Lab Practical 03 - Identify user groups

**Group ID** – 2021S2\_REG\_WD\_11

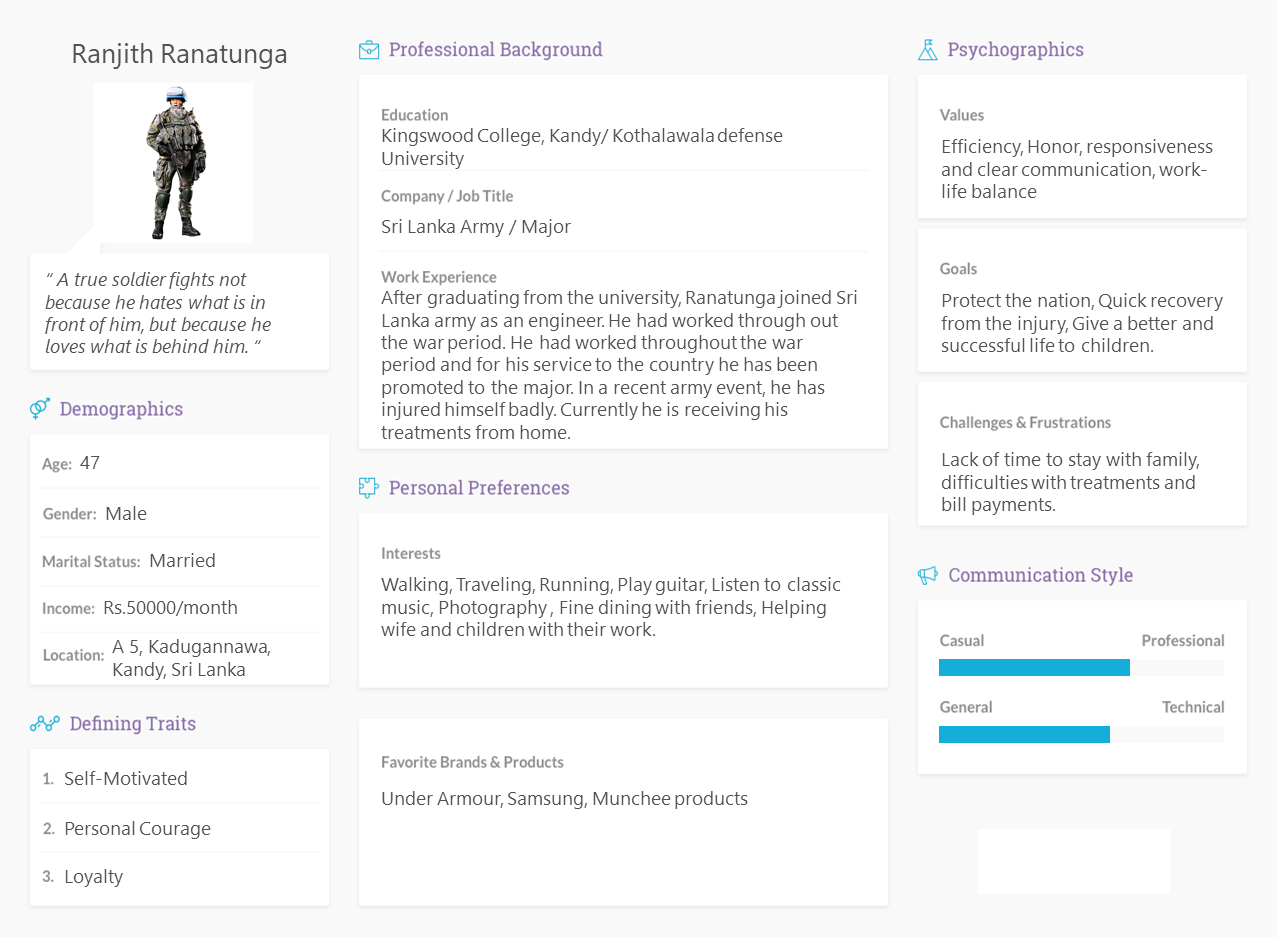
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| --- | --- |
| **IT Number** | **Name** |
| IT19127538 | A. R. W. M. B. W. D. B. Jayawardana |
| IT19062266 | S. W. R. S. I. Rathnayake |
| IT19037998 | A. V. Joachim |
| IT19513188 | K. A. Yathushan |

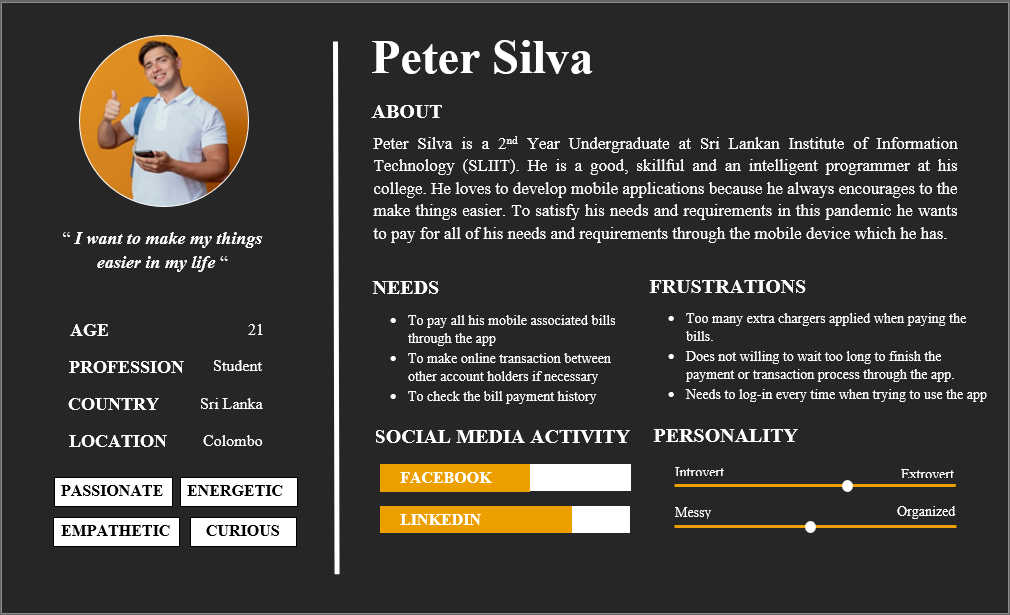
1. **User Personas**

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**IT19062266**



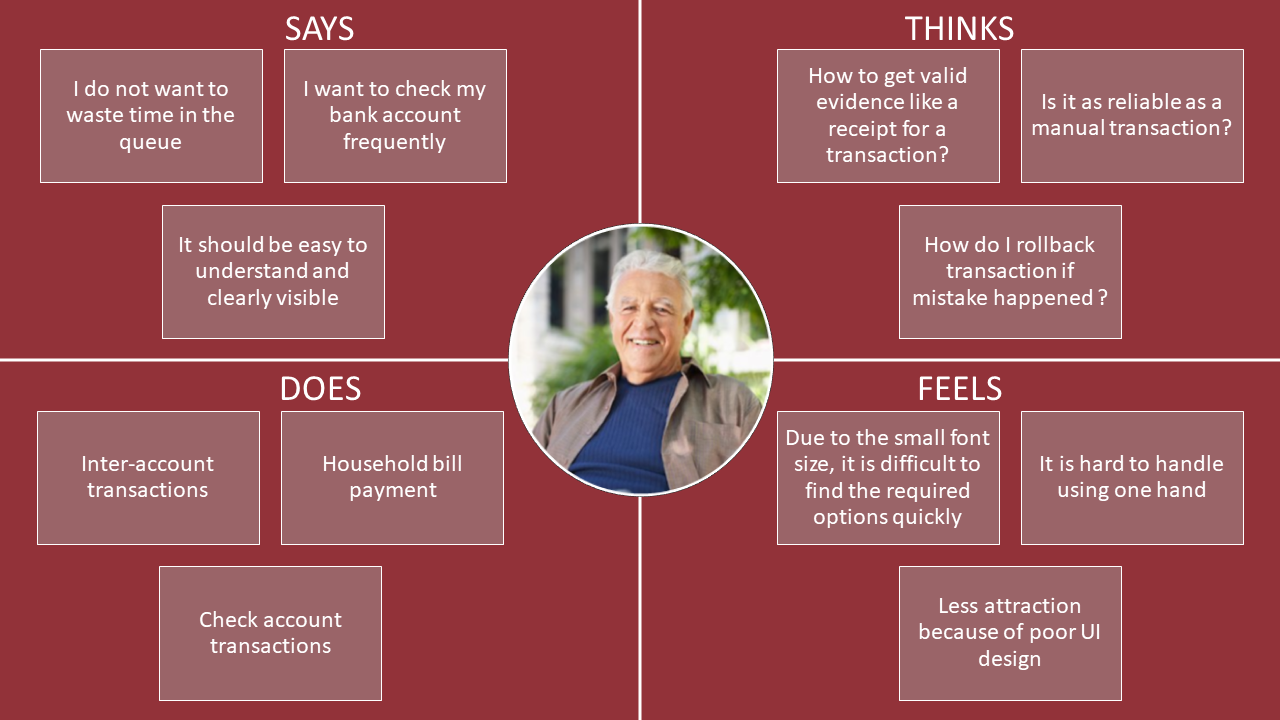
**IT19037998**

**Text

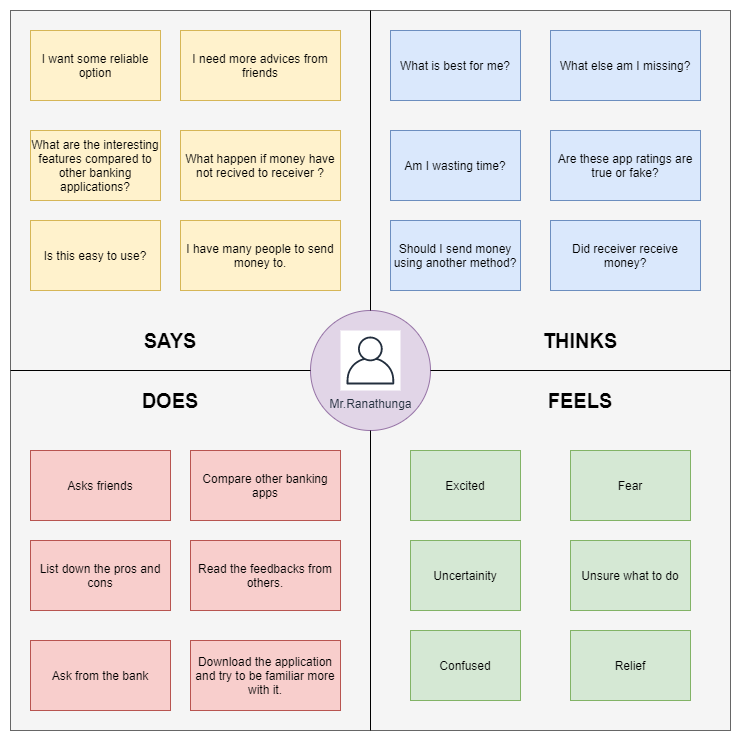
Description automatically generatedIT19513188**

1. **Empathy maps**

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**IT19062266**

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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 through the People’s Wave mobile application So that I can support my child’s higher education.

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As a wounded soldier I want to pay my bill payments using peoples wave mobile banking

application so that I do not have to move or getting hurt my injured leg.

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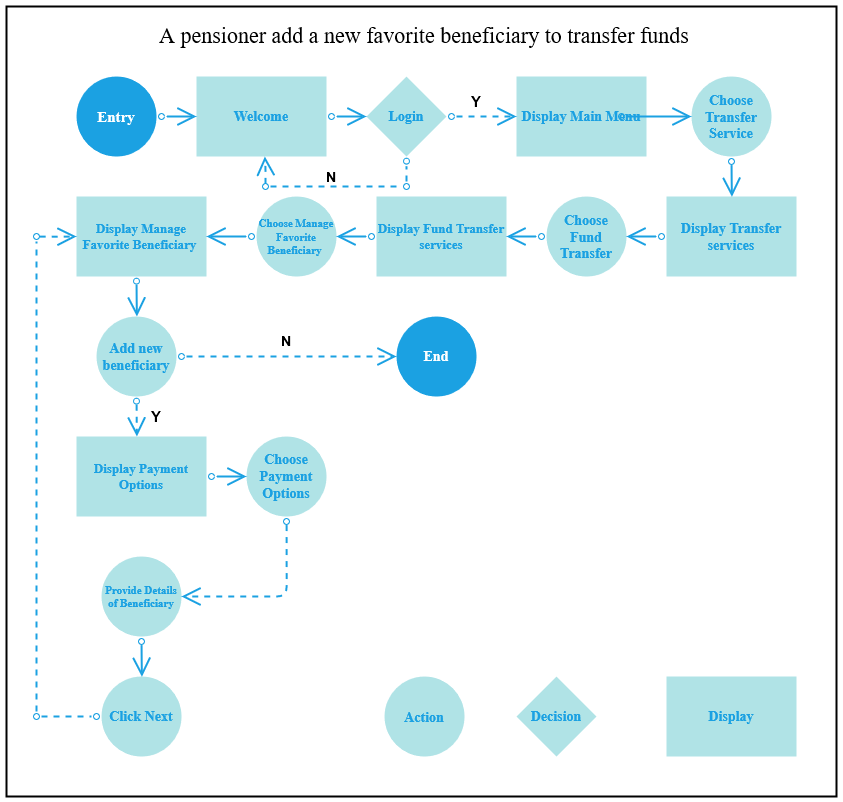
As a university student I want to pay my broadband bill payment through my People's Wave Mobile Application, so that i can continue my online learning as usual.

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As a business man I want check my current account balance in People's Wave mobile banking app so that I can know the overdraft balance of the account.

1. **User flows**

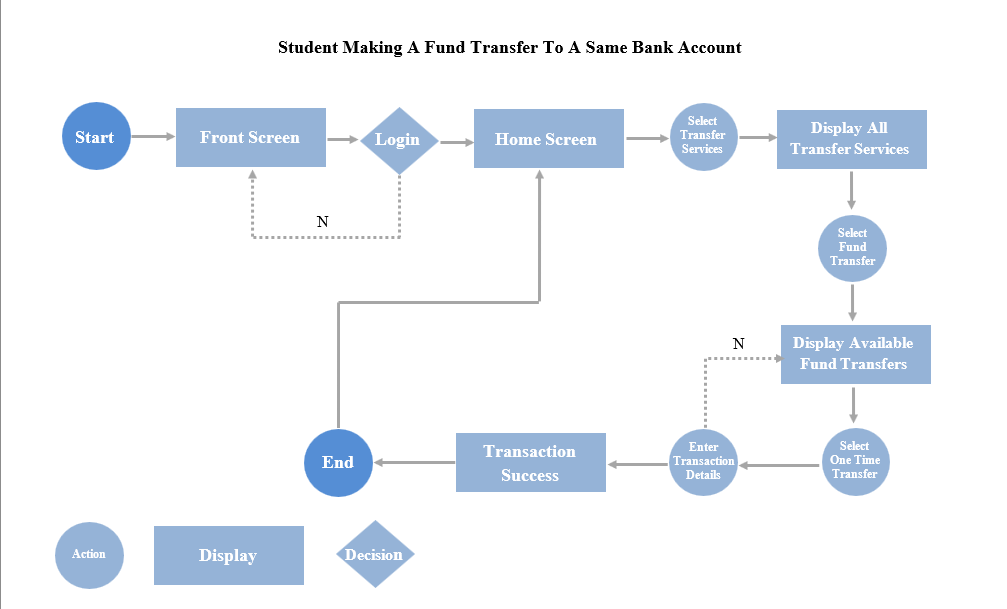
**IT19127538**

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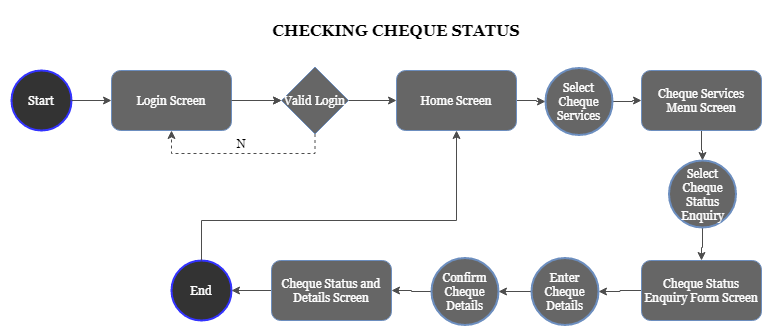
**Diagram

Description automatically generatedIT19062266**

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1. **Service Blueprint**

