A picture containing text, clipart, vector graphics

Description automatically generated

**SE3061\_Labsheet\_03**

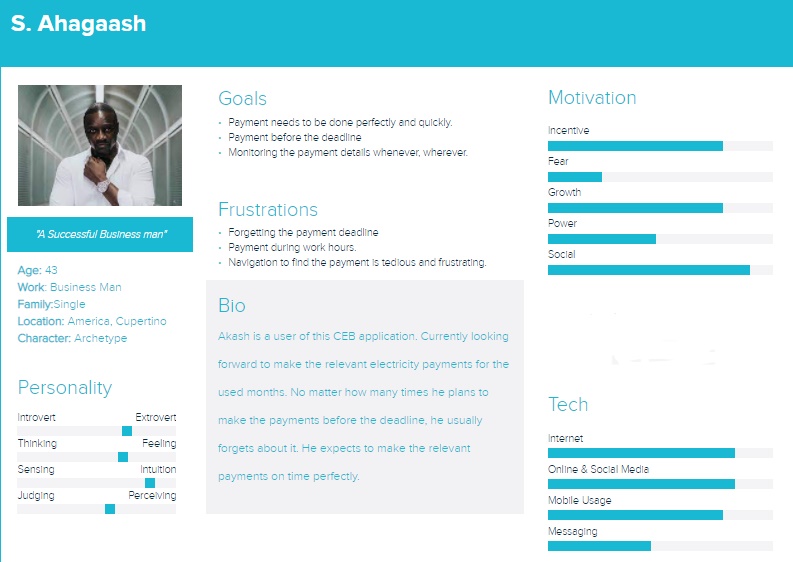
**Year 3 Semester 2 | Group 7.02**

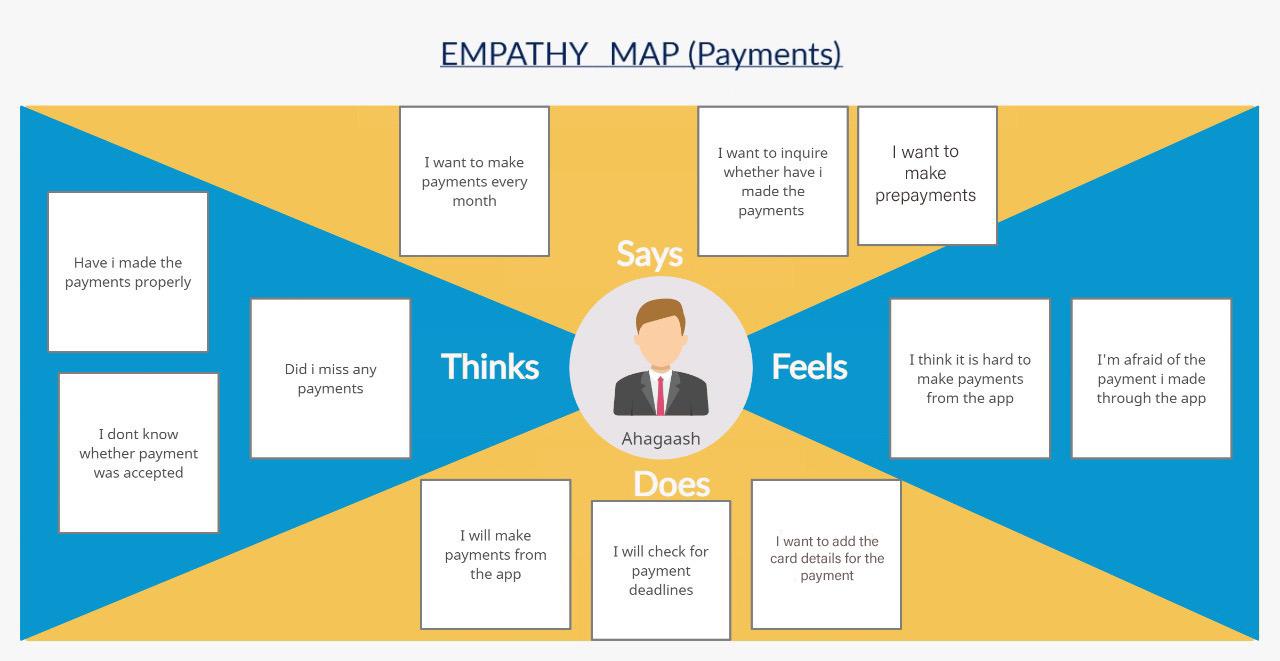
**2021S2\_REG\_WE\_55**

**Submitted by:**

|  |  |
| --- | --- |
| **IT19148250** | **M.J.M. Imdaadh** |
| **IT19135076** | **S. Ahagaash** |
| **IT19237114** | **M.N.M. Saajidh** |
| **IT19092102** | **A. Ahmed** |

**1. Making Payments (IT19135076 - S. Ahagaash)**1.1 Persona



1.2 Empathy Map

1.3 User Stories

**As a** Businessman  
  
**I want to** check the deadlines  
  
**So that** I can make payments on time

1.4 User Flow

Diagram

Description automatically generated

**2. Adding New Connection (IT19237114 - M.N.M. Saajidh)**  
2.1 Persona

Graphical user interface, website

Description automatically generated

2.2 Empathy Map

A picture containing text, screenshot, businesscard

Description automatically generated

2.3 User Stories

**As a** Builder  
  
**I want to** get new connections online  
   
**So that** I don’t have to visit the CEB center physically.

2.4 User Flow

Diagram

Description automatically generated

**3. Interruption Inquiry (IT19148250 - M.J.M. Imdaadh)**  
3.1 Persona

Graphical user interface, application

Description automatically generated

3.2 Empathy Map

Diagram, timeline

Description automatically generated

3.3 User Stories

**As a** student   
  
**I want to** know future interruptions   
  
**So that** I can prepare myself for future exams/lectures.

3.4 User Flow

Diagram

Description automatically generated

**4. Making Complain (IT19092102 - A. Ahmed)**  
4.1 Persona

Graphical user interface, application, website

Description automatically generated

4.2 Empathy Map

Diagram, timeline

Description automatically generated

4.3 User Stories

**As an** old man  
  
**I want to** make complains regarding the frequent power issues   
  
**so that** I can resolve this issue quickly.

4.4 User Flow

Diagram

Description automatically generated

Diagram, timeline

Description automatically generated**Service Blueprint   
Service Blueprint for New Connection**