**User Experience Engineering - Labsheet 03**

Identify User Groups

# Group and application details

**Group ID:** 2021S2\_REG\_WE\_57

**Selected application:** Pizza Hut Sri Lanka

|  |  |
| --- | --- |
| **Member Name** | **Id Number** |
| A.M.W.W.R.L. Wataketiya | IT19014128 |
| S.A.N.L.D. Chandrasiri | IT19180526 |
| H.G. Malwatta | IT19240848 |

Please note that there are only three group members, and the submission is for the three group members (3 personas, 3 user stories 3 empathy maps etc.).

# Mobile App

## Personas

IT19014128 – A.M.W.W.R.L. Wataketiya

Graphical user interface, application

Description automatically generated

IT19180526 - S.A.N.L.D. Chandrasiri

Graphical user interface, application

Description automatically generated

IT19240848 - H.G. Malwatta

Graphical user interface, text, application

Description automatically generated

## Empathy Maps

IT19014128 - A.M.W.W.R.L. Wataketiya

Diagram

Description automatically generated

IT19180526 - S.A.N.L.D. Chandrasiri

Diagram

Description automatically generated

IT19240848 - H.G. Malwatta

Diagram

Description automatically generated

## User Stories

**IT19014128 – A.M.W.W.R.L. Wataketiya**

As a customer,

I want to order pizzas from home,

so that I do not have to go to a physical outlet.

**IT19180526 - S.A.N.L.D. Chandrasiri**

As a customer,

I want to pay cash on delivery,

so that I can make sure delivery is done.

**IT19240848 - H.G. Malwatta**

As a new user,

I want to be able to register to the system

so that I can order pizza and other food items.

## User flows

IT19014128 - A.M.W.W.R.L. Wataketiya

A picture containing application

Description automatically generated

IT19180526 - S.A.N.L.D. Chandrasiri

Diagram

Description automatically generated

IT19240848 - H.G. Malwatta

Diagram

Description automatically generated

## Service Blueprint

Assumptions and scenarios:

* The customer (user) has already logged into the mobile application.
* The customer (user) selects to make an online payment in the application.

A picture containing graphical user interface

Description automatically generated