Sri Lanka Institute of Information Technology

SE3050 User Experience Engineering

Labsheet 3

2021S2_REG_WE_07

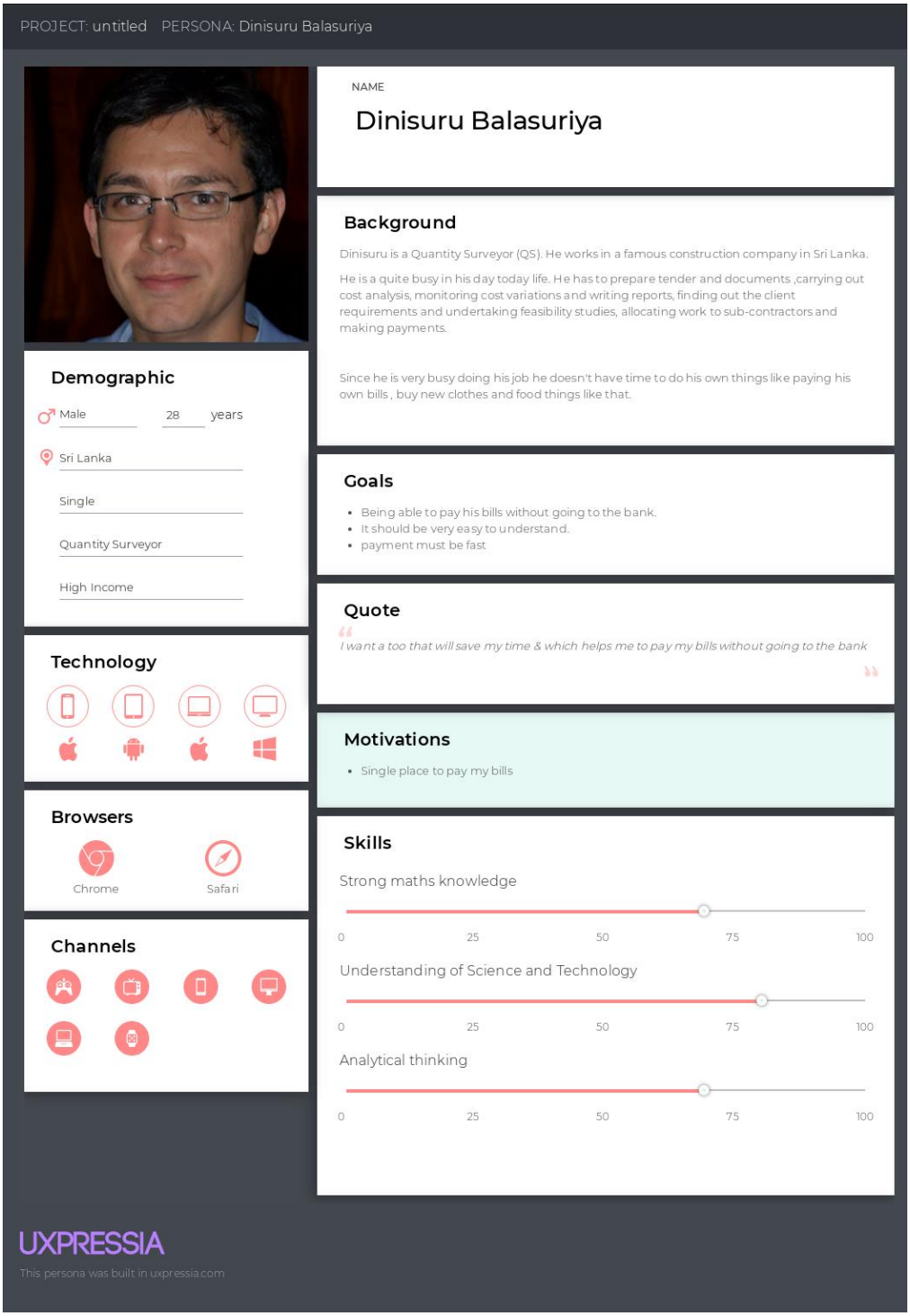
Group ID: 2021S2_REG_WE_07

Group Details:

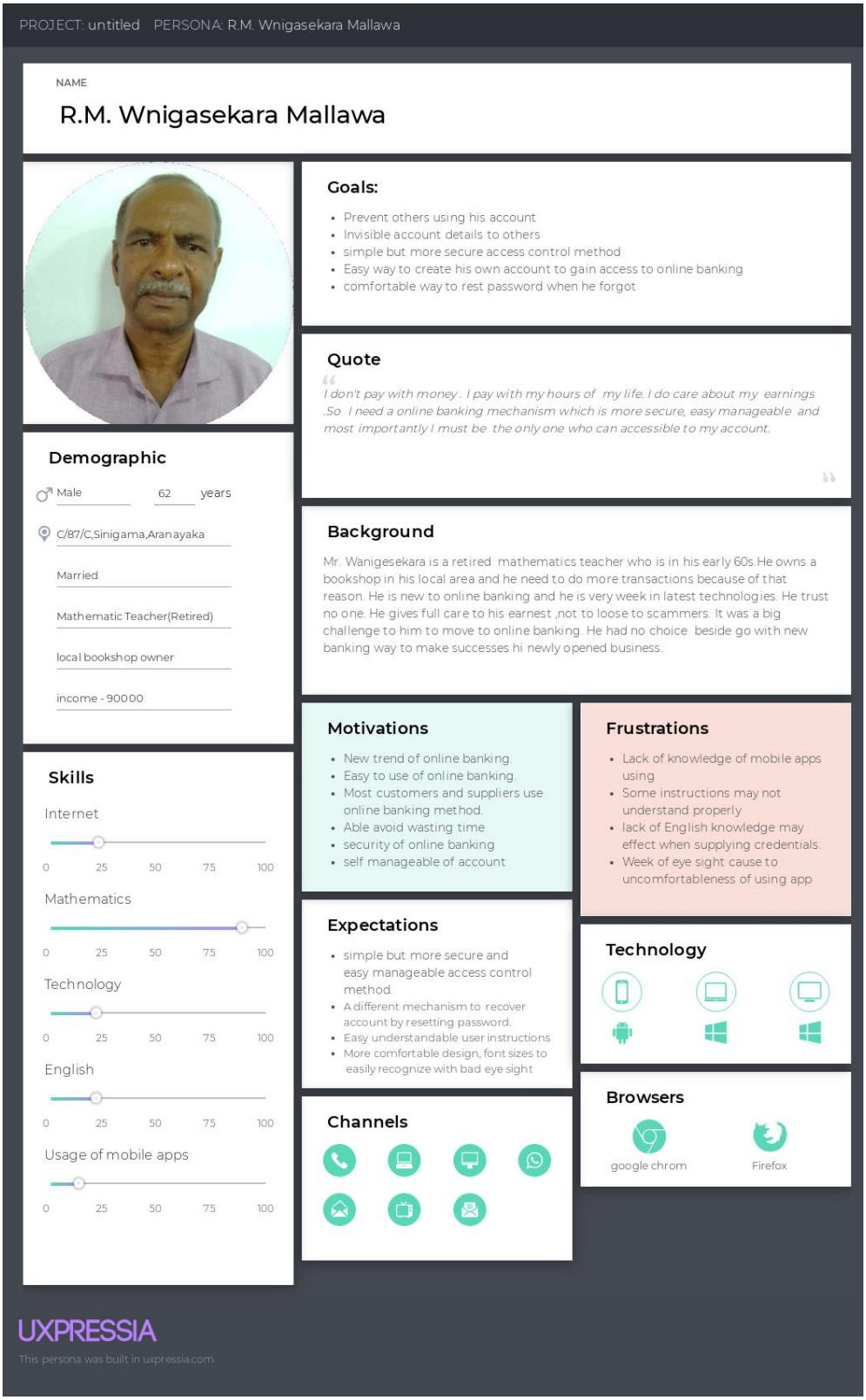
IT Number	Name
IT19209012	I.D.I Balasuriya
IT19210520	M.R.U.M Senevirathna
IT19213590	G.A.D.K.M Gardiarachchi
IT19207100	A.G.S.P Deshapriya

Personas

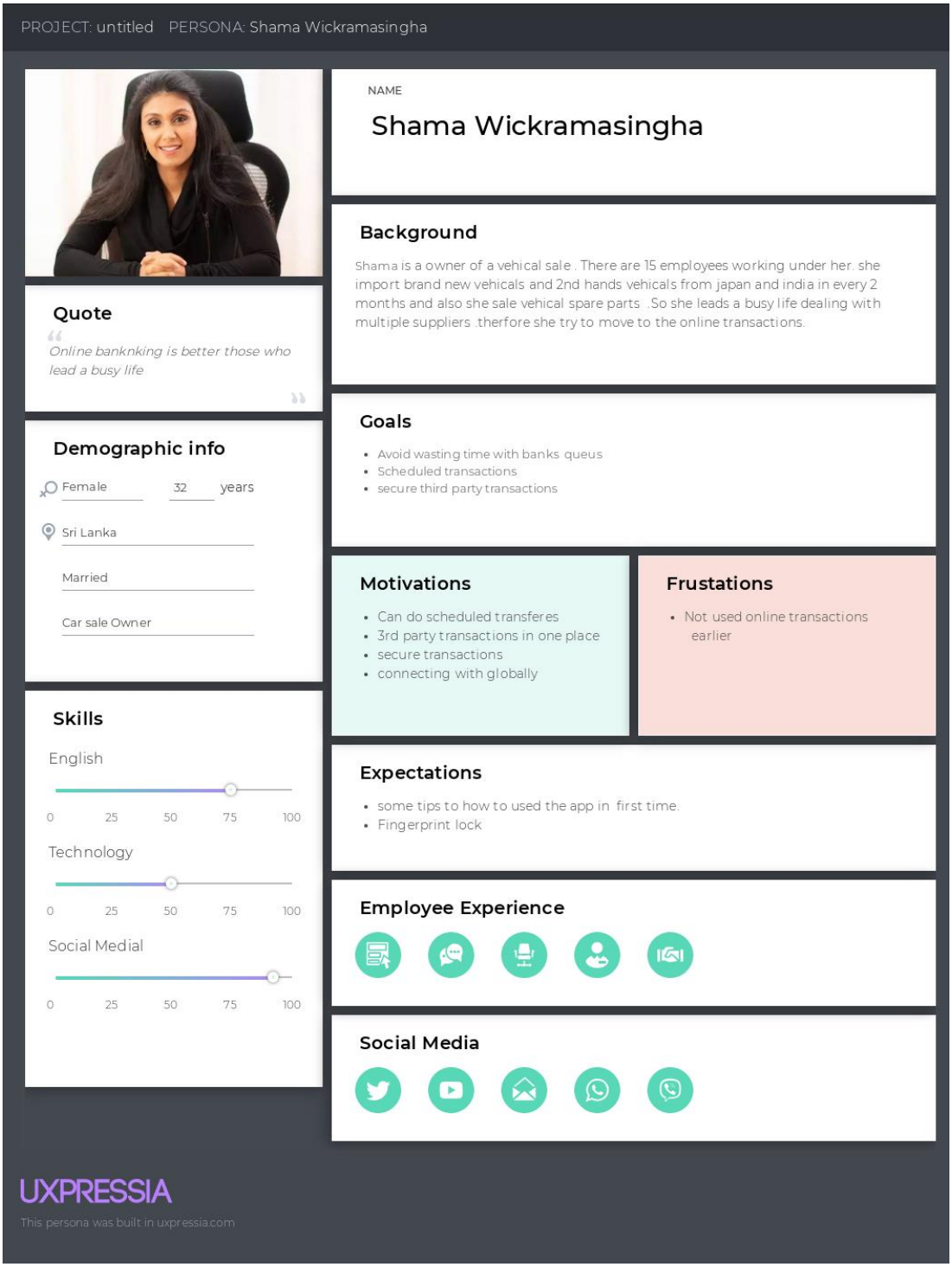
1. Quantity Surveyor (IT19209012 – I.D.I Balasuriya)



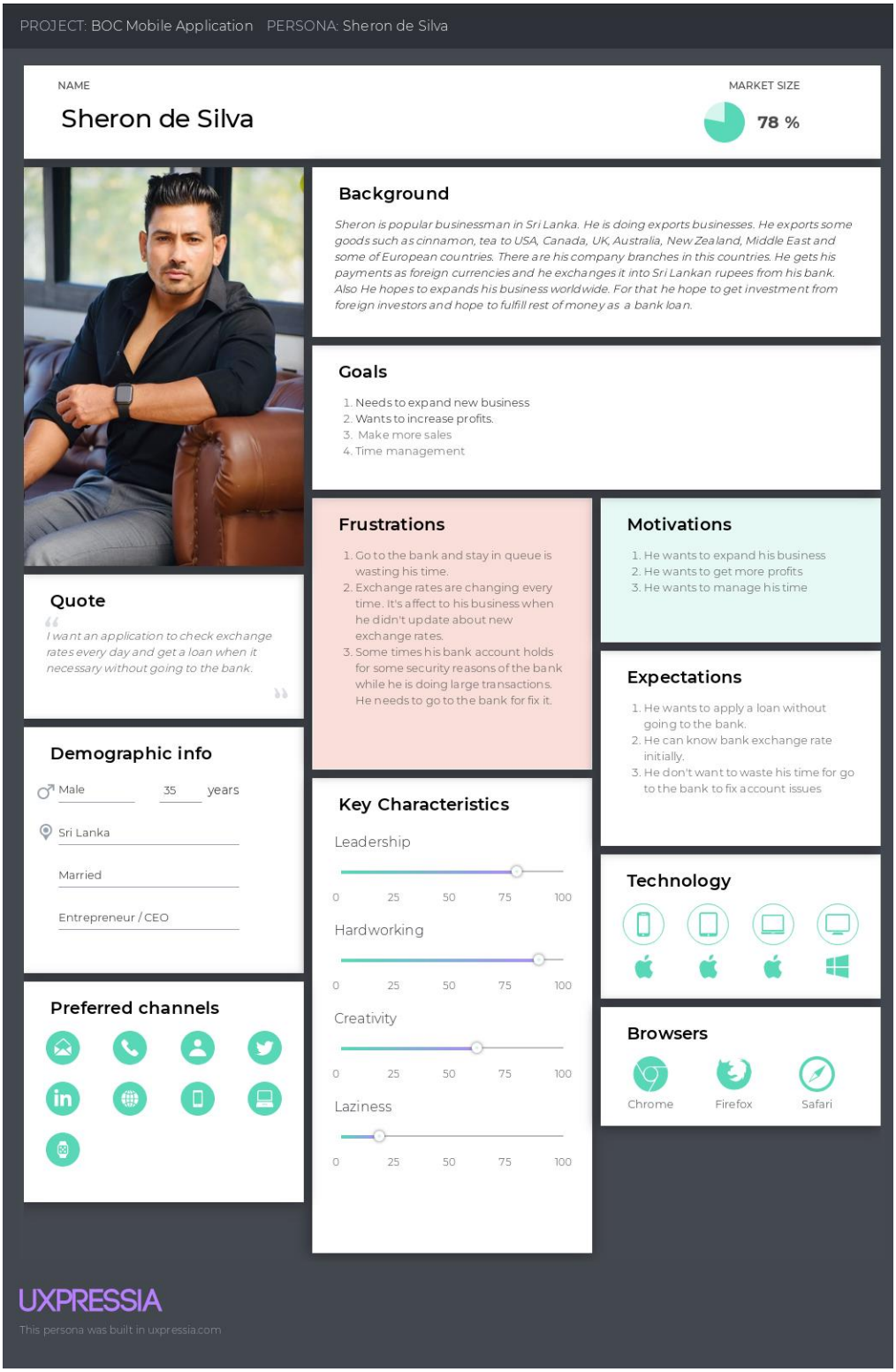
2. Local bookshop owner (IT19210520 – M.R.U.M Senevirathne)



3.Car sale owner (IT19207100 – A.G.S.P Deshapriya)

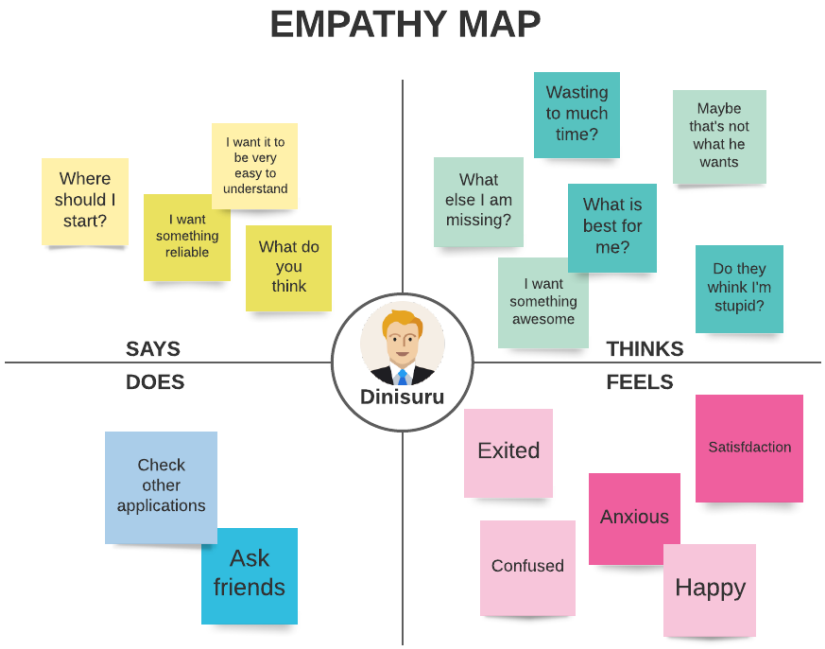


4.Entrepreneur (IT1921590 – G.A.D.K.M Gardiarachchi)

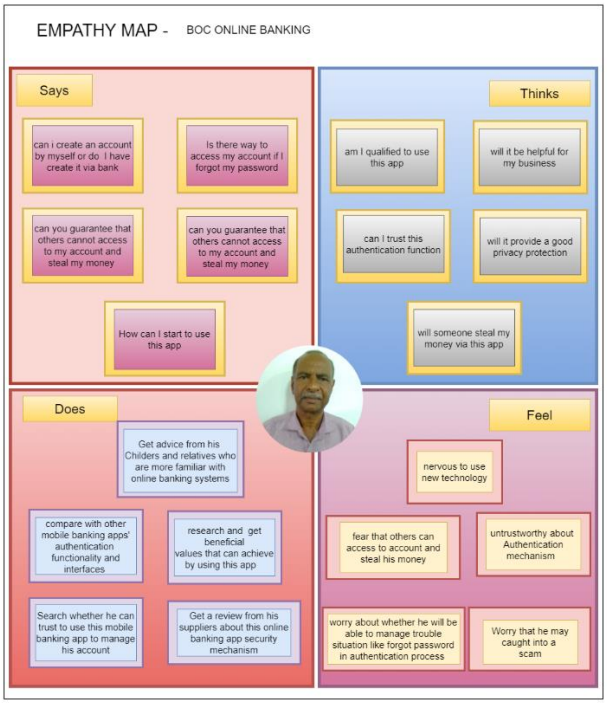


Empathy Maps

1. Quantity Surveyor (IT19209012 – I.D.I Balasuriya)

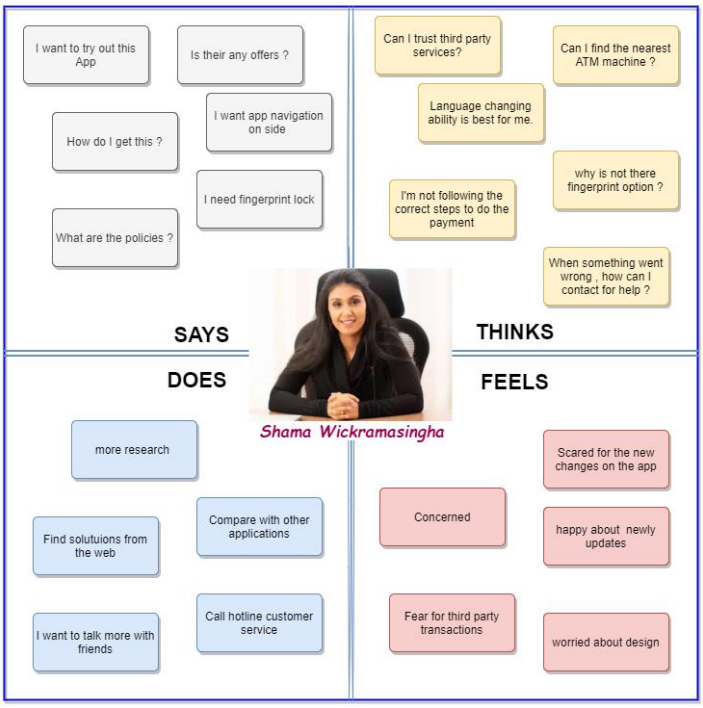


2. Local bookshop owner (IT19210520 – M.R.U.M Senevirathne)

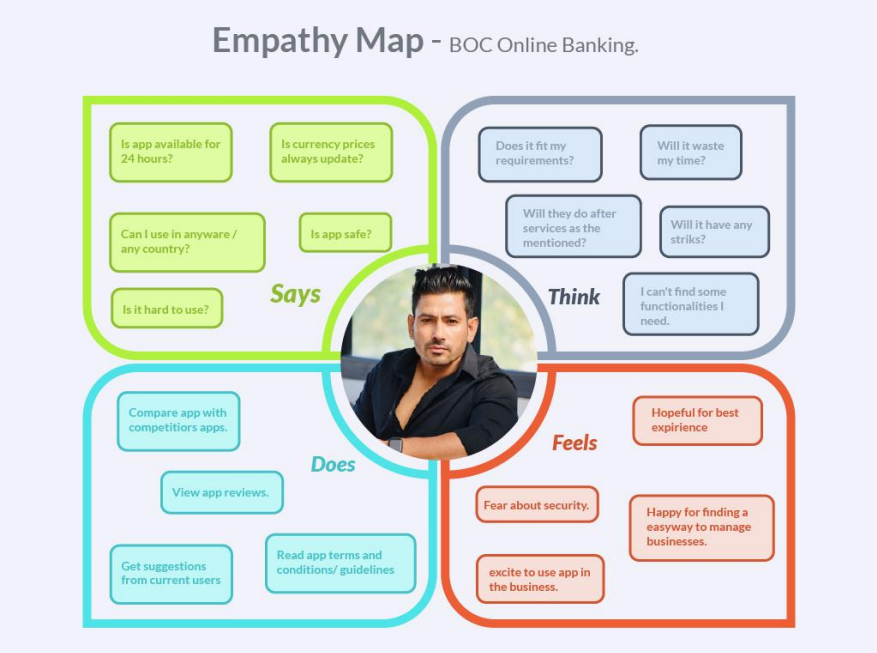


3. Car sale owner (IT19207100 – A.G.S.P Deshapriya)

EMPATHY MAP - BOC ONLINE BANKING



4. Entrepreneur (IT1921590 – G.A.D.K.M Gardiarachchi)



User Stories

1. **Quantity Surveyor (IT19209012 – I.D.I Balasuriya)**
   - As a Account holder, I want to pay my bills using this app, So that I can save my time going to the bank.

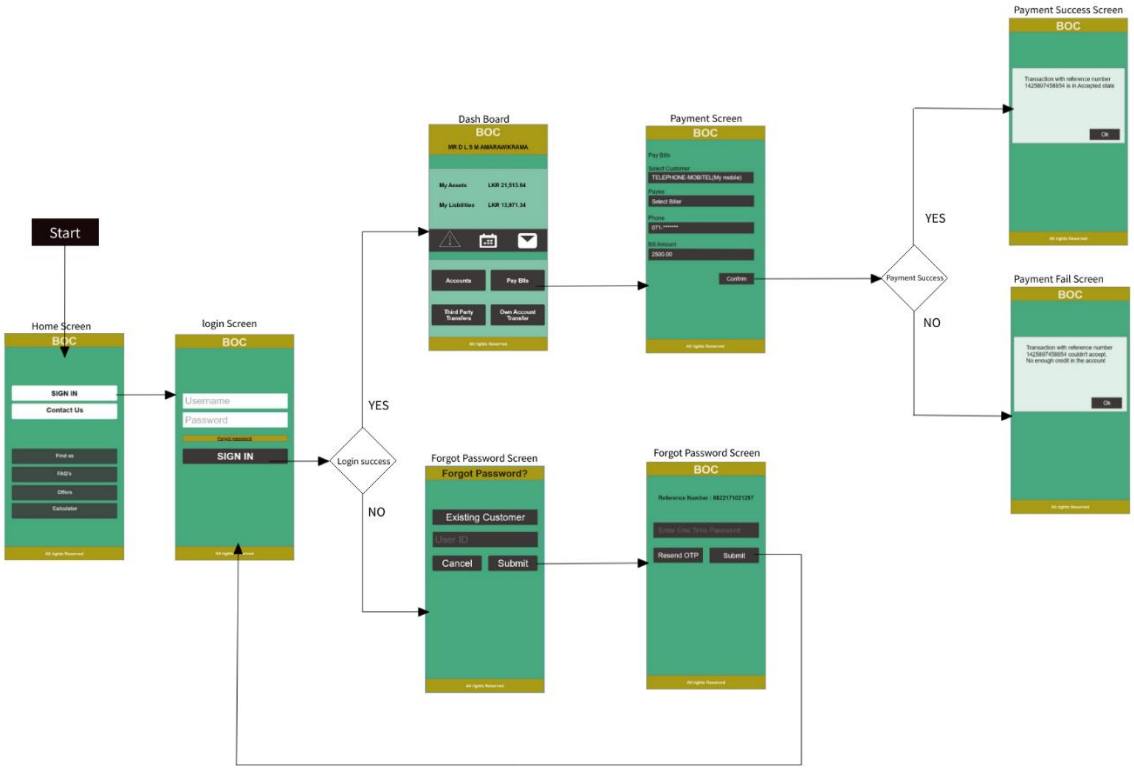
2. **Local bookshop owner (IT19210520 – M.R.U.M Senevirathne)**
   - As a Account holder,I want to reset my password when I forgot it,So that I can reset password myself without having trouble to go to bank to reset it again.

3. **Car sale owner (IT19207100 – A.G.S.P Deshapriya)**
   - As a account holder, I want to transfer money between my accounts periodically, So that I can keep balance of personal and business account.

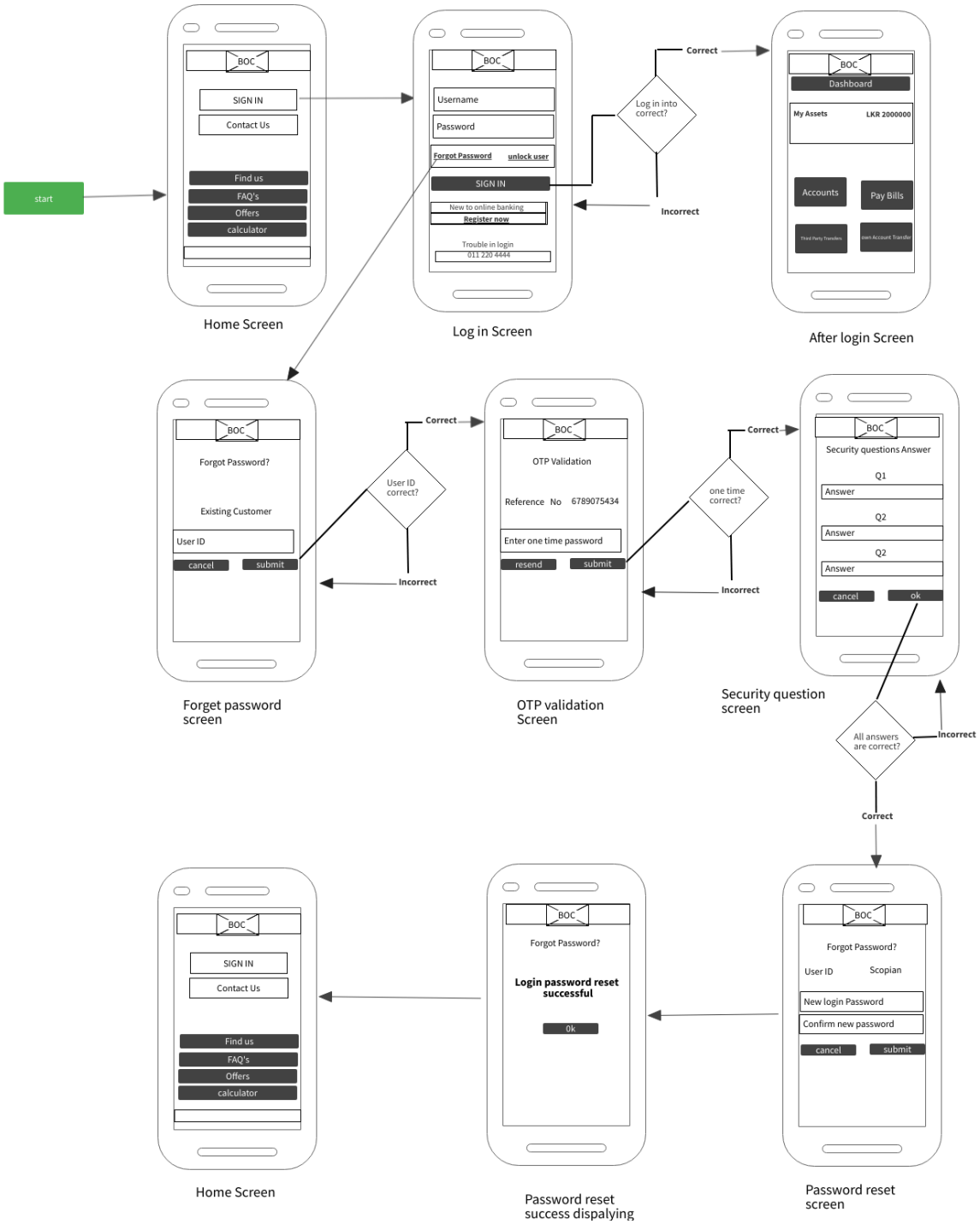
4. **Entrepreneur (IT1921590 – G.A.D.K.M Gardiarachchi)**
   - As a client, I want to apply a loan. So that I can use it for expand my business.

User Flow Charts

1. Quantity Surveyor (IT19209012 – I.D.I Balasuriya)



2. Local bookshop owner (IT19210520 – M.R.U.M Senevirathne)



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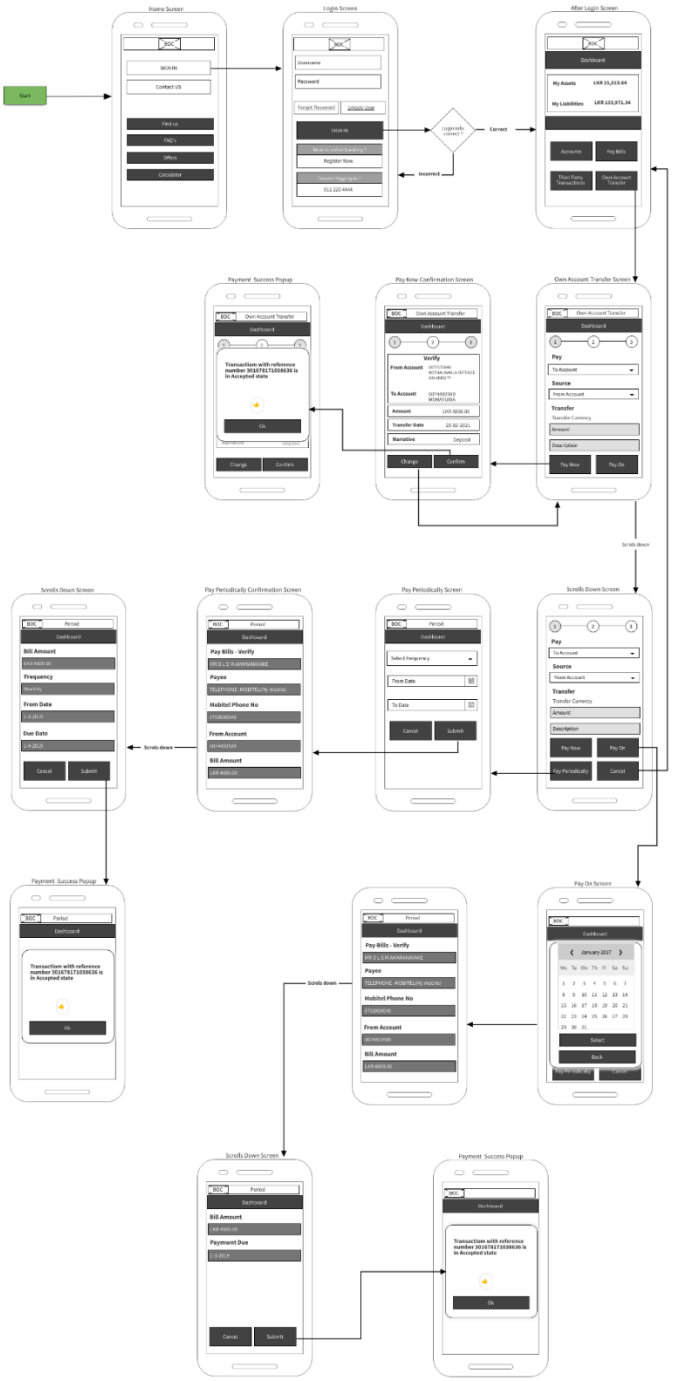

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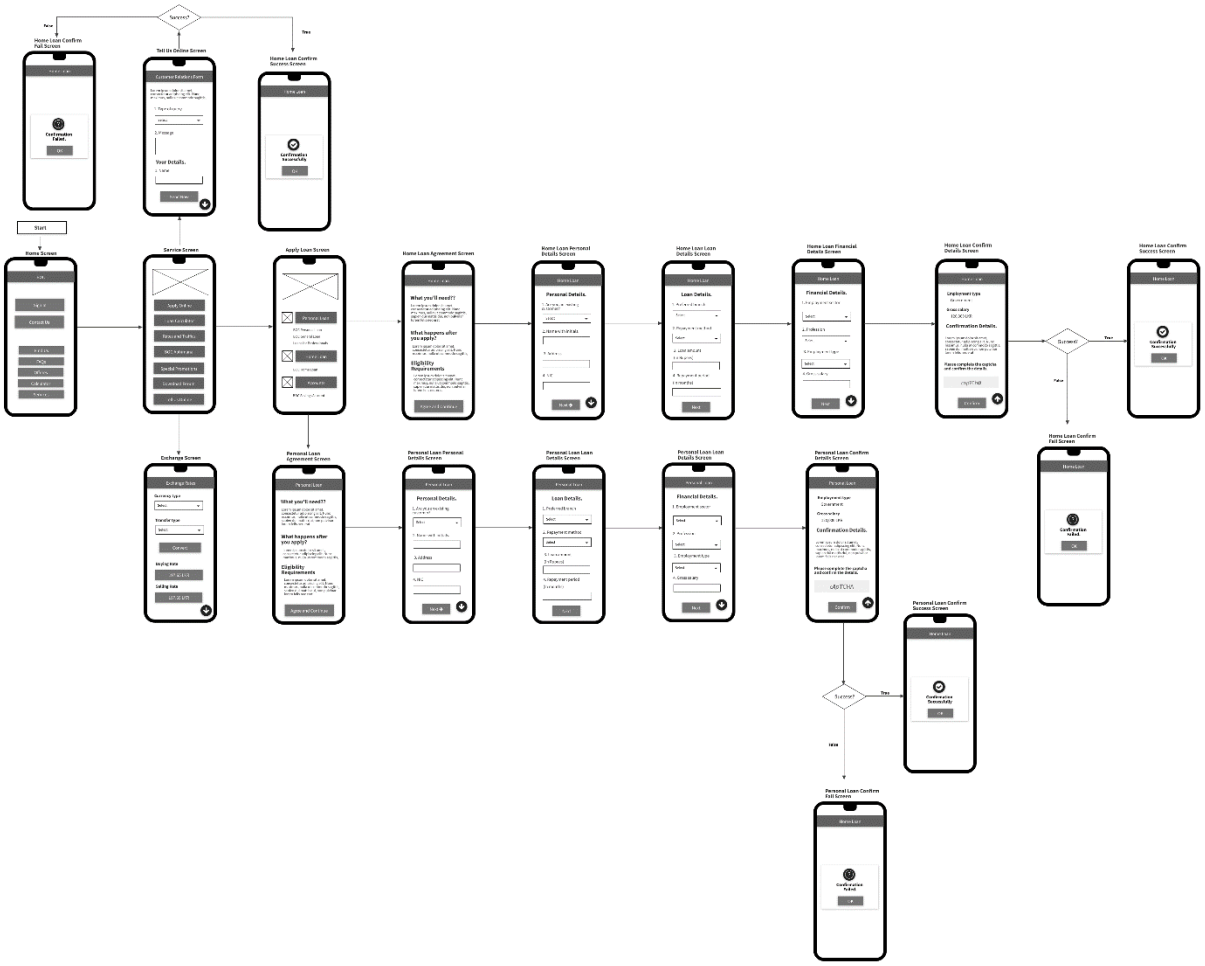
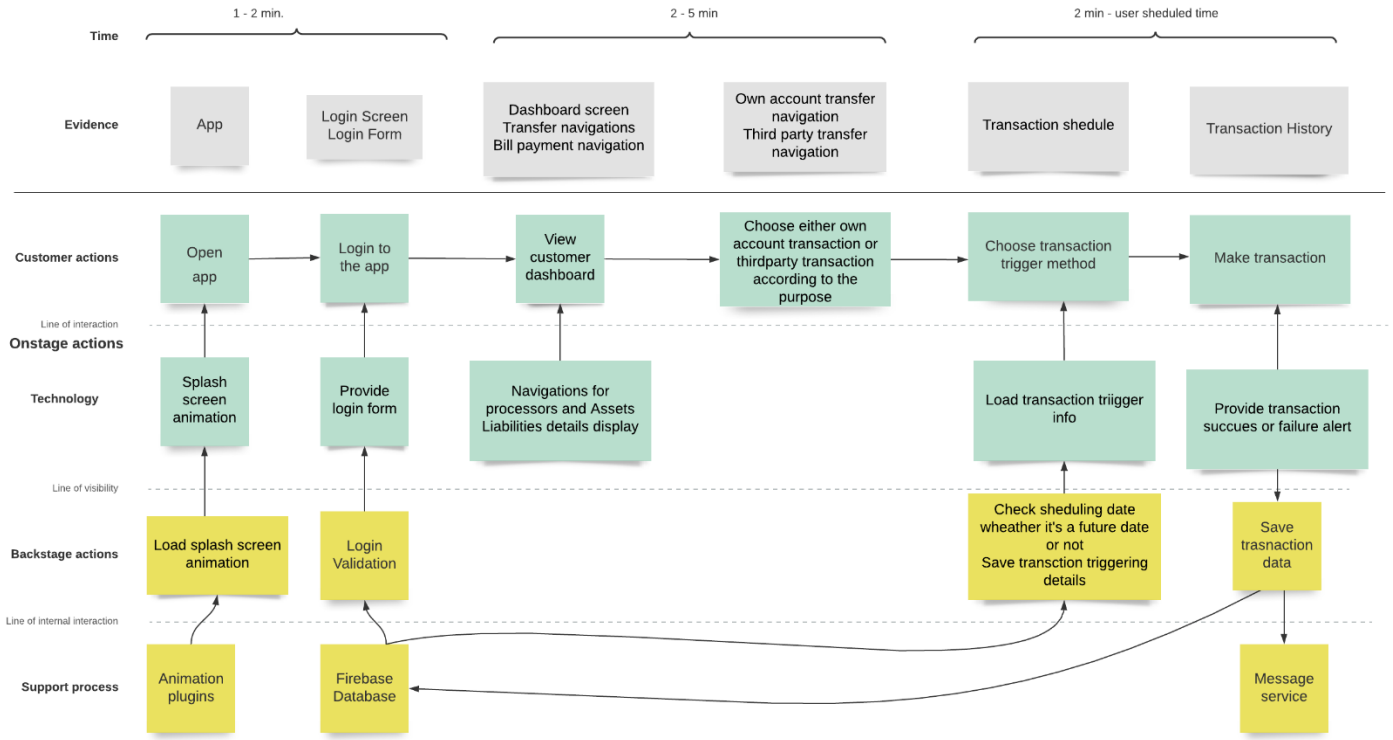
Service Blueprint