Sri Lanka Institute of Information Technology

B.Sc. Honors Degree in Information Technology

Specialized in Software Engineering

Year 3, Semester 1 (2021)

SE3050 – User Experience Engineering

Labsheet 03

Group ID: 2021S1_REG_WE_01

Group Name: Team Alpha

Student ID	**Student Name**
IT19034478	Hirusha K.A.G.
IT19043388	Chathuranga S.J.
IT19008424	Weragoda W.R.J.M.
IT19042152	Madushan W.A.

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Personas

1. Shop Owners (IT19034478 – HIRUSHA K.A.G.)

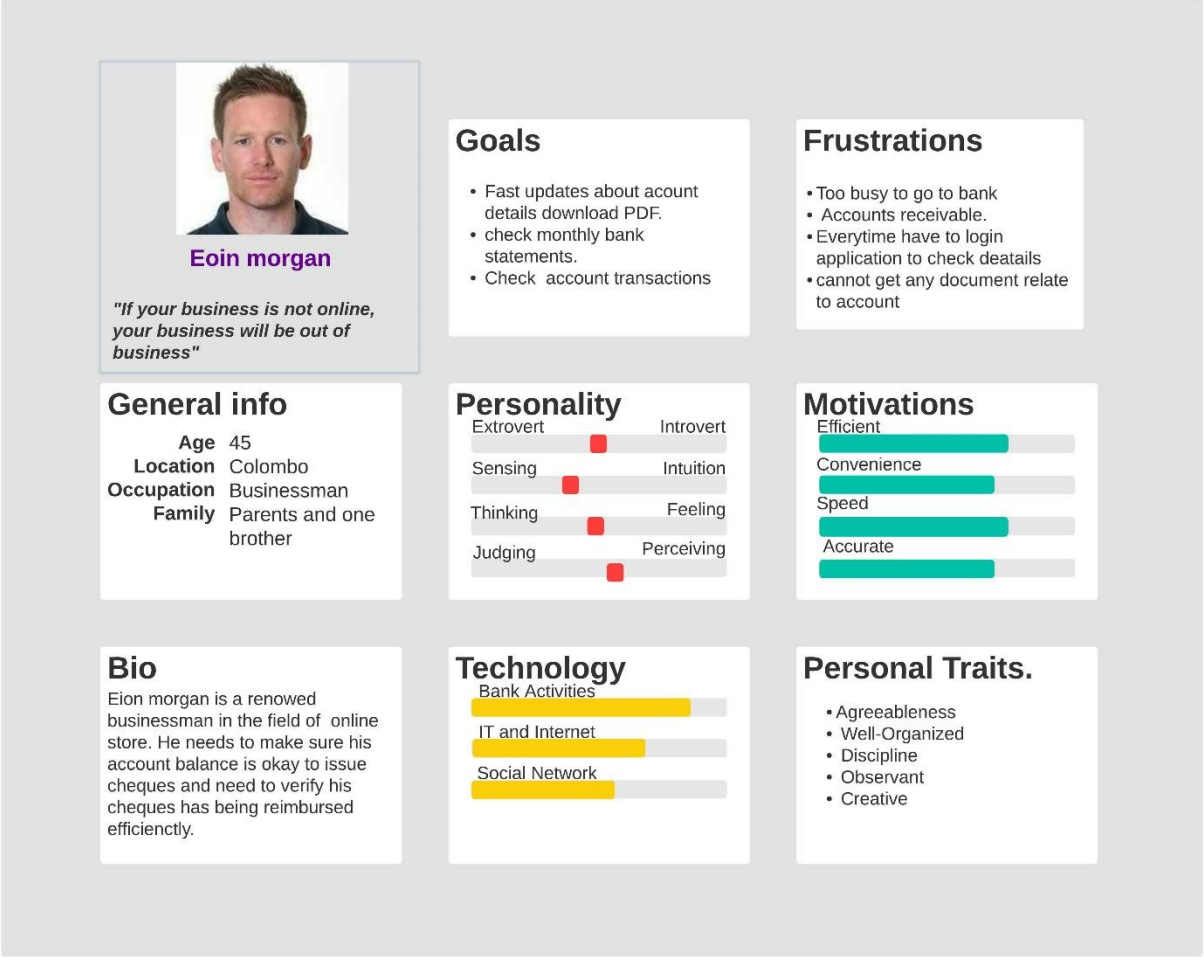


Figure 1 Persona 01 Show Owners

2. Accountant (IT19043388 – CHATHURANGA S.J.)

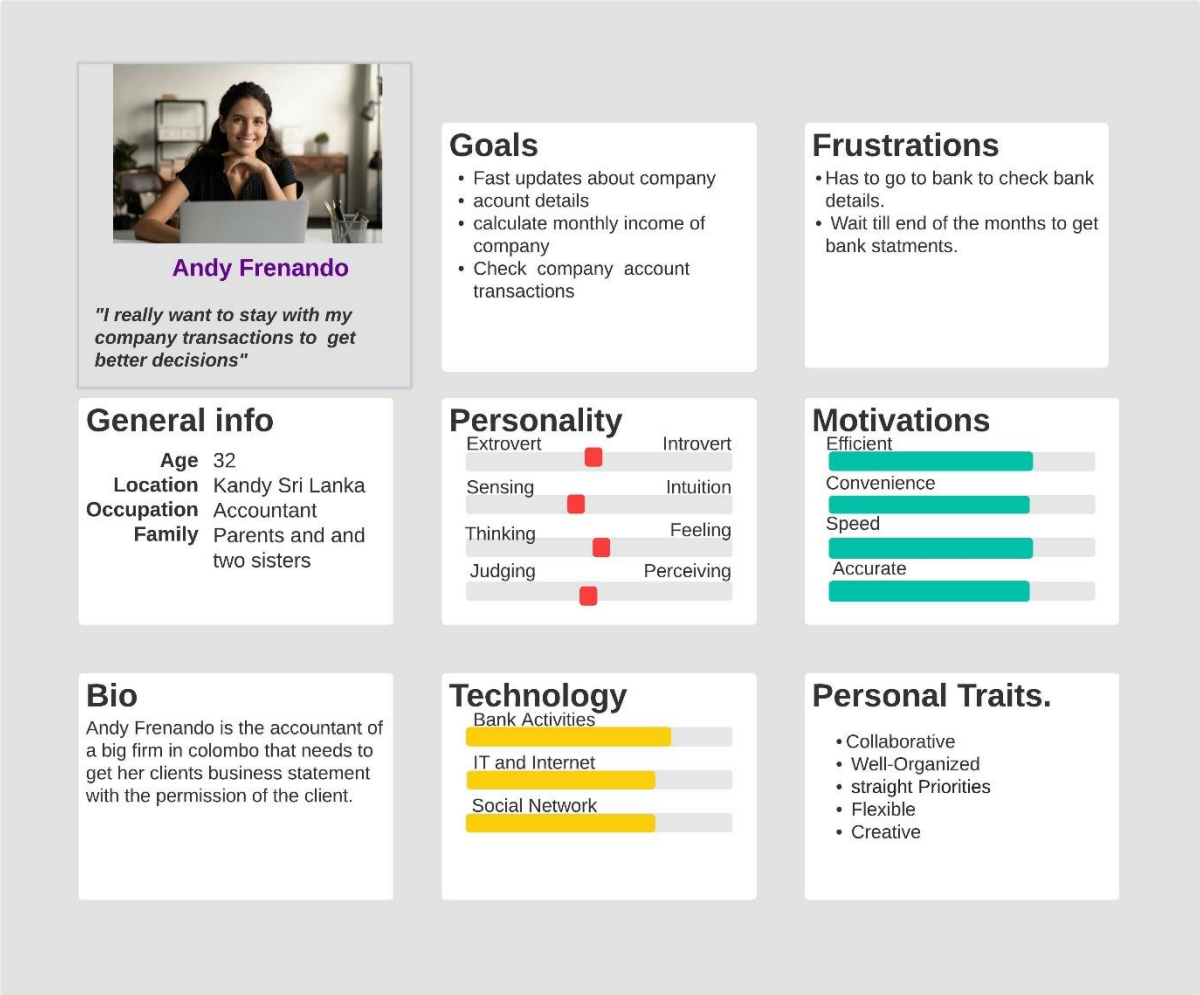


Figure 2 Persona 02 Accountant

3. Teenager (IT19008424 – WERAGODA W.R.J.M.)

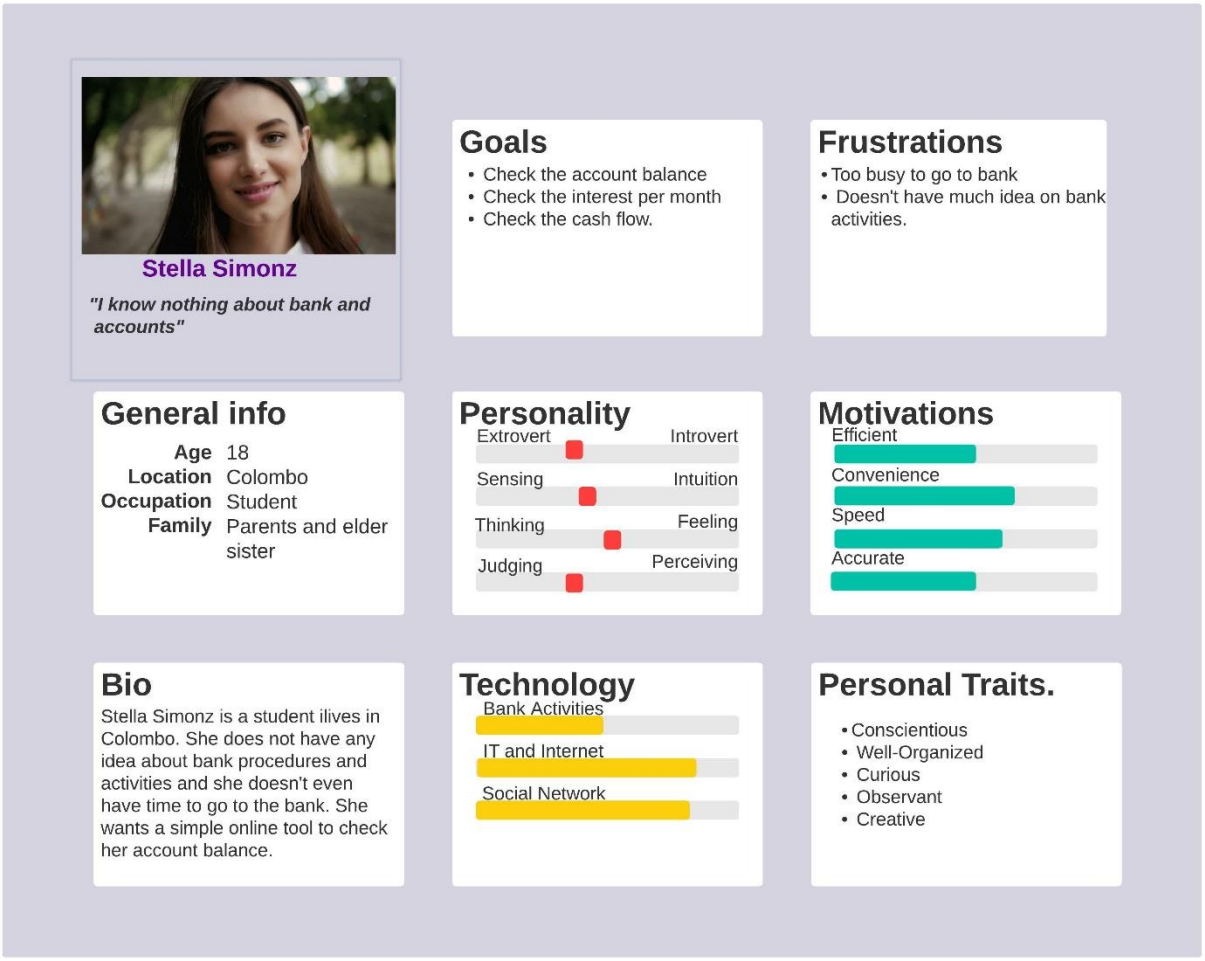


Figure 3 Persona 3 Teenager

4. Old Person (IT19042152 – MADUSHAN W.A.)

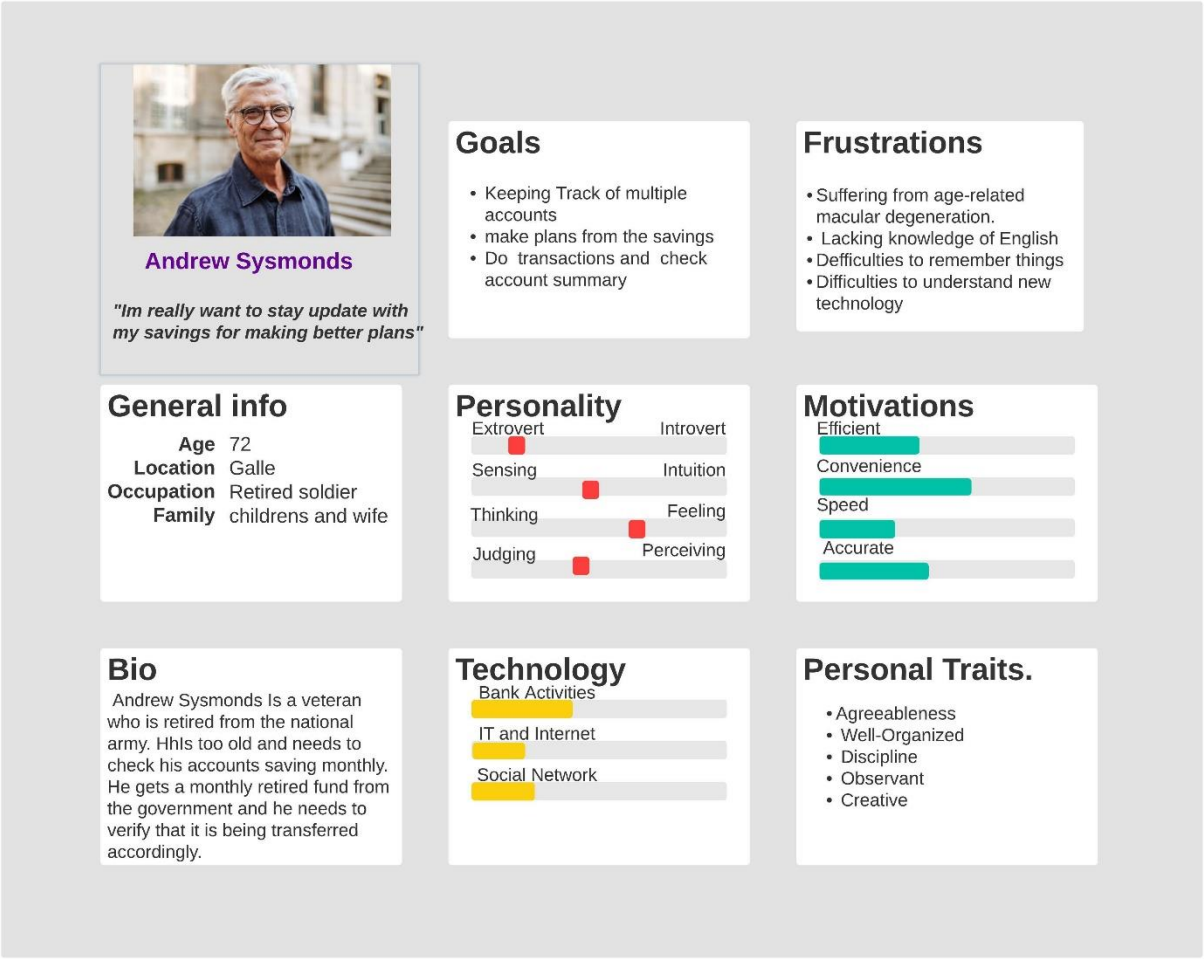


Figure 4 Persona 4 Old Person

Empathy Maps

1. **Shop Owners (IT19034478 – HIRUSHA K.A.G.)**

Figure 5 Empathy Map 1 Shop Owner

2. Accountant (IT19043388 – CHATHURANGA S.J.)

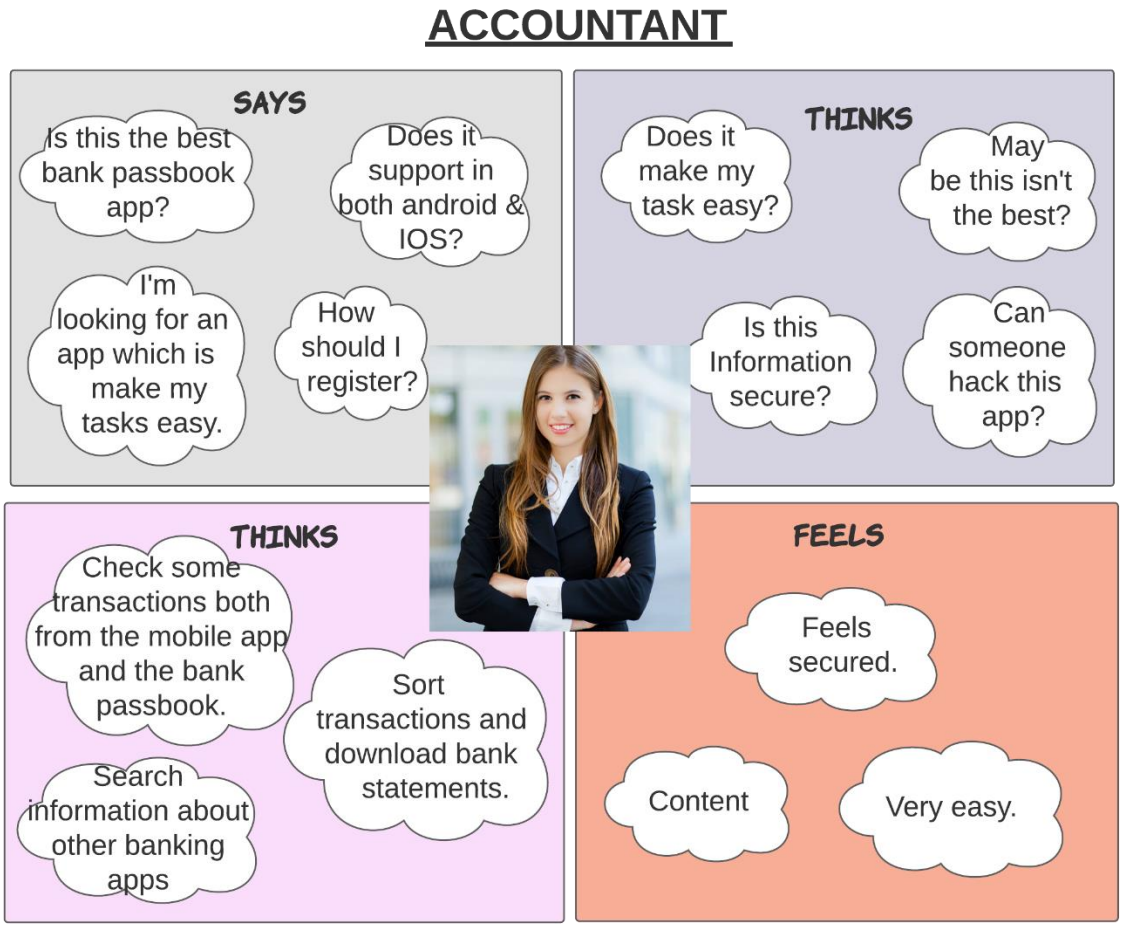


Figure 6 Empathy Map 2 Accountant

3. Teenager (IT19008424 – WERAGODA W.R.J.M.)

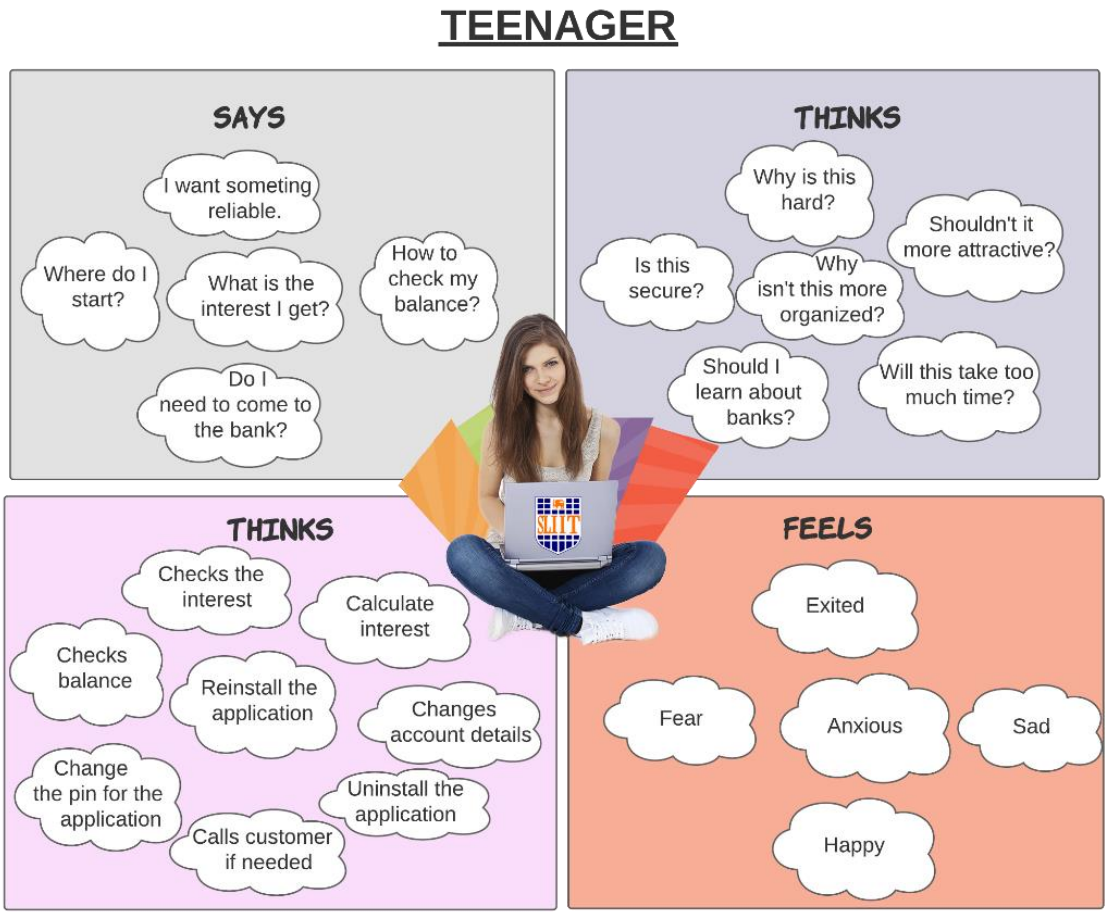


Figure 7 Empathy Map 3 Teenager

4. **Old Person (IT19042152 – MADUSHAN W.A.)**

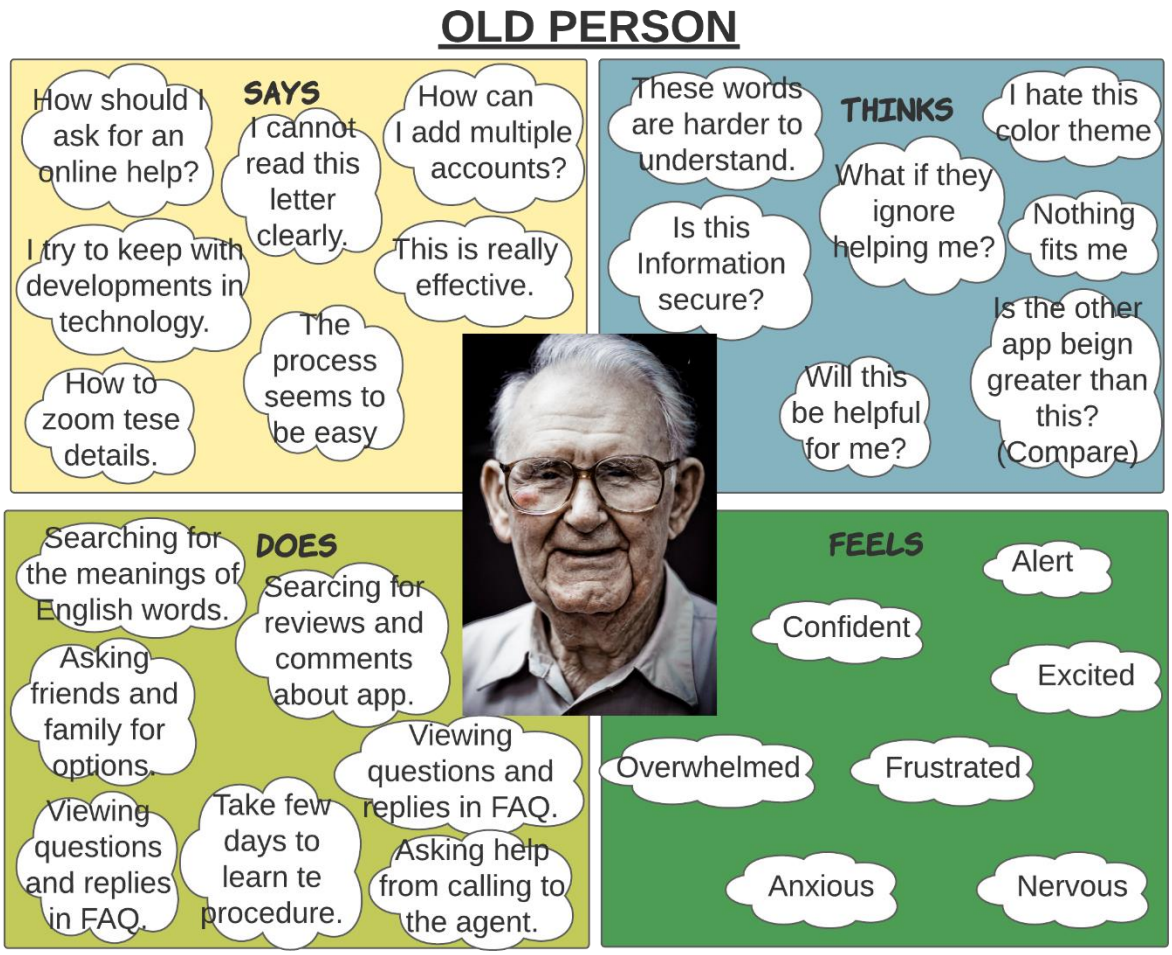


Figure 8 Empathy Map 4 Old Person

User stories

1. **Shop Owners (IT19034478 – HIRUSHA K.A.G.)**

   ❖ As an online store owner,
   I want to download receipt of a deposit done by customer,
   So that I can manage my accounts well

2. **Accountant (IT19043388 – CHATHURANGA S.J.)**

   ❖ As an Accountant,
   I want to check our bank accounts transactions details,
   So that I can check transaction history after receiving a notification

3. **Teenager (IT19008424 – WERAGODA W.R.J.M.)**

   ❖ As a teenager,
   I want to check my account balance when there's a new activity or when the interest is calculated,
   So that I can track the account balance even when I don't know about bank procedures. Acceptance criteria

4. **Old Person (IT19042152 – MADUSHAN W.A.)**

   ❖ As an old age user,
   I want to search for questions and relevant answers providing by the app,
   So that I can clear my doubts with the procedures when using this mobile app and move forward.

User Flow Charts

1. Shop Owners (IT19034478 – HIRUSHA K.A.G.)

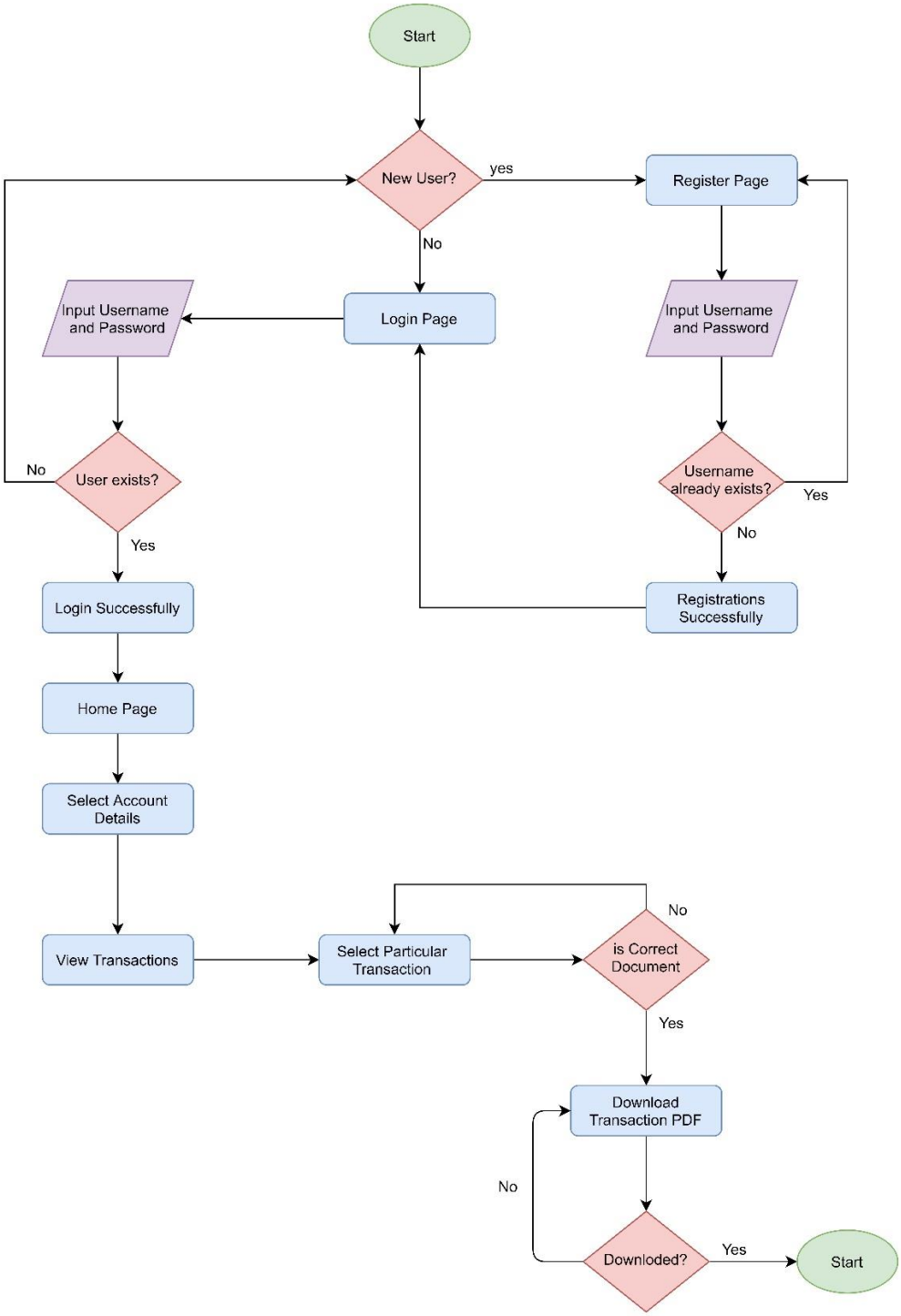


Figure 9 Flow Chart 1 Shop Owners

2. Accountant (IT19043388 – CHATHURANGA S.J.)

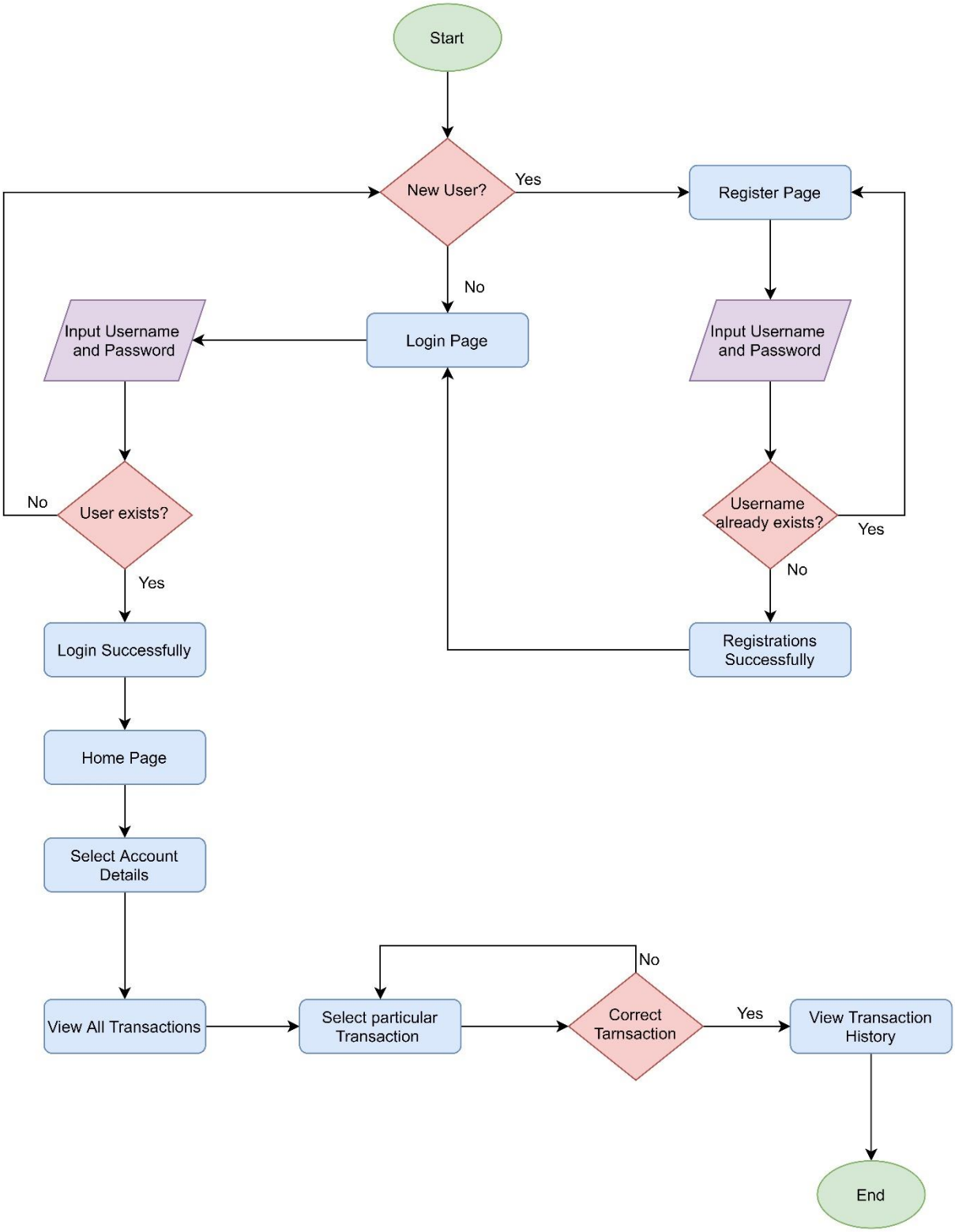


Figure 10 Flow Chart 2 Accountant

3. Teenager (IT19008424 – WERAGODA W.R.J.M.)

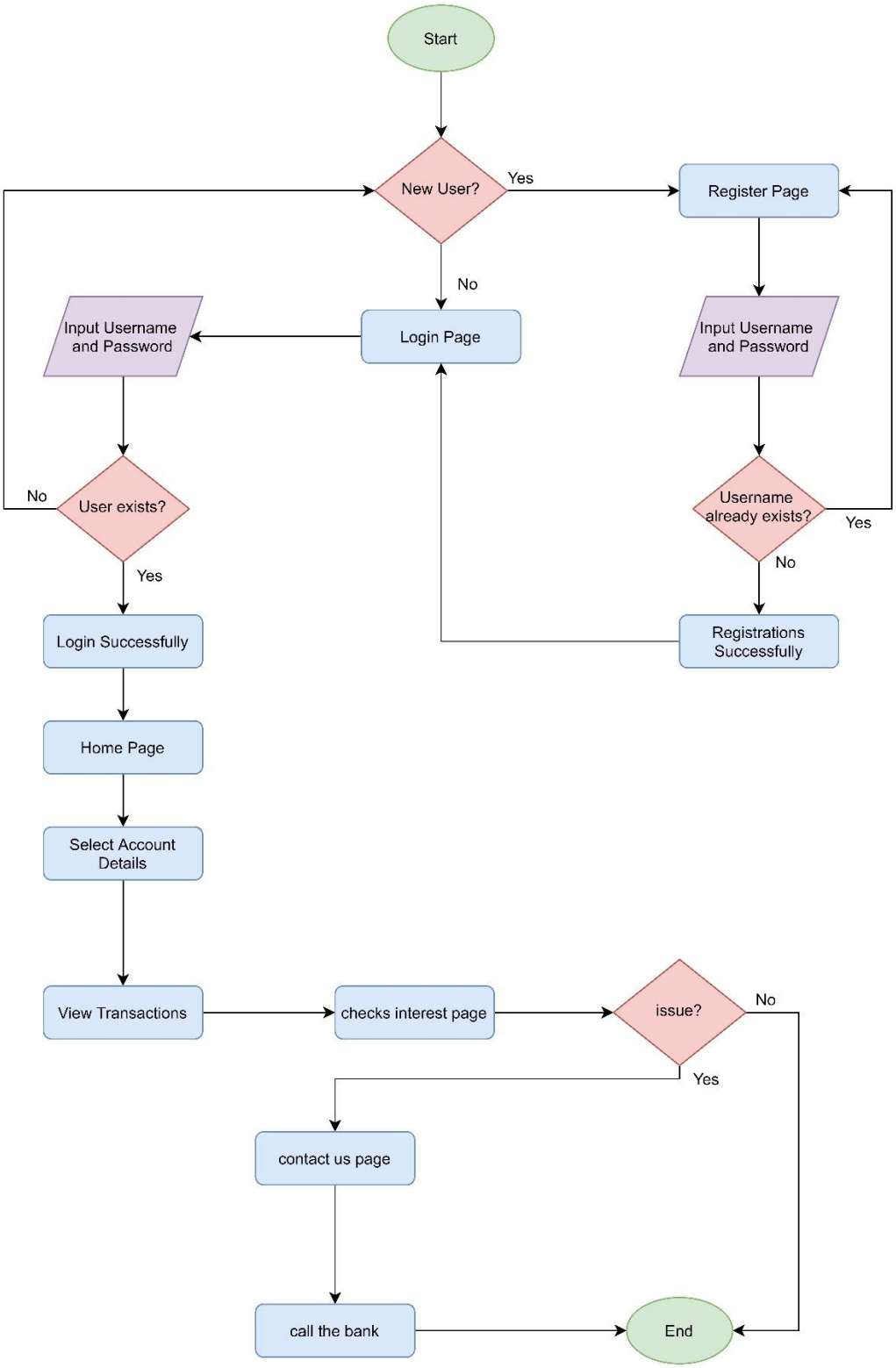


Figure 11 Flow Chart 3 Teenager

4. Old Person (IT19042152 – MADUSHAN W.A.)

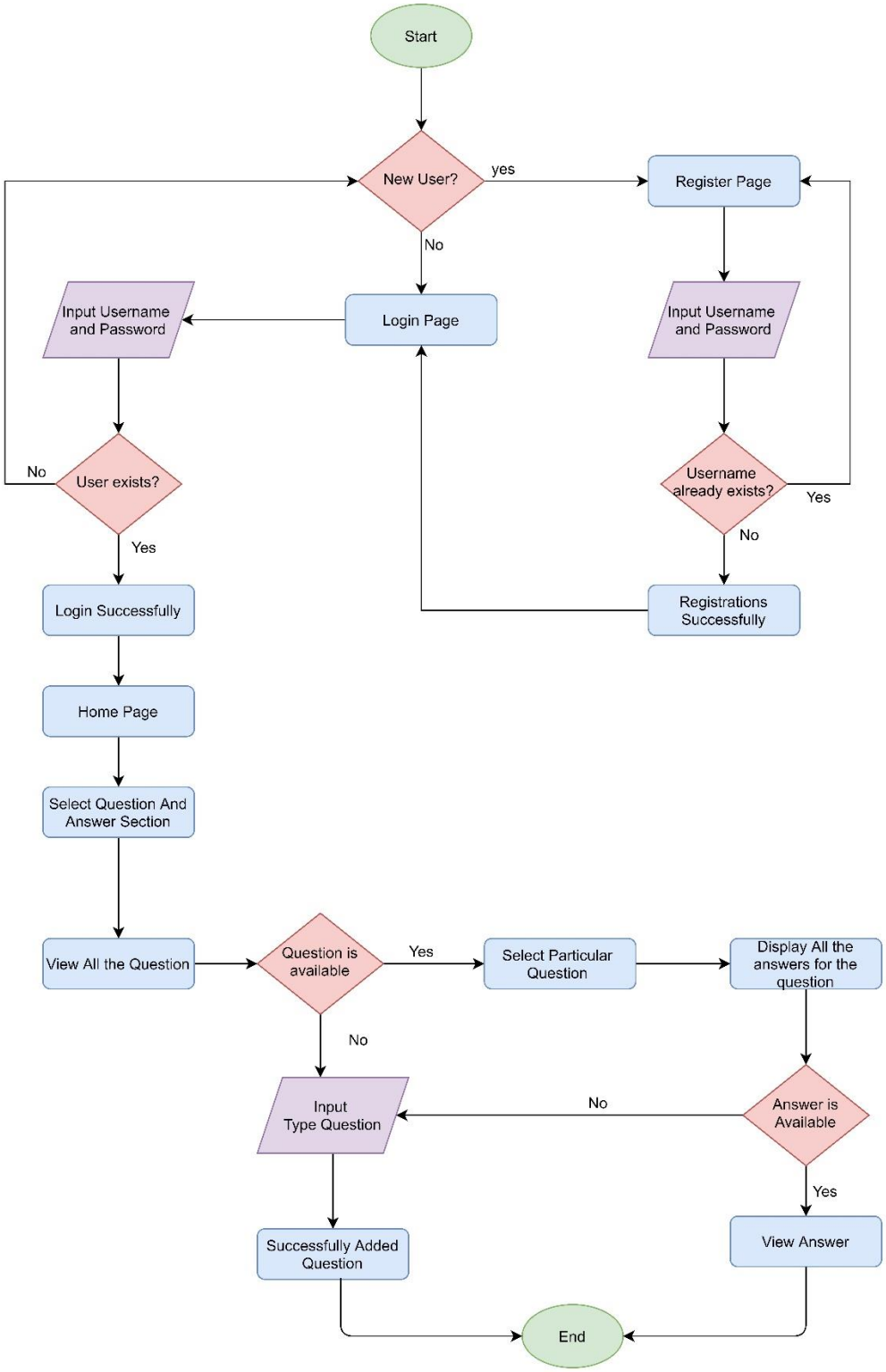
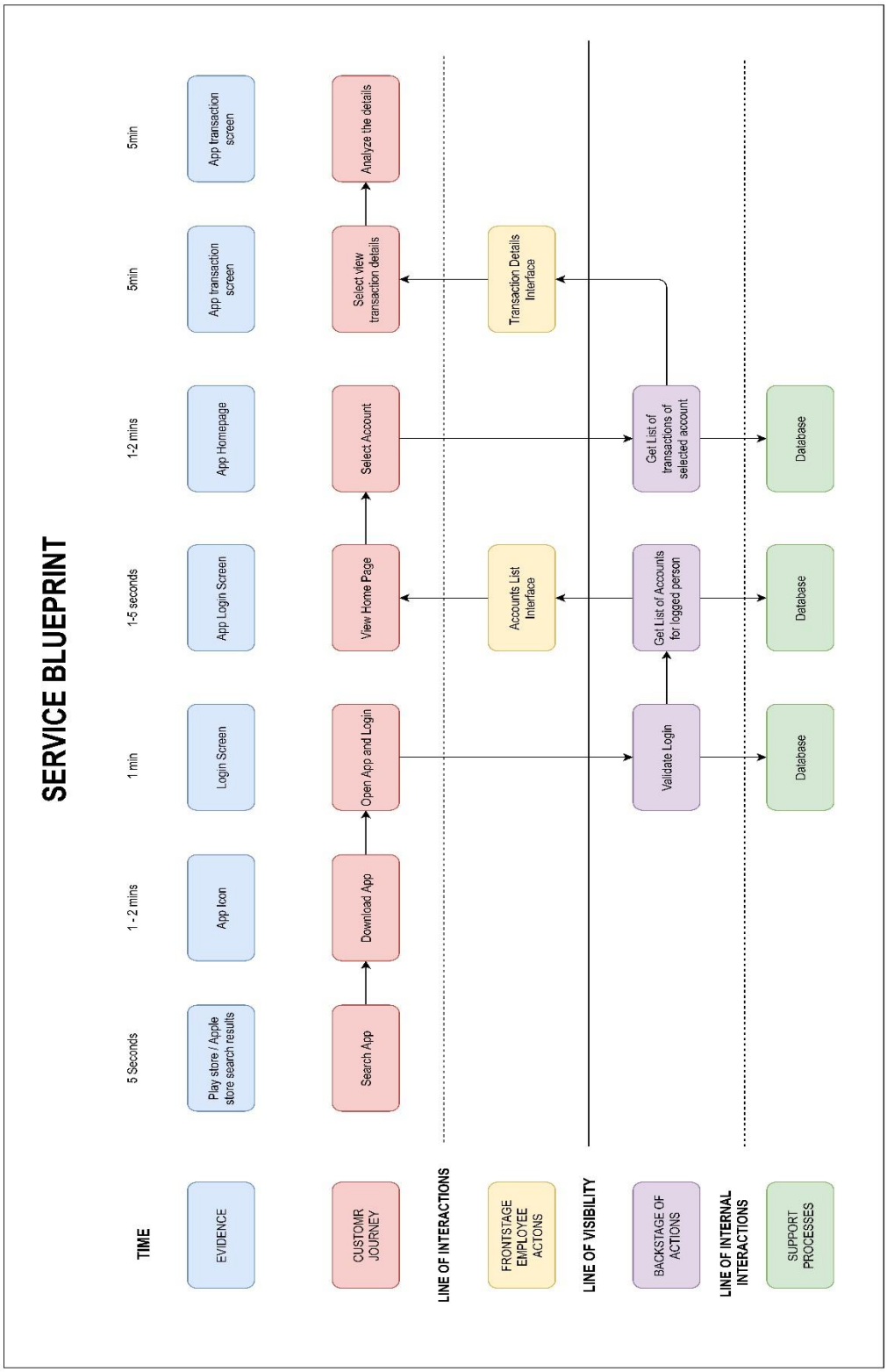


Figure 12 Flow Chart 4 Old Person

Service Blueprint