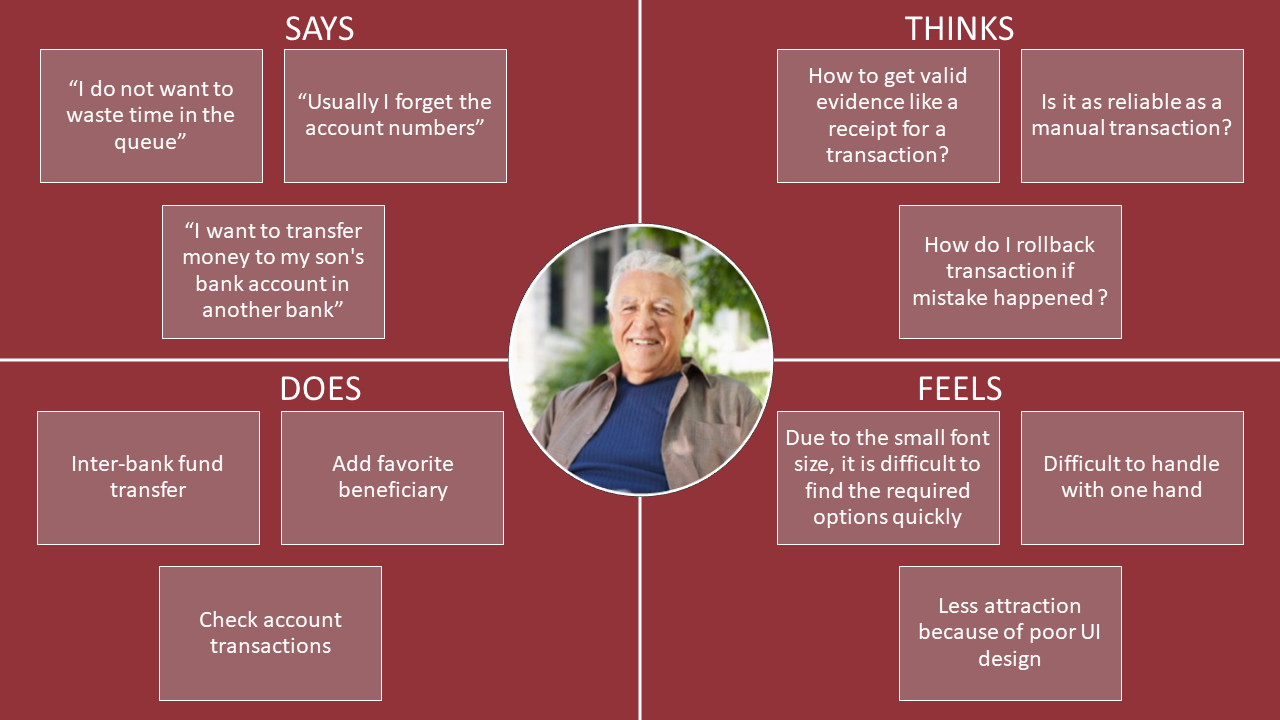
**IT19513188**

**Text

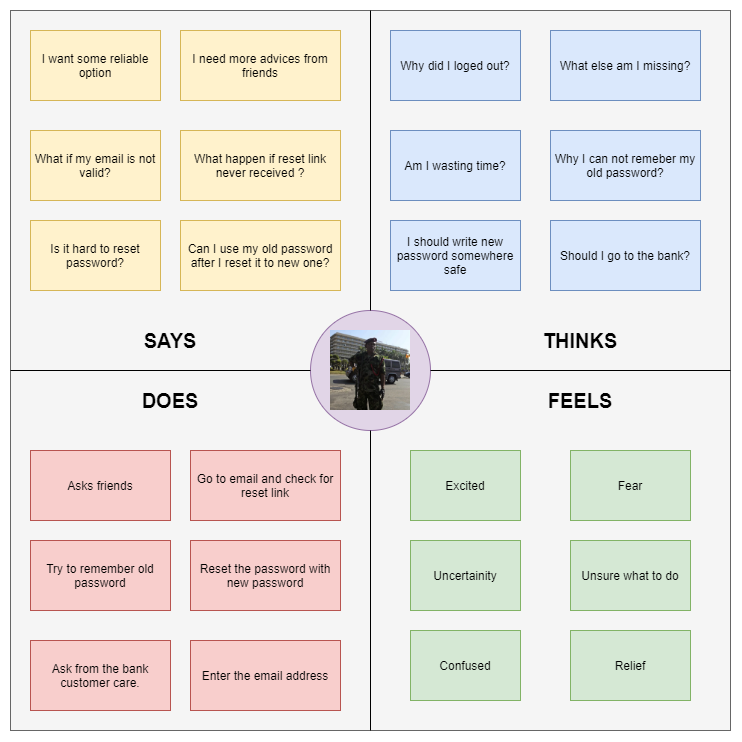
Description automatically generated**

1. **Empathy maps**

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**IT19062266**

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**IT19037998**

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**IT19513188**

A screenshot of a computer

Description automatically generated with medium confidence

1. **User stories**

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As a pensioner I want to transfer money to an account in another bank through the People’s Wave mobile application So that I can support my child’s higher education.

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As a soldier I want to reset my forgot password so that I can login to the application.

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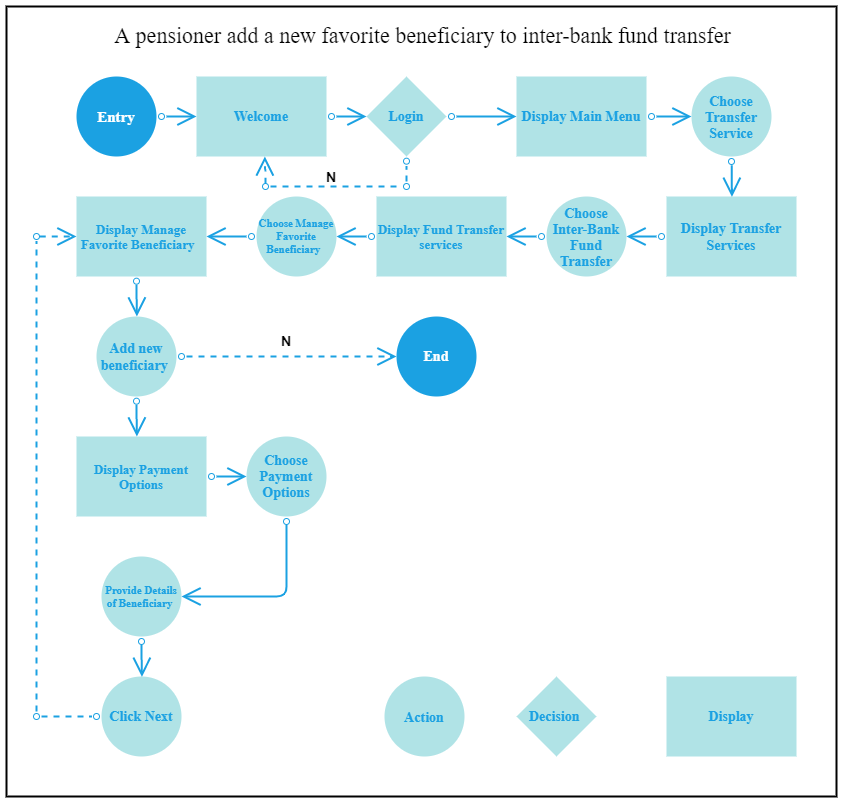
As a university student I want to transfer my internship salary to my parents account, so that I can help my family financially.

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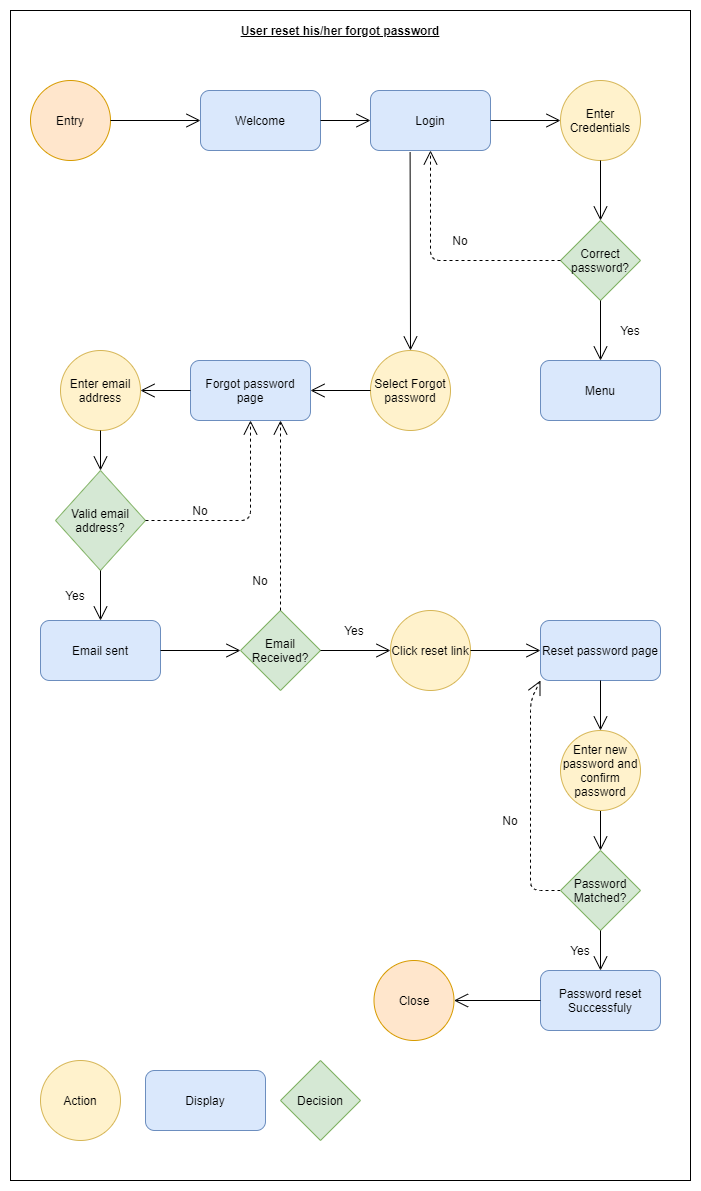
As a business man I want to pay my household utility bills in People's Wave mobile banking app so that I can save time and expenses on travelling.

1. **User flows**

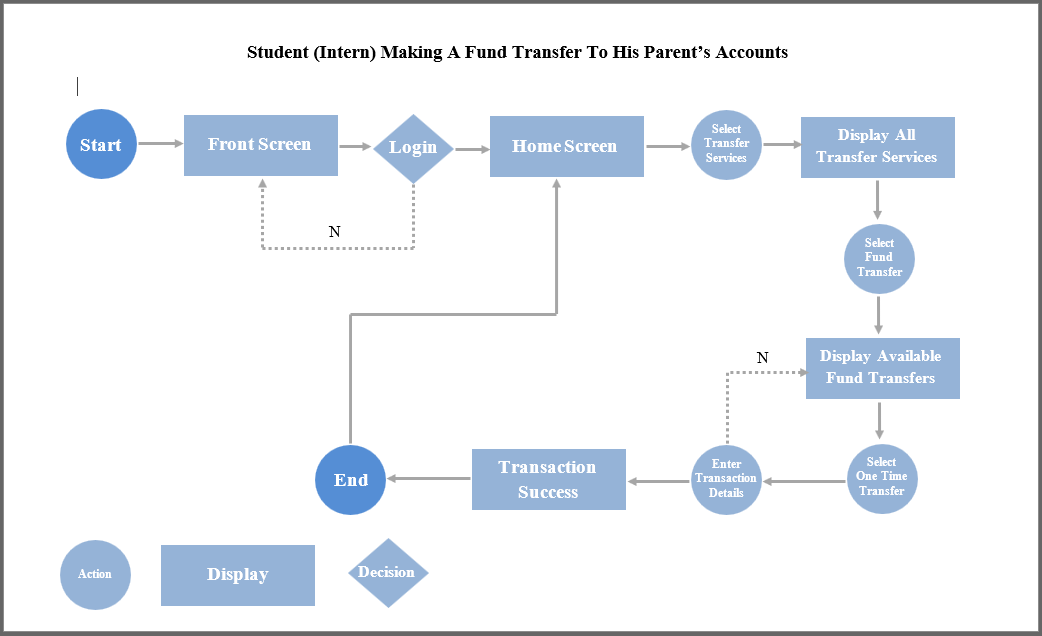
**IT19127538**

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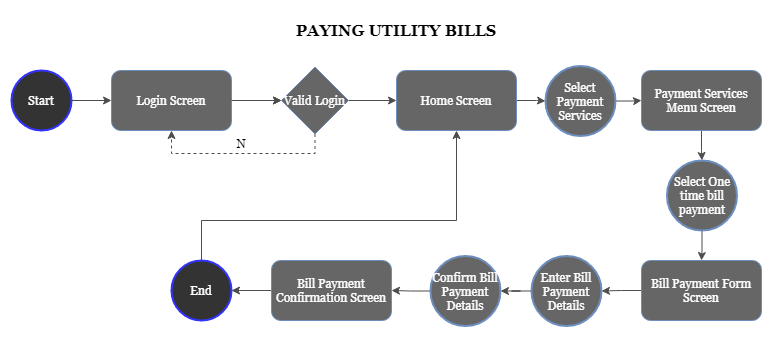
**IT19062266**

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**IT19037998**

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**IT19513188**



1. **Service Blueprint**

