Lab Practical 03 - Identify user groups

**Pizza Hut Sri Lanka**

1. Graphical user interface, application

   Description automatically generated*Persona(s)*

**IT19188546**

Graphical user interface, application

Description automatically generated

**IT19138114**

Graphical user interface

Description automatically generated

**IT19120362**

Graphical user interface

Description automatically generated

**IT19120812**

1. *Empathy map(s)*

Graphical user interface, text, application, chat or text message

Description automatically generated

**IT19188546**

Diagram

Description automatically generated

**IT19120812**

Graphical user interface, text, application, chat or text message

Description automatically generatedTimeline

Description automatically generated

**IT19138114**

**IT19120362**

1. *User stories*

* As a registered customer I want to place an order with multiple products in Cash on Delivery basis, so that I don’t want to worry about the online payment.
* As a registered customer I want to save my default delivery address so that I don’t want to give the delivery location every time I place an order.
* As an unregistered customer I want to register into the pizza hut app using my google account that already I have, so that I will be able to order pizza without visiting the shop.
* As a registered customer, I want to pay my order amount via my credit/debit card, so that I can save time and easily manage the order.

1. *Identify user flow(s)*

Diagram

Description automatically generated

**IT19188546**

Diagram

Description automatically generated

**IT19138114**

Diagram

Description automatically generated

**IT19120362**

*Diagram

Description automatically generated*

**IT19120812**

1. *Service Blueprint(s)*

Timeline

Description automatically generated