

Sri Lanka Institute of Information Technology



Assignment 1

MLB\_14.01\_05

# **Online Customer Support System**

# Internet and Web Technologies – IT1100

B.Sc. (Hons) in Information Technology

## Group Details

Group Number: MLB\_14.01\_05

Project Title: Online Customer Support System

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## **Introduction**

In the world of e-commerce, providing magnificent customer support is vital to retain customers satisfied and trustworthy. An online customer support system is a significant element of any e-commerce website or application, contributing to customers with the encouragement they need to resolve their matters rapidly and efficiently. To ensure a consistent and effective customer support experience, it is crucial to understand the system's user interface and design.


In this wireframe, the design of the online customer support system will be the subject of our discussion. In the context of an online customer support system, wireframes assist to ensure that the user interface is inbuilt and convenient, enabling clients to rapidly obtain the information they require and solve their problems.

## Personas

- 1<sup>st</sup> Persona
- Unregistered user


Online Customer Support System	
	<b>Name :</b> W.M. Ashini
	<b>Age:</b> 25
	<b>Background:</b> She is a recent graduate of marketing. She currently works at an advertising company. Familiar with online tools and assistance.
	<b>Motivation:</b> Discovering services before making a purchase required service.
	<b>Goals:</b> Accessing information about the company's services and learning more about its offerings.
	<b>Technical Ability:</b> Ability to navigate online platforms and use online communication tools.

- 2<sup>nd</sup> Persona
- Registered user


Online Customer Support System	
	<b>Name:</b> K.N Wijerathne
	<b>Age:</b> 35
	<b>Background:</b> He is Graduated of Business Administration. He currently employs as a project manager of a construction company and trends to the latest technologies in the IT field and familiar with online guidance.
	<b>Motivation:</b> Requirement of rapid and efficient solutions for issues or queries related to the service they have purchased/requested. The registered user is motivated by packages and offers that are provided by the system.

	<b>Goals:</b> Finding solutions to their issues rapidly and easily and discovering new services.
	<b>Technical Ability:</b> Aware of using online tools for day-to-day life for resolve issues.


- 3<sup>rd</sup> Persona
- Customer support agent

Online Customer Support System	
	<b>Name:</b> M.S.D Dissakaruna
	<b>Age:</b> 24
	<b>Background:</b> He has a bachelor's degree in communication studies. He has four years of experience as a customer care specialist and also a well-rounded understanding of client needs and expectations because to his expertise in a variety of industries, including e-commerce, telecommunications, and software services.
	<b>Motivation:</b> Motivated by the sense of accomplishment that comes with resolving support requests and ensuring customer satisfaction.
	<b>Goals:</b> To provide immediate and effective support to customers and ensure customer satisfaction.
	<b>Technical Ability:</b> High level of technical ability, and comfortable working with software and tools that help to manage customer support requests. Also have the ability to communicate information to customers in a clear and concise manner.


- 4<sup>th</sup> Persona
- Developer

Online Customer Support System	
	<b>Name:</b> R.R.S. Weerasinghe
	<b>Age:</b> 30
	<b>Background:</b> He is a working professional with a bachelor's in computer science. He has spent the last five years developing software for a medium-sized technology company. He is always researching new technology and keeping updated the latest industry trends.
	<b>Motivation:</b> He is passionate about utilizing technology to solve problems and deliver excellent customer support experience.
	<b>Goals:</b> He aims to ensure customer satisfaction by rapidly addressing technical difficulties, delivering clear and simple explanations, and cultivating strong connections with clients.
	<b>Technical Ability:</b> He has an excellent technical background, with experience in programming languages such as Python, JavaScript, and SQL. He is knowledgeable with web development frameworks and has troubleshooting experience in software and hardware issues.

- 5<sup>th</sup> Persona
- System administrator

Online Customer Support System	
	<b>Name:</b> W. Jayasundara
	<b>Age:</b> 21
	<b>Background:</b> He is a recent graduate of software engineering and data-oriented person and familiar with web development tools. He holds experience in programming, database management and software projects.
	<b>Motivation:</b> Ensuring the operation smoothness, accuracy, and efficiency of the online customer support system.
	<b>Goals:</b> Preventing technical issues and ensuring that all system components are up to date.
	<b>Technical Ability:</b> Ability to manage and troubleshoot complex systems and networks.

- 6<sup>th</sup> Persona
- Manager

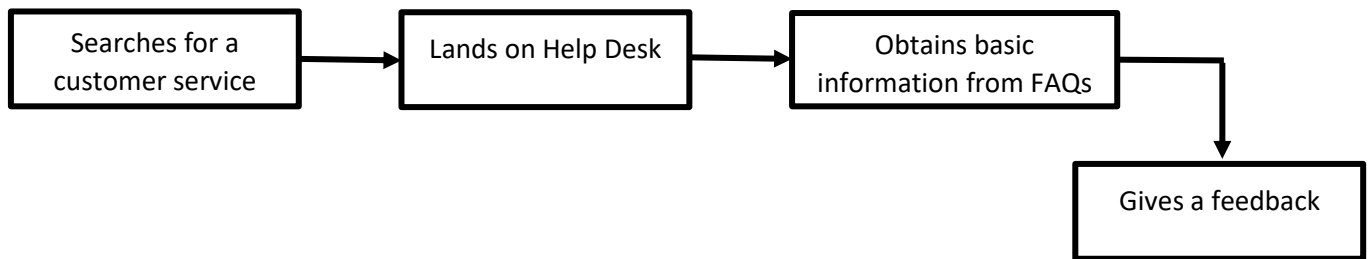
Online Customer Support System	
	<b>Name:</b> M.A.S Gunathilaka
	<b>Age:</b> 40
	<b>Background:</b> He holds a bachelor's degree in computer science and has more than twenty years of experience working in the IT sector. He has a great deal of experience running complex systems and making sure businesses run well and an experience of working in a variety of sectors, such as banking, healthcare, and technology as well.
	<b>Motivation:</b> Ensuring the operation smoothness, accuracy, and efficiency of the online customer support system.



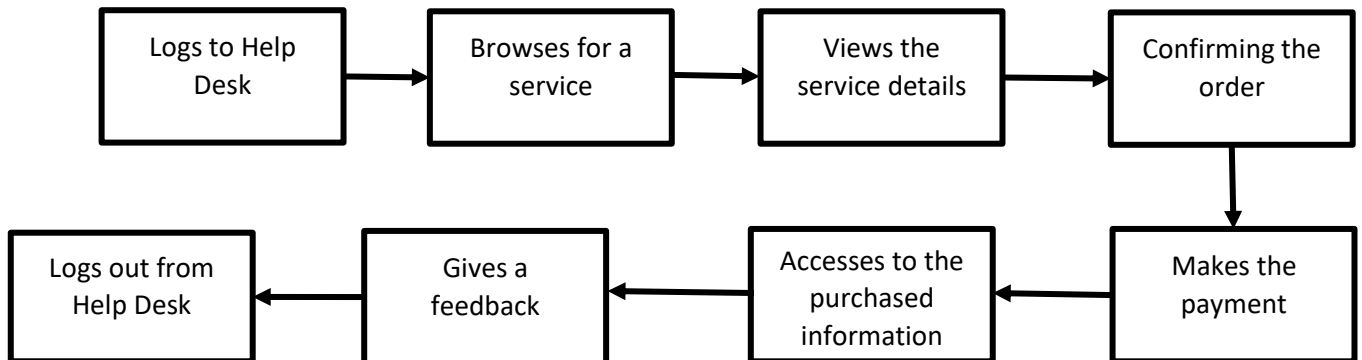
	<b>Goals:</b> Improving the response time for customer inquiries, increasing customer satisfaction rates, and reducing the number of customer complaints.
	<b>Technical Ability:</b> Holding a management and data analytics degree and a knowledge about HTML, CSS & JavaScript.

## User Journeys

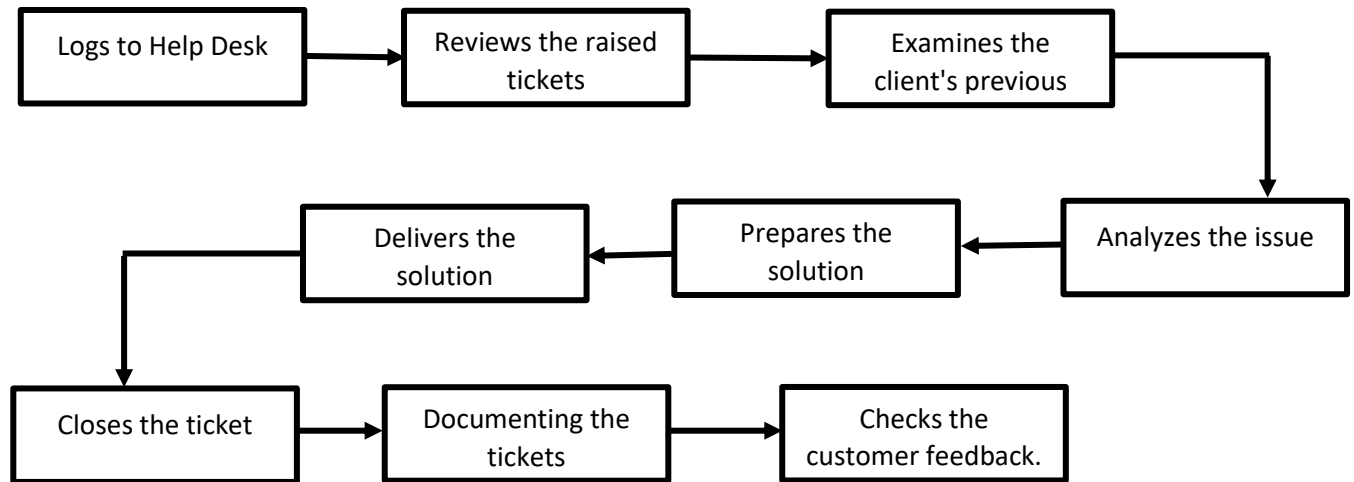
- Unregistered User Journey



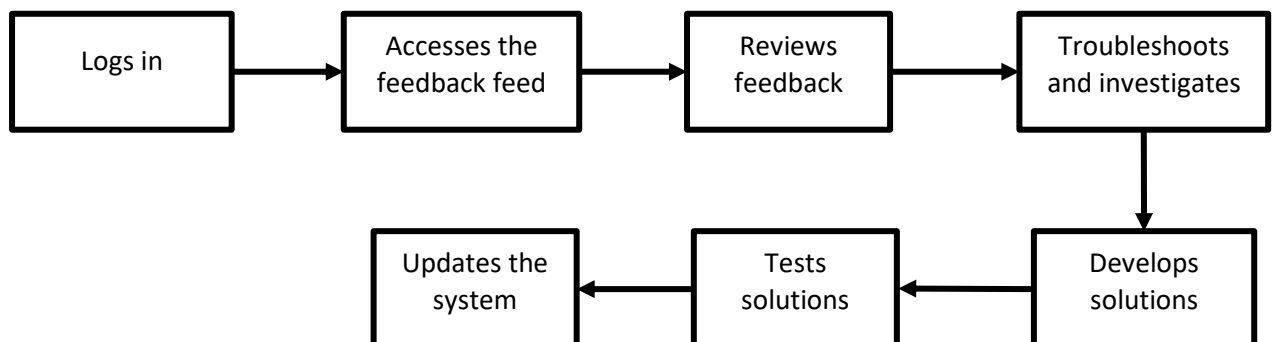
- Registered User Journey



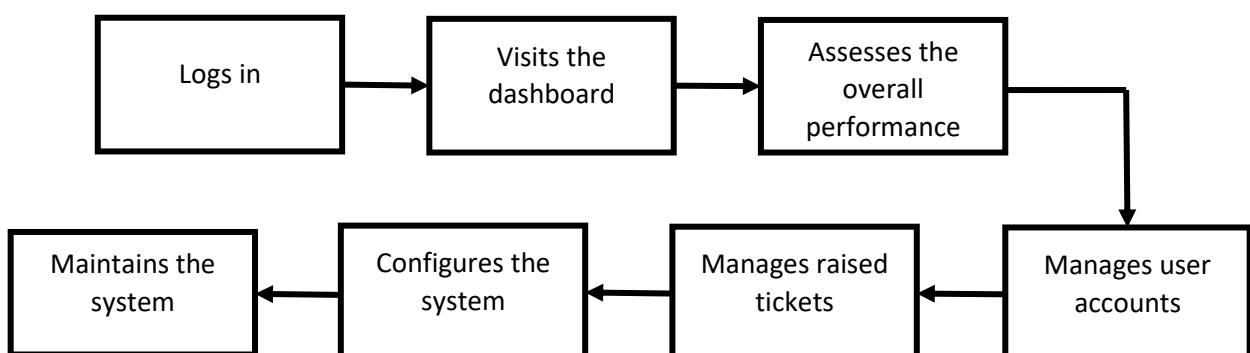
- Customer Support Agent User Journey



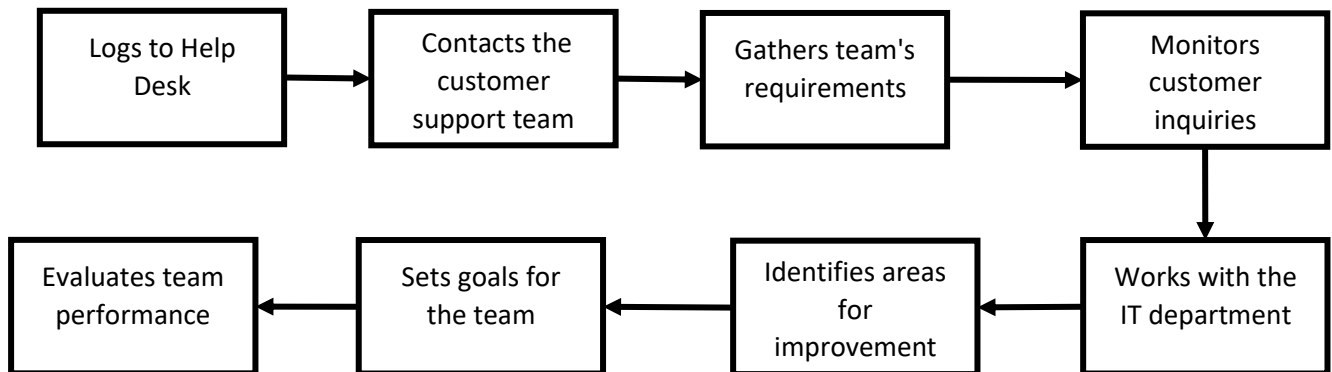
- Developer User Journey



- System Administrator User Journey

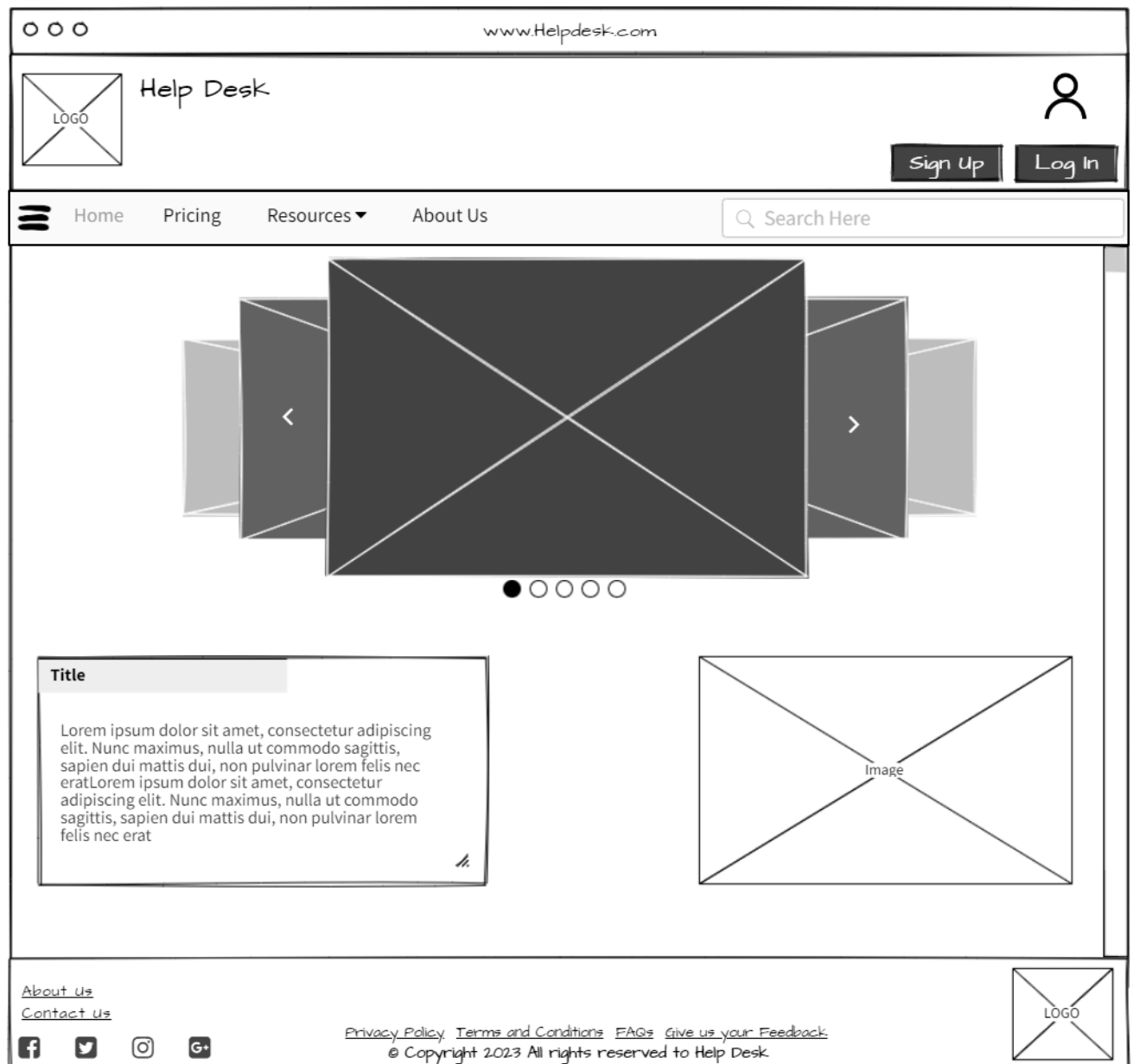


- System Manager User Journey



# Wire Frames

- Home Page



- Registration Page

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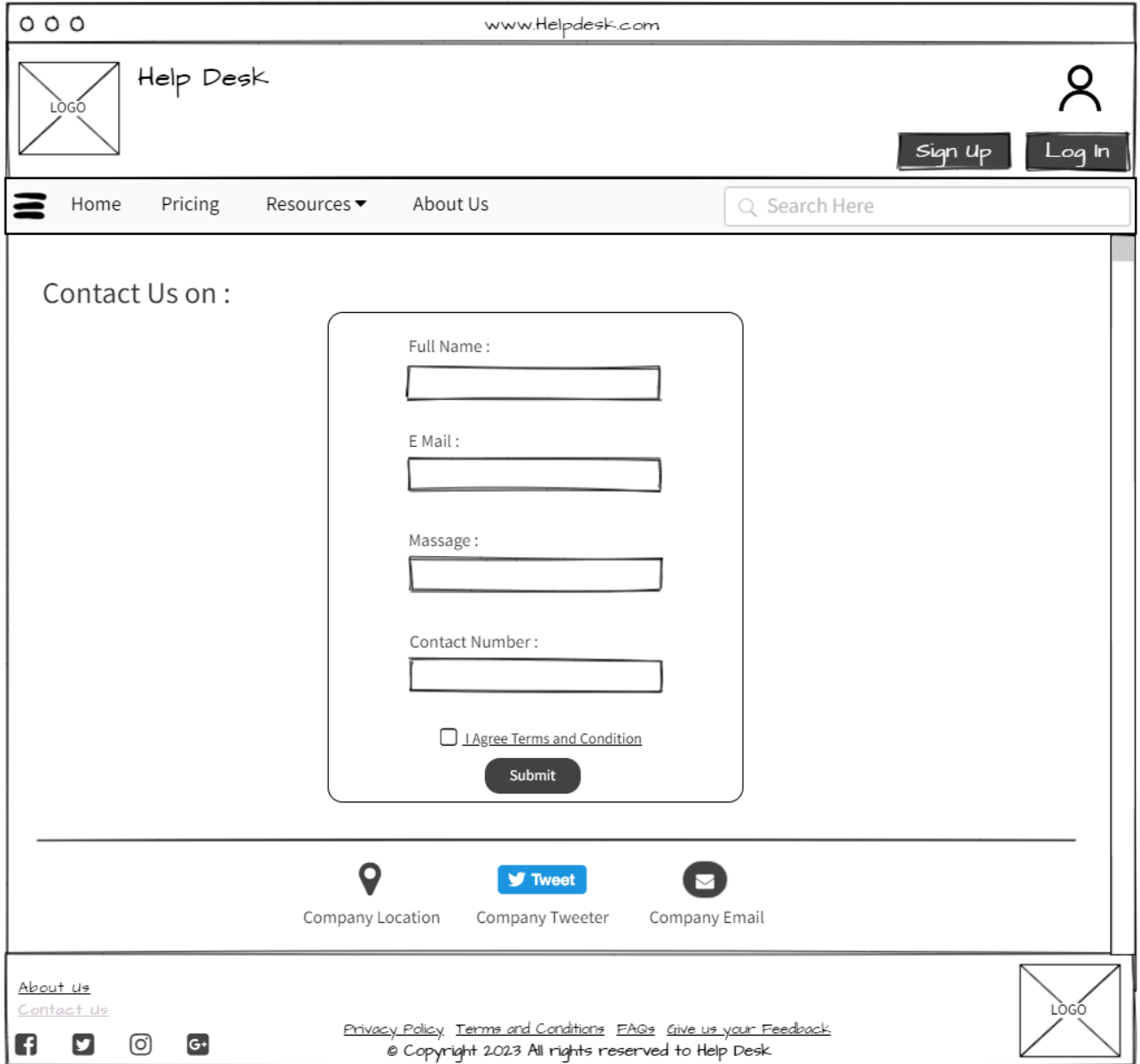
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Service Plan :

Subscription Status :

Subscription Expiry Date :

Account information's

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First Name

Last Name

DOB

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Password

Phone

Change

Change

Save Changes

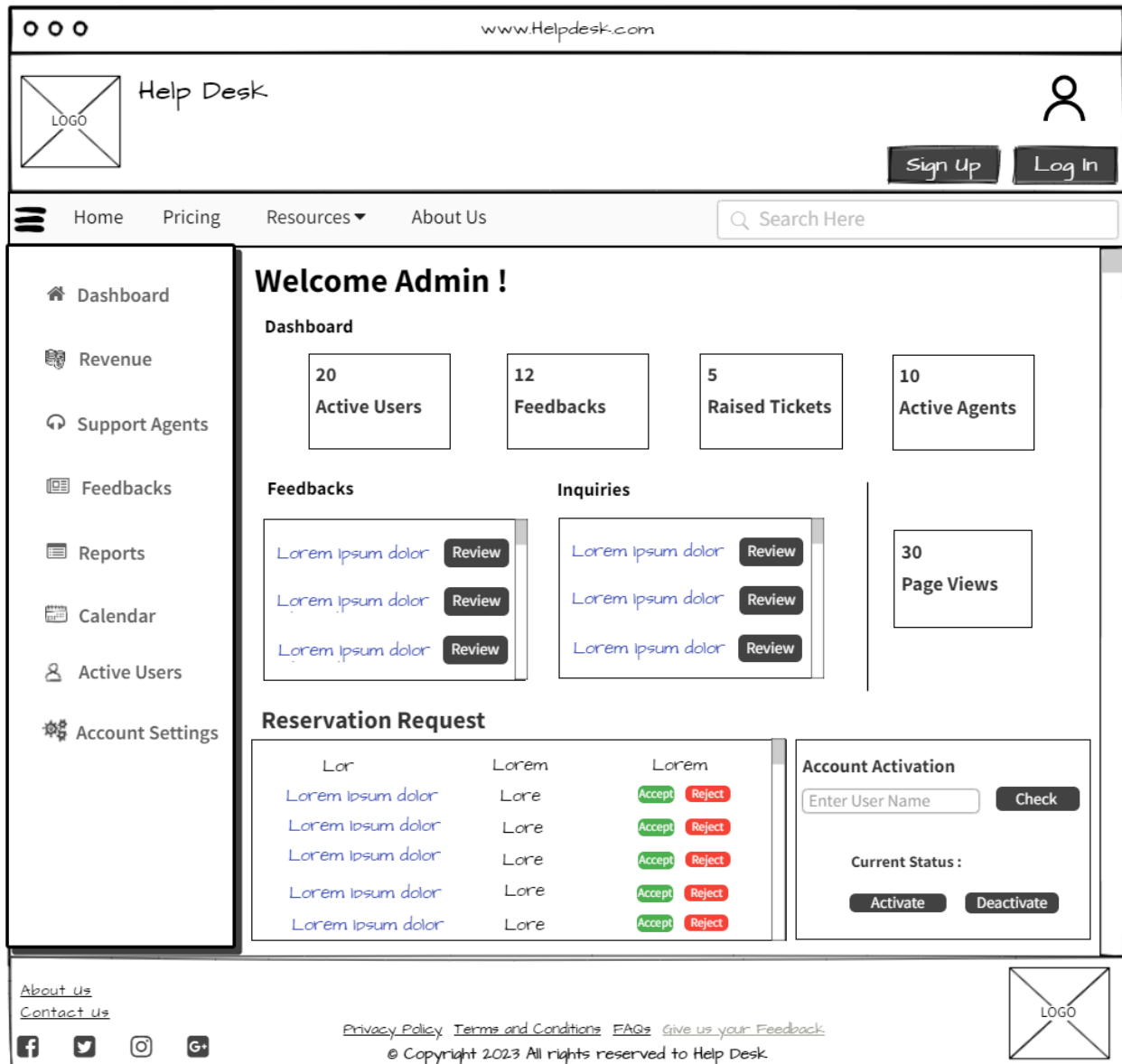
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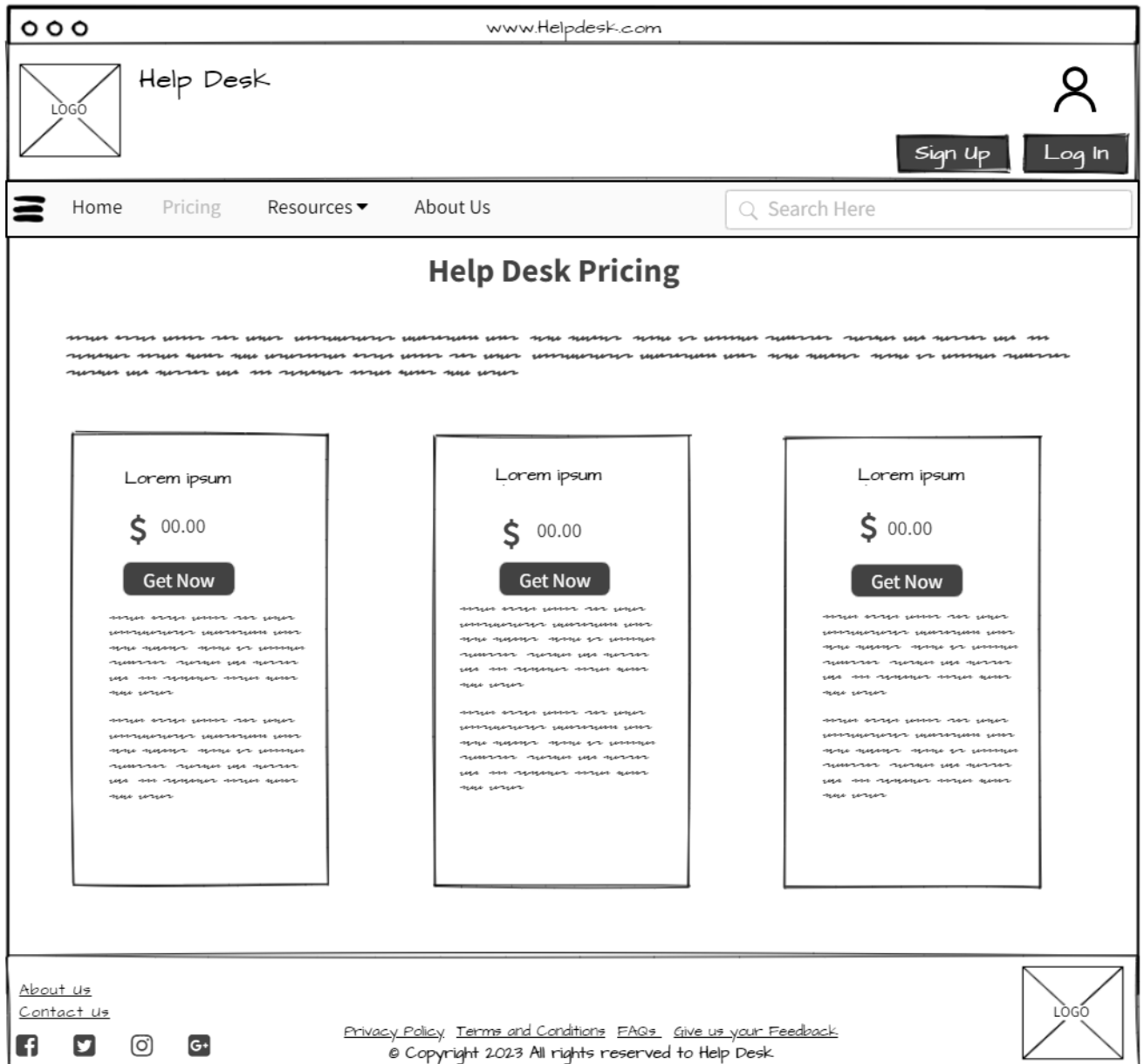
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- Admin Page



- Pricing Page



- Payment Page

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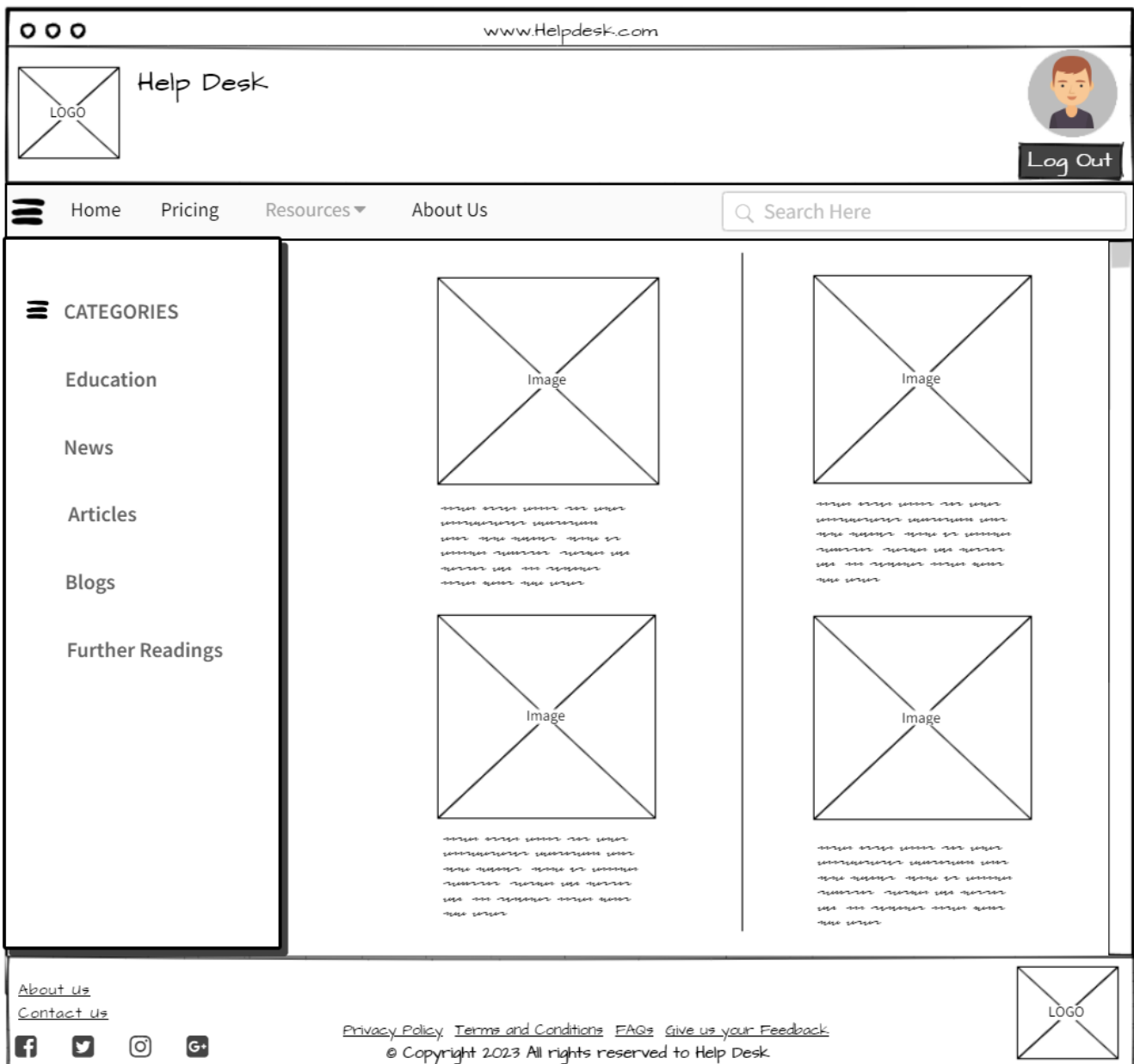


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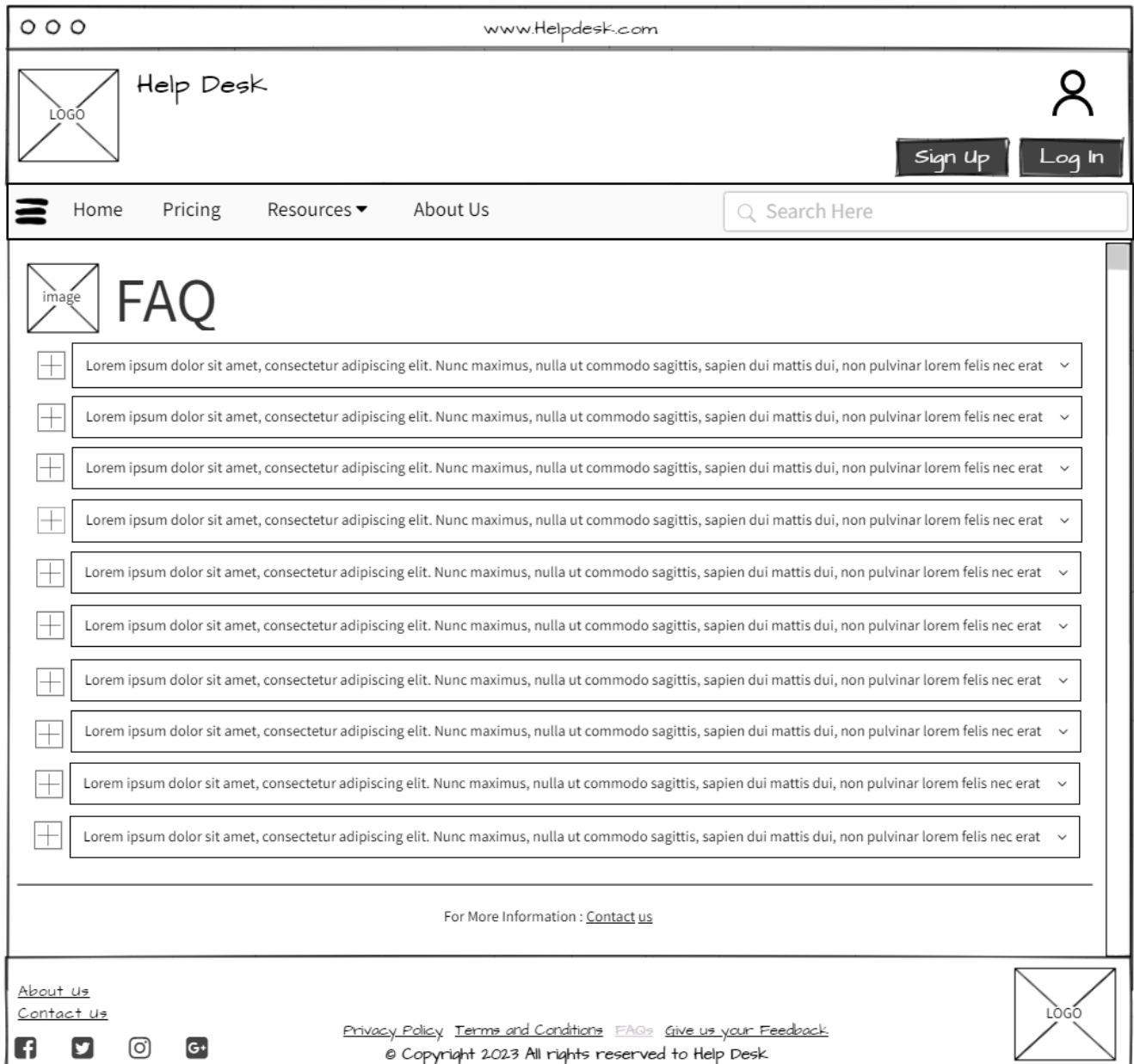
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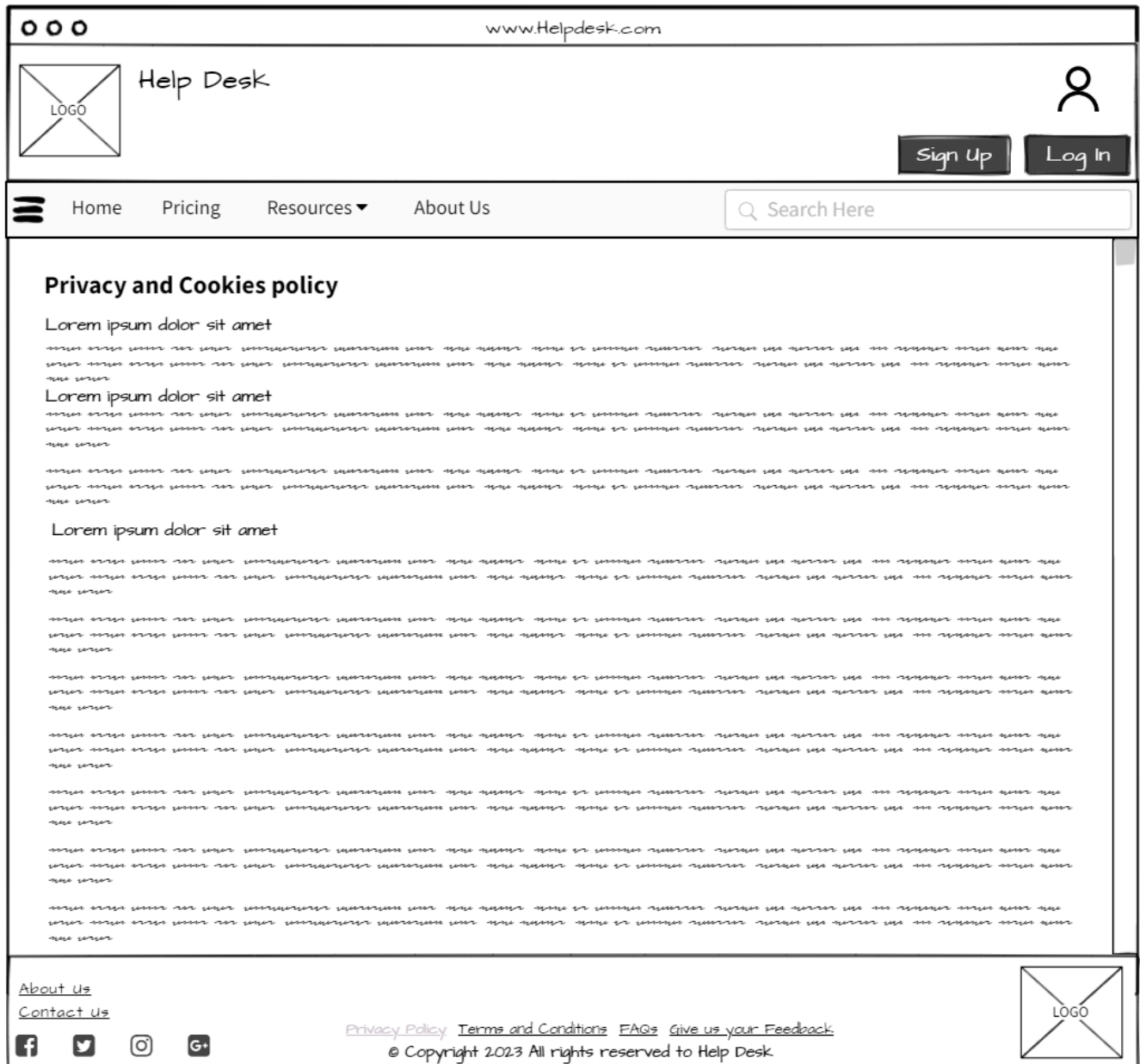
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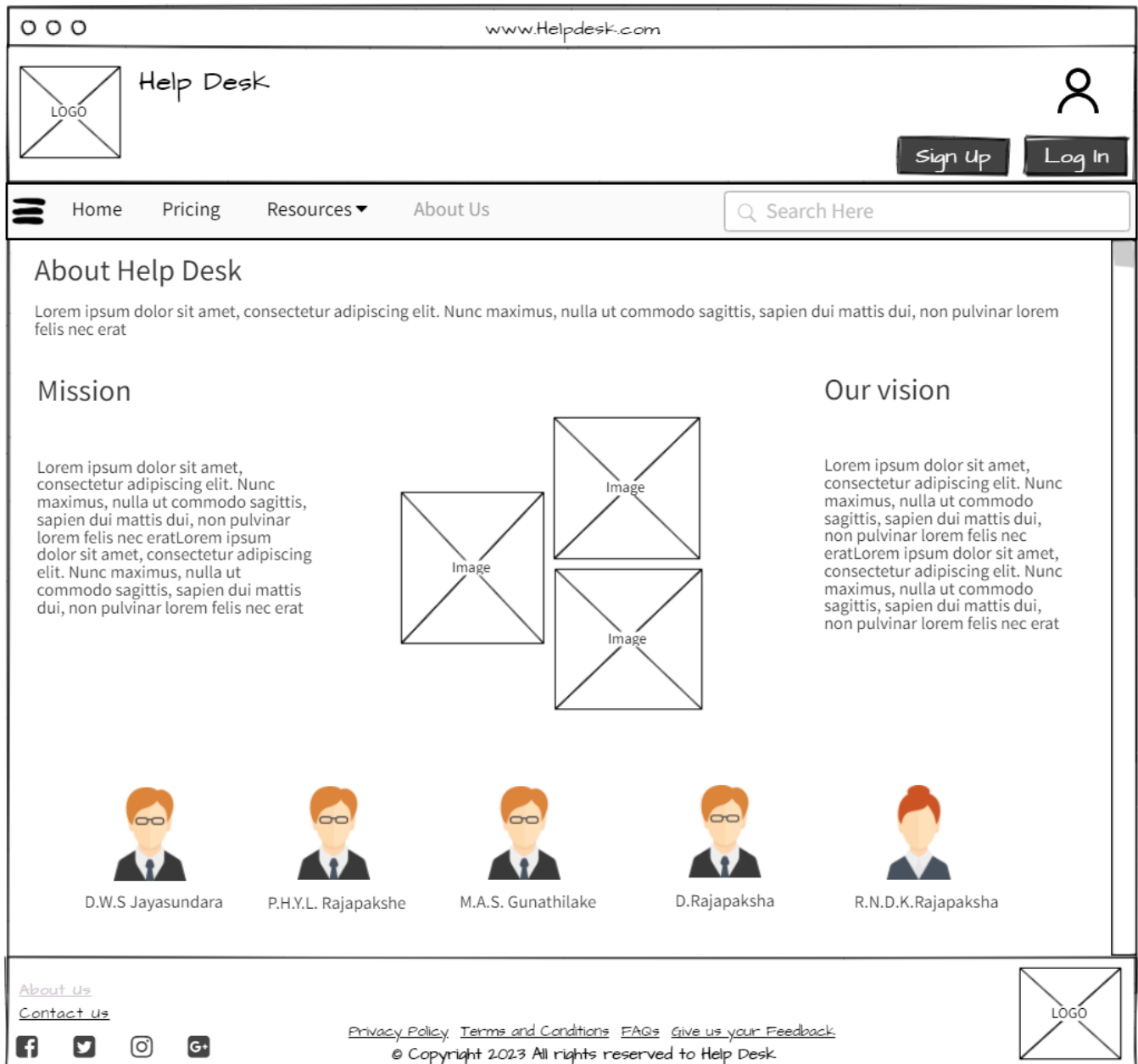


- Teams and Conditions





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## Individual Contribution

	Student ID	Student Name	Individual Contribution
1	IT22320582	Jayasundara D.W.S	<ul style="list-style-type: none"> <li>• System administrator's persona &amp; user journey</li> <li>• Admin Page</li> <li>• User Account Page</li> <li>• Contact Us Page</li> <li>• Finalizing the word document</li> </ul>
2	IT22305350	Rajapakshe P.H.Y.L	<ul style="list-style-type: none"> <li>• Unregistered user's persona &amp; user journey</li> <li>• Registered user's persona &amp; user journey</li> <li>• Home Page</li> <li>• Feedback Page</li> <li>• Registration Page</li> <li>• Finalizing the word document</li> </ul>
3	IT22337412	D.Rajapaksha	<ul style="list-style-type: none"> <li>• Manager's persona &amp; user journey</li> <li>• Teams and Conditions Page</li> <li>• Privacy Policy Page</li> <li>• Finalizing the word document</li> </ul>
4	IT22341136	M.A.S Gunathilaka	<ul style="list-style-type: none"> <li>• Developer's persona &amp; user journey</li> <li>• Pricing Page</li> <li>• Payment Page</li> <li>• Login Page</li> <li>• Finalizing the word document</li> </ul>
5	IT22315632	R.N.D K.Rajapaksha	<ul style="list-style-type: none"> <li>• Customer support agent's persona &amp; user journey</li> <li>• Resources Page</li> <li>• FAQ Page</li> <li>• About Us Page</li> <li>• Finalizing the word document</li> </ul>

### Assignment I - Marking Guide

**IT1100-Internet and Web Technologies**
**2023**

Group ID						
Evaluator						
Tasks	Description	Marks				
	Persona	P1	P2	P3	P4	P5
<b>Task one</b> <i>Identifying five personas</i>	Personal details (03 marks per Persona)					
	Background (03 marks per Persona)					
	Goals (03 marks per Persona)					
	Completeness (01 mark per Persona)					
<b>Total marks for Task one (50 marks)</b>						
<b>Task two</b> <i>User journey for each persona</i>	Correct flow to achieving the goal (02 marks)					
	Diagram notations and labeling (02 marks)					
<b>Total marks for Task Two (20 marks)</b>						
<b>Task three</b> <i>Complete wireframe (At least five)</i>	Complete Wireframe for the website (05 marks)					
	Static pages (at least two pages) (05 marks)					
	Form content (at least two pages) (2* 5 = 10 marks)					
	Multimedia content (correct use of multimedia) (05 marks)					
	Proper navigation mechanism (05 marks)					
<b>Total marks for Task Three (30 marks)</b>						
<b>Total marks (out of 100%)</b>						