Shadow about my laundry users

1. one guy came to the laundry room with laundry. He put his laundry in the empty laundry machine and choose service he wanted. After then, He walked to the laundry touch system. He touched the screen and the button with his key. The key is identity tag which in connected with back account. He choose the laundry machine which he put his laundry in. he clicked paid button. after then, he went back to the machine and clicked “start” button. And he checked the time I think he wanted to know what time it will be finished. When I came back the laundry room in 45minutes, he took his laundry from machine. And then he put his laundry in drying machine. When I came back to the laundry room after 1hour, his laundry are still remained until next day.

Requirement

We found out some issues about his experience.

1. He checked his smartphone to know current time.

* It’s better way to let him know what time it is finished on the mobile.

1. After he choose the service on the screen, he came back again to the machine to click button ‘start’

* It’s better way that I can control machine on the screen.

1. After drying machine is finished, he didn’t come back.

* We don’t know if he forgot or not. But It’s also better way to let him know when it is finished on the mobile.

Identiy stakeholders : student who lived in dormitory and 20s.

Their personas : Impetuous.