User Experience Engineering

Lab Sheet 03

2021S2_REG_WE_14

IT Number	Name
IT19104218	Bandara G.B.M.A.G.R.A.V.
IT19202600	Rathnayake R.M.K.G
IT19125176	T.Parathan
IT19146652	V.W.A.N.R.Wickramasinghe

Personas

Name: Madushan Age: 22 Family: In a relationship Location: Wellawatte, Colombo 06 Work: Cyber Security Intern, at hSenid Mobile Solutions Income: Rs.12,000	**Values** Health, Personal Development, Productivity, Energy, Time Management
Interests Programming, Entrepreneurship, Traveling & Exploring	**Bio** Madushan is a Cyber Security intern at hSenid Mobile Solutions. His ambition is to become a successful entrepreneur in Sri Lanka. He loves coding and he loves to travel a lot. He is a successful coding competition conducted at his university.
Contact 0778956142	**Worries & Fears** His mother is a heart patient who needs to consult a doctor as much as quickly when needed without waiting for a long time in hospital. She faces a problem of getting medicines on time delivered without any issues. Not able to travel much nowadays Not having enough time to look after his mom

Name: Brake	**CONTACT** PHONE: 0775236987 EMAIL: brake.m@gmail.com
AGE: 30 OCCUPATION: Iron Worker LOCATION: Colombo FEATURES: Wearing spectacles. Birth mark on right of Forehead.	**OTHER** Having high fever twice a month. Prescribed by Doctor. Cough with running nose.
VALUES • Courage • Friendliness • Honesty • Commitment	**BACKGROUND** Brake is an Iron worker. He was working for a long period as an iron worker and kept it as the career. He rarely communicates with people and works hard to take care of his family. There are many clients for Brake, as he is friendly and a kind-hearted person.

Name: Nimal Perera Age: 65 Family: Married Location: Moratuwa Road, Piliyandala. Work: Mathematic teacher in Piliyandala Central College. Income: Rs. 75,000	**Values** Health, Time Management
Interests Teaching Mathematics, Create mathematics question	**Bio** He is a retired teacher in Piliyandala Central College. He completes his Bachelor of Science degree in University of Colombo. After completing his degree, he starts work as a Mathematics teacher in Piliyandala Central College.
Contact 0774452158	**Worries & Fears** His wife is a diabetic patient. He needs to quickly channel doctors for his wife.

Name: Nimesh Aththanayake Age: 35 Family: Married Location: Colombo Road, Piliyandala Work: Accountant of Uniliver Income: 65 000	**Values** Time Management, honesty, responsibility, Equality
Interests New Technology Mathematics Finance Hill c=Climbing	**Bio** After he accomplishes his degree in Kelaniya, He wanted to join his dream company as an accountant. After that he earned money and he is more generous to help people with it.
Contact 077-1556158	**Worries & Fears** He does not like to see suffering people from sicknesses. He always helps people

Empathy Map

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Says

- I want something reliable.
- It should save my time waiting for a doctor to get an appointment

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Feels

- Will the amount be repaid?
- Can I place orders for the medicines I needed?

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Does

- Search for doctors
- Book an appointment for a doctor

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Thinks

Impatient: pages load too slowly
- Weird: Unknown error occurs when making payments
- Awesome: UI designs

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Says

- Who are the best physicians in the hospital?
- What should be done?
- I want a quick channel number.

</td><td>

Feels

- Fear.
- Untrusted people.
- Impatient.

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Does

- Lists pros and cons.
- Observe the list of doctors.
- Check the application.
- Ask for doctors.

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Thinks

Who is the most suitable doctor for me?
- Wasting too much time.
- What else have I missed?
- Do they think I am stupid?

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Says
- How do I search a doctor?
- I want to search doctors using hospital name that they work.
- What do I do after searching a doctor?
- What are the options to search doctors?

Feels
- Is giving hospital name enough to search a doctor?
- Do I need to registered within the application to search a doctor?
- Can I search doctors availability by giving the date?

Does
- Insert only the doctor's name.
- Select date from the calendar.
- Search doctors' multiple times.

Thinks
- Page load really fast.
- I really like the search form UI.
- easy to use.

Says
- I want to channel a doctor easier
- I want to keep in touch with the hospital that I applying to book
- I want something that I can put my trust

Feels
- Can I actually trust this application?
- Do I need to contact the hospital after my booking is done?
- Can I cancel my booking if I want?

Does
- check about hospitals and doctors who are working there.
- Check for doctors

Thinks
- Search form is little complicated
- Loading speed is good
- Too pre matured steps,

User Stories

As a skin infectious patient, I want to search for skin specialist at Negombo Nawaloka Hospital so that I can channel a specific doctor for the convenient time.

As a doctor, I want to search for other eye specialists at Colombo Hemas Hospital, so that I can offer my service in another hospital at that time and date.

As a patient, I want to send my prescription so that I can get the medicines to my doorstep

As a patient, I want to send my prescription to the pharmacy so that I can get the medicines for my doorstep.
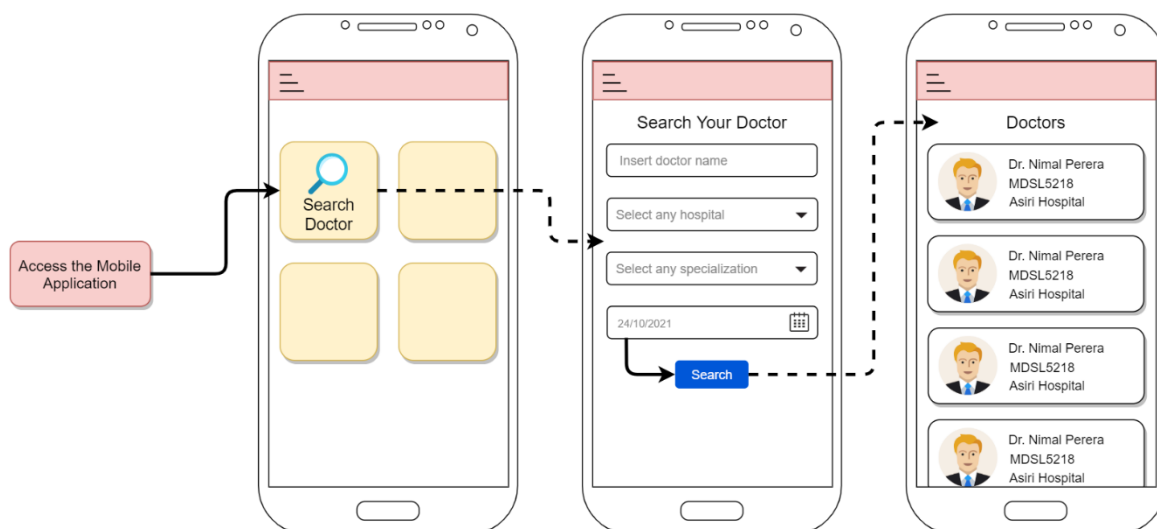
As a heart patient, I want to channel a Cardiologist at Colombo Asiri Hospital so that I can do the surgery so soon.

As a patient, I want to channel a doctor at Hemas Hospital Mahabage so that I can get my testings done at the hospital.
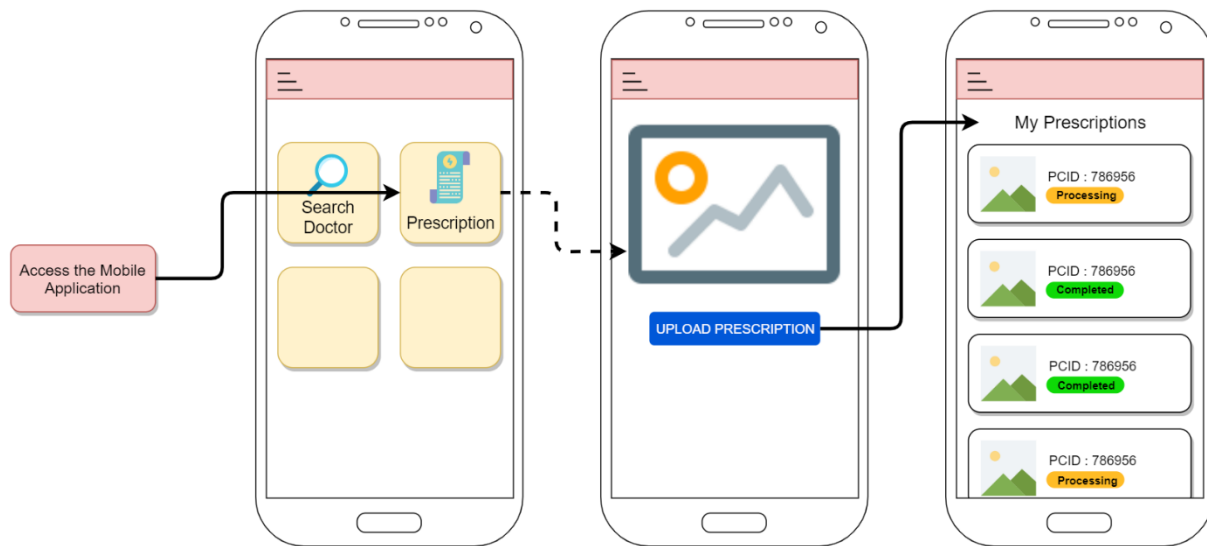
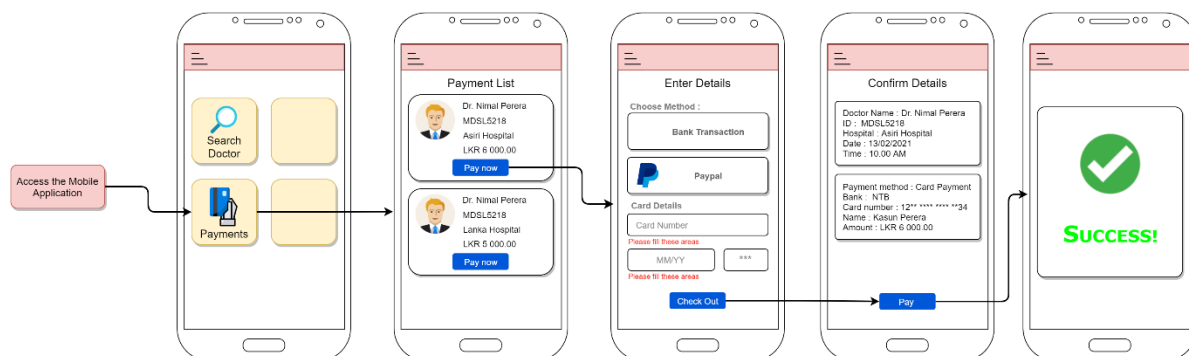As a user, I want to refund so that I can cancel my channelling.
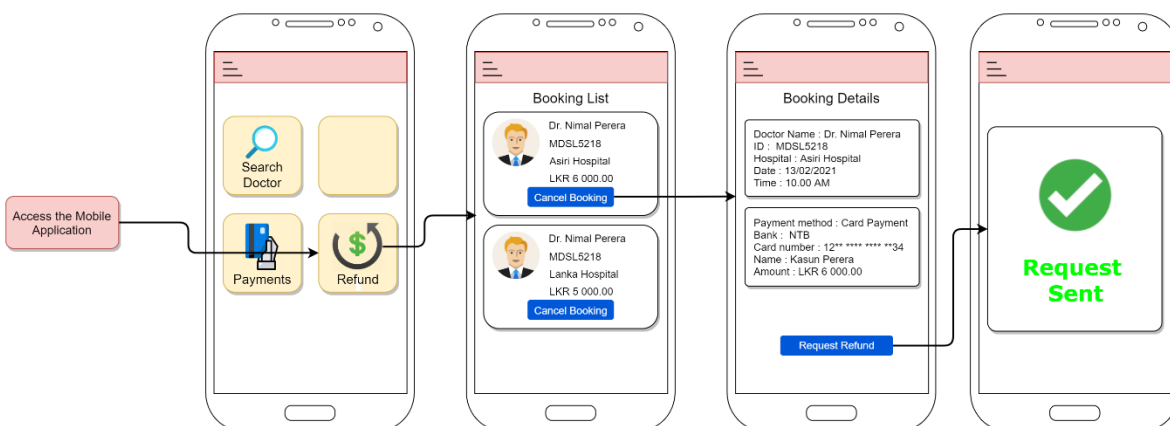
User Flows

Search Doctor

Upload Prescription

Payment

Refund Request

Service Blueprint

SERVICE BLUEPRINT

EVIDENCE

CUSTOMER JOURNEY

| View mobile application | Visit the first page for sigup or signin | Search doctor | Channel doctor | Add payment details | Get channel number | Get Prescription |

LINE OF INTERACTION

FRONSTAGE

| | Welcome to the application | Check Inventory of doctors | Provide channel number | Provide payment options | Provide treatments | |

PATIENT ACTIONS

Select Payment Type and Provide Details — Upload prescriptions

TECHNOLOGY

Support function

LINE OF VISIBILITY

BACKSTAGE ACTIONS

| Respond to notifications | Doctor management system | Channel Doctor Management | Payment Management | Provide Medicines |

LINE OF INTERNAL INTERACTION

SUPPORT PROCESSES

| Analyse the functionalities | 3rd Party Doctor Services | 3rd Party Hospital Booking Services | Payment Process | Delivery Medicines |