

Sri Lanka Institute of Information Technology

SE3050 – User Experience Engineering

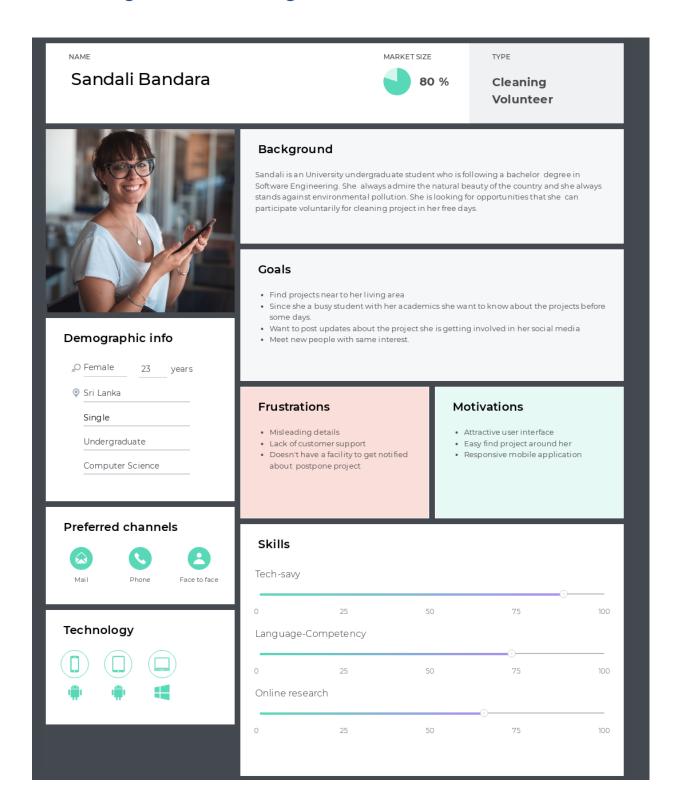
Milestone 01

Project ID: SEJ004

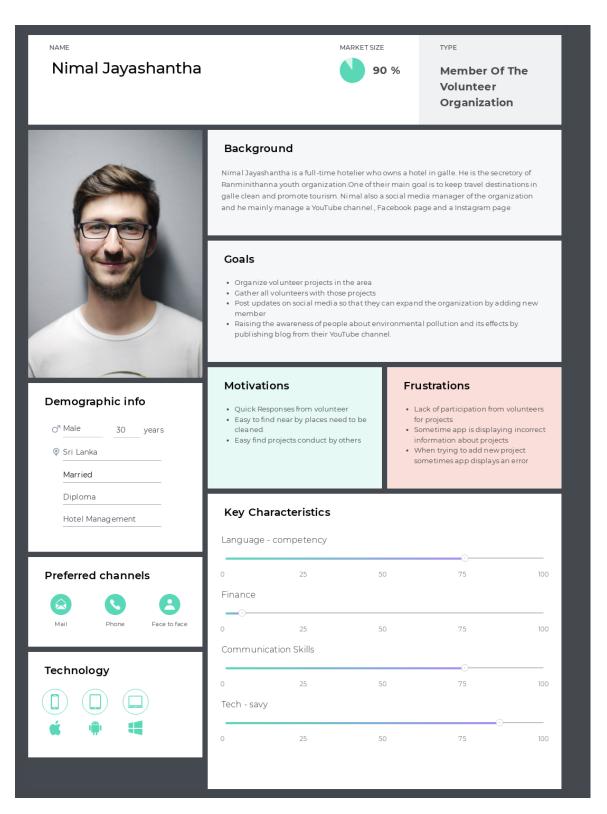
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Personas

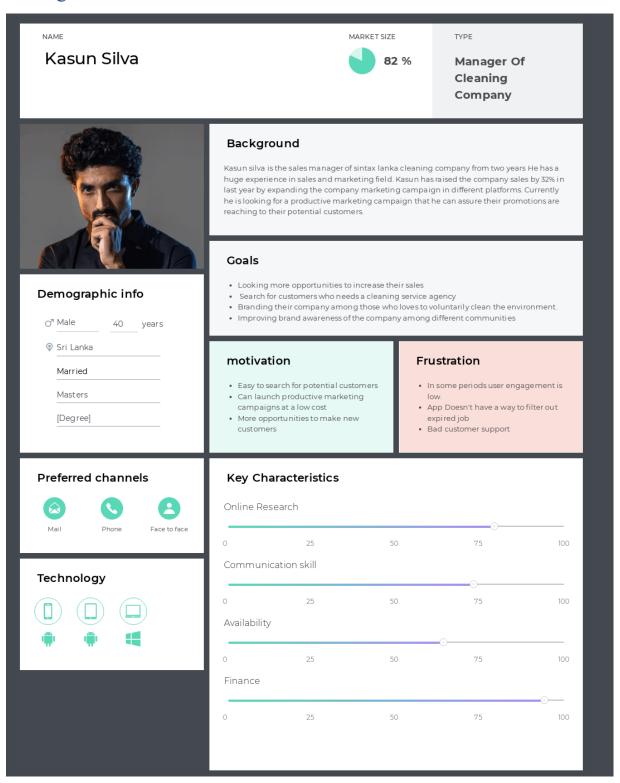
1.1 Cleaning Volunteer looking for volunteer events



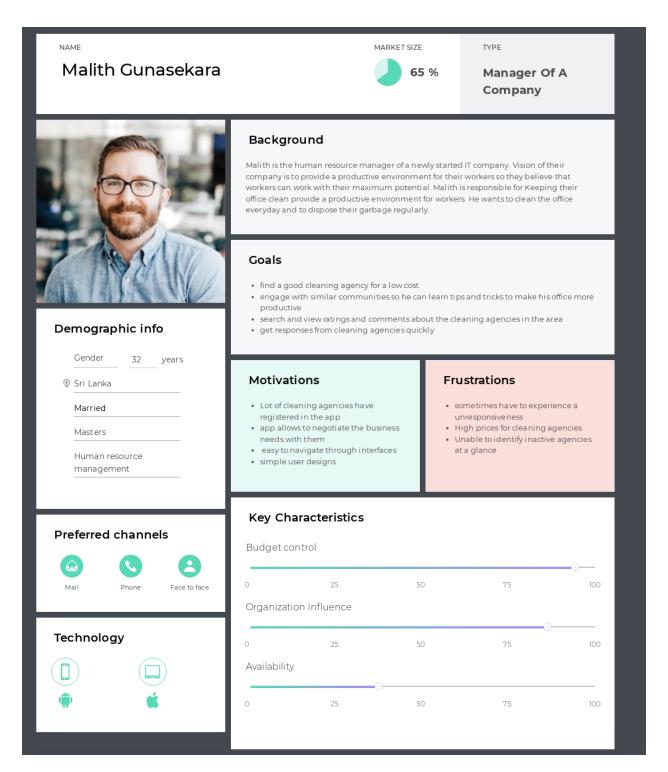
1.2 Member of a volunteer organization looking to organized volunteer events



1.3 Manager of cleaning company looking for better opportunities for cleaning crews



1.4Manager of company who are looking for cleaning agencies



Empathy maps

2.1 Cleaning Volunteer looking for volunteer events

1.WHO are we empathizing with?

- We are empathizing with Sandali Bandara.
- She is a software Engineering undergraduate who is following a bachelor degree
- In this situation she is representing cleaning volunteer.
- She is representing the people who have a passion for engaging with charity events of volunteer organizations.
- She is sounding technology and always admire the natural beauty and stands against environmental pollution

6.What do they HEAR?

- She is a self opiniated person for she is less prone to external factors
- Hearing positive feedbacks about the volunteer events.
- Hearing volunteer events from the community.
- She discusses special events held with community
- Volunteering he is a better experiences.

7.What do they THINK and FEEL?

- I am looking for opportunities that i can participate voluntarily for cleaning projects in my free days
- I want to have self satisfaction from the volunteer work I engage with.
- I would like to connect with volunteer organization and have more experience

2.2



2.What do they need to

- Sandali wants to look at up upcoming events organized by volunteers.
- She also wants to engage with other
 volunteers
- She wants to have new experiences on cleaning projects

3.What do they SEE?

- Events posted by volunteer organizations
- Blog posts
- · Volunteer posting on social media
- Hashtags in social media with held cleaning events
- Reviews and comments of the people
 about the volunteer events

5.What do they DO?

- She is a software engineering undergraduate. So she spends lot online there for she reads a lot volunteer blogs.
- She plans to spent her free days engaging with volunteer events
- She spent a much time on social media looking at volunteers post and hashtags on volunteer events
- She frequently engage with volunteer cleaning projects

PAINS

What are their fears, frustrations and anxieties?

- Clear of the complex UI's
- Here that they wont get alerts of upcoming volunteer events.
- Fear of not having quick volunteer organizational response

GAINS

What are their needs, hopes, wants and dreams?

- She wants to see reviews and feed backs
- She wants to get an better experience while searching for volunteer events
- She wants to explore volunteer events easily

4.What do they SAY?

66

I am planning on volunteer events to engage.

I mostly use mobile applications insted of website

Google is my friend.

93

2.2 Member of a volunteer organization looking to organized volunteer events

1.WHO are we empathizing with?

- We are empathizing with Nimal Javashantha
- He is a full time holier who owns a hotel in Galle
- In this situation he is representing a member of the volunteer organization.
- Also he is a secretory of ranmihithanna youth organization
- He needs to keep travel destination in Galle clean and promote tourism
- He is a social media manager of the organization.
- He has a sound knowledge in technology in really busy

3.What do they SEE?

- Social media post
- Blog post
- Volunteer events held by other organizations

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7.What do they THINK and FEEL?

- I want to keep travel destination in Galle clean which promote tourism
- I would like to engage with people who are willing to volunteer cleaning projects
- I think about looking for volunteers in online since i don't have to waist much time

99



2.What do they need to DO?

- Nimal wants to maintain the clarity of travel destinations in Galle
- He wants to gather people who are willing to do volunteer cleaning projects
- He influence people for volunteering through his YouTube channel,
 Facebook page and Instagram Page.

6.What do they HEAR?

- He hears from his fellow members of organization.
- He hears from his followers in social media
- He get feedbacks from customers who comes to his hotel

5.What do they DO?

- He is a full time hotelier there for he is extremely busy
- He plans volunteer events to clean the environment
- He influences people to engage with volunteer events through social media
- · He make aware the people of keeping the environment clean

PAINS

What are their fears, frustrations and anxieties?

- Fear of not having enough volunteers for the events
- Fear of unsuccessful organizing methods for events
- Fear of people misusing the environment

GAINS

What are their needs, hopes, wants and dreams?

- He wants quickly find volunteers
- He wants to put minimal efforts to handle an event.

4.What do they SAY?

66

I wants to organized volunteer cleaning projects which are helpful to protect the environment

And also it will increase tourist reaches as well

22

2.3 Manager of cleaning company looking for better opportunities for cleaning crews

1.WHO are we empathizing with?

- We are empathizing with Kasun Silva
- He is a sales manager of sintax lanka cleaning company
- In this scenario He represent a manager of cleaning company
- All the cleaning company, intermediate recruited companies are represented by him.

3.What do they SEE?

- Competitive companies with great customer support
- Offers in other cleaning companies
- Special offers for top customers
- Reviews and feedbacks of the customers in review section in the app

7.What do they THINK and FEEL?

- I am looking for more opportunities to increase our sales
- and also i am searching for customers who needs cleaning service agency
- It will be a good chance people who are looking for vacancies

2.What do they need to DO?

- Kasun rans their company among those who loves environment
- He increase the market base of the company among different company

6.What do they HEAR?

- Hearing positive and negative feed backs about the service.
- Hearing from the other companies
- Hearing from employees and customers about the procedure



5.What do they DO?

- He is a Sales manager of a cleaning company
- He finds a way to enhance profits of the company
- He brands his company throughout the community

PAINS

What are their fears, frustrations and anxieties?

- Fear that they don't get alerts about recruiter vacancy
- Fear that they don't get a chance to increase the profit

GAINS

What are their needs, hopes, wants and dreams?

- He wants to see reviews and feed backs.
- He wants to find better vacancies
- He wants to gain profits

4.What do they SAY?

66

I am planning to use this mobile application to find better opportunities for my cleaning crews in order to enhance the sustainability of both company and employees as well the customers by providing a better service

3.3

2.4Manager of company who are looking for cleaning agencies

1.WHO are we empathizing with?

- We empathizing with Malith Gunasekara
- He is a human resources manager of a newly started IT company
- He needs to find cleaning crew for his company
- In this situation he represents a manager who recruits cleaning crews for the company
- He has a sound knowledge in technology and really busy

3.What do they SEE?

- Positive and negative feedbacks of the customers who had used the cleaning services before
- Special offers by cleaning companies
- Posts shared by cleaning companies

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7.What do they THINK and FEEL?

- I need a good cleaning service for my company
- I have to take care of the sanatory needs of the employees and fulfil it in a better way.
- I want to recruit a cleaning crew for a reasonable price

99



2.What do they need to DO?

- Malith wants to look at up available cleaning crews
- He wants to recruit for a reasonable price
- He should communicate with cleaning companies in order to recruit a better cleaning crew

6.What do they HEAR?

- Hearing positive and negative feed backs of the cleaning companies
- Hearing experiences from the other companies.
- Hearing experiences of the employees

5.What do they DO?

- He is a human resource manager, So he spends more time with employees
- He watches social media post and hashtags on cleaning services
- He frequently ask for questions from website forums

PAINS

What are their fears, frustrations and anxieties?

- Fear of the complex UI's
- Fear that they wont be able to find the better cleaning crew
- Fear that they wont be able to provides a better employee satisfaction

GAINS

What are their needs, hopes, wants and dreams?

- He wants to see reviews and feed backs
- He wants to find better Cleaning crew
- He wants to have better employee
 sorvice.

4.What do they SAY?

66

I am planning to use this mobile application to find better cleaning crew for my company where i can give a better service for the employees considering their sanatory needs

23

3 User stories

3.1

As a cleaning volunteer, I would like to browse and engage with charity events published by volunteer organization so that I could enhance my self-satisfaction schema and help others and environment as much as I could do.

3.2

As a member of a volunteer organization, I can publish events that we are organizing all over the country for a large community, so that I will be able to connect with a large group of people who are willing to do charity works and grow up our organization.

3.3

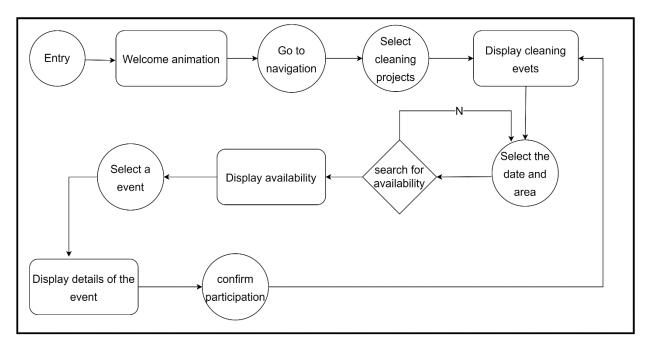
As a manager of cleaning company, I would be able to browse and find out the opportunities to recruit my teams for particular companies, so that I will be able to find better opportunities for my teams and enhance both the company and employee growth.

3.4

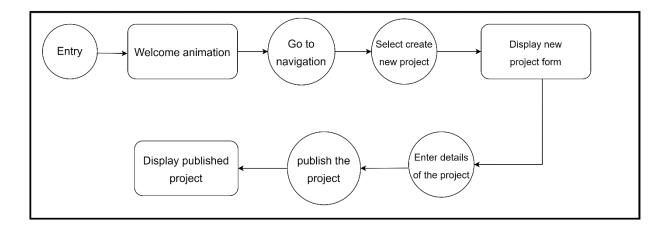
As a manager of a recruiting company, I would be able to find cleaning staff for my company as per our requirement, so that I would be able to maintain the sanitary requirement of the company in the needed level and also give a chance to the cleaning crews.

4 User flows

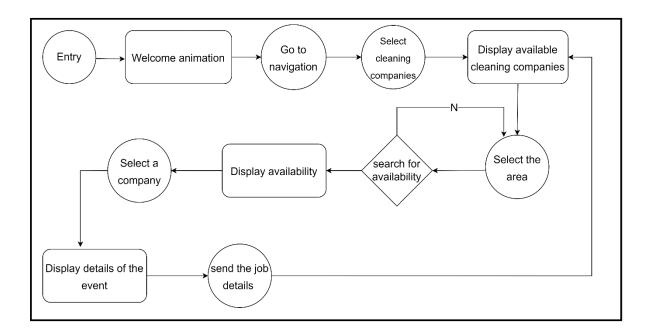
4.1



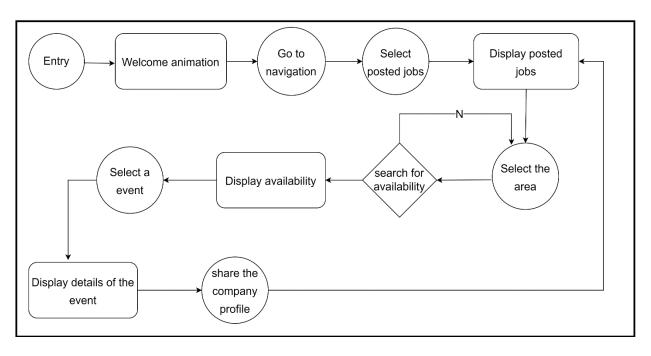
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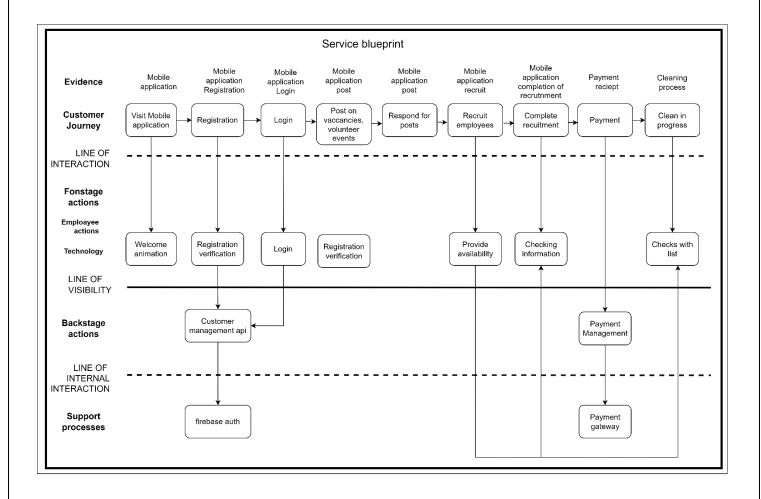
4.3



4.4



5 Service blueprint



6 Contributions

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	IT20645052	G.L.S.E. Liyanage	1.2, 2.2, 3.2, 4.2, 5
	IT20649562	A.A.T. Kavinda	1.3, 2.3, 3.3, 4.3, 5
	IT20659158	M.A.H.R.Nanayakkara	1.4, 2.4, 3.4, 4.4, 5