

HomeEase

Personas and User Stories

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Persona 1: Elderly User - John Doe

- **Background:** John is a 72-year-old retired teacher living alone. He has limited mobility and prefers services to be provided at home. John is not very tech-savvy but is learning to use his smartphone to access necessary services.
- **Goals and Behaviors:** John seeks a simple, easy-to-use platform that allows him to book home services like plumbing, cleaning, and appliance repair without having to leave his house. He values reliability and convenience.

User Stories:

- As John, I want a simple interface that allows me to book services with just a few clicks so that I don't feel overwhelmed by technology.
 - As John, I want to view the profiles and ratings of service providers to feel confident in the person coming to my home.
 - As John, I want to be able to easily communicate with customer support in case I have questions about my booking or need assistance.
 - As John, I want to be able to edit my settings for the web app according to my needs so that I can easily navigate and have a clear view of the app.
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Persona 2: Regular User - Bhavya Vaghela

- **Background:** Bhavya is a 32-year-old IT professional living in an apartment. He often needs services like appliance repair, plumbing, and electrical work due to his busy schedule. He values quick bookings and prefers paying online for convenience.
- **Goals and Behaviors:** Bhavya seeks a fast, reliable platform where he can quickly book home services during his spare time. He prefers having a range of services available and values reviews from other users.

User Stories:

- As Bhavya, I want to filter services based on availability and ratings so that I can book the best provider at the most convenient time.
 - As Bhavya, I want to receive instant confirmation after booking a service so that I know the provider is scheduled.
 - As Bhavya, I want to be able to track the service provider's arrival time so I can plan my day around it.
 - As Bhavya, I want to be able to cancel bookings.
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Persona 3: Service Provider – Subhan Mohammed Abdul

- **Background:** Subhan is a 28-year-old plumber and electrician who runs his own business. He uses HomeEase to connect with clients and expand his customer base. Bhavya values timely requests and the ability to manage his schedule efficiently.

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- **Goals and Behaviors:** Subhan wants a platform that provides him with a steady stream of job requests and helps him manage his bookings and payments without hassle.

User Stories:

- As Subhan, I want to receive real-time notifications for service requests so that I can respond quickly and secure more jobs.
 - As Subhan, I want to manage my availability on the platform so that I can accept requests based on my schedule.
 - As Subhan, I want to see my earnings after each completed job and track my payments through the platform.
 - As Subhan, I want to be able to cancel my bookings if I cannot be there at the required time or have an emergency.
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Persona 4: Customer Service Agent - Abdulgafar Towolawi

- **Background:** Abdulgafar is a 26-year-old customer service representative who handles inquiries from users and service providers. He works remotely, managing support tickets and resolving issues via phone and chat.
- **Goals and Behaviors:** Abdulgafar seeks an efficient system that allows him to assist users with booking issues, complaints, and service questions quickly and effectively.

User Stories:

- As Abdulgafar, I want to be able to quickly access a user's booking history so that I can resolve their issue without delays.
 - As Abdulgafar, I want to track the status of service providers to assist users with inquiries about their bookings.
 - As Abdulgafar, I want to receive notifications about new support tickets so that I can respond to user inquiries promptly.
 - As Abdulgafar, I want to be able give refunds to customers if they have cancelled a booking or a service provider doesn't show up.
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Persona 5: System Administrator - Ahad Abdul

- **Background:** Ahad is a 35-year-old IT specialist responsible for maintaining the platform's systems, ensuring that it operates smoothly, and handling updates and security patches.
- **Goals and Behaviors:** Ahad aims to keep the platform functional, secure, and up-to-date. He monitors performance and handles any technical issues that arise.

User Stories:

- As Ahad, I want to monitor system performance and identify potential bottlenecks to ensure the platform runs smoothly for all users.

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- As Ahad, I want to schedule and implement regular updates without disrupting user activities to maintain platform security and functionality.
- As Ahad, I want to quickly resolve technical issues reported by users to minimize downtime and enhance user satisfaction.

Persona 6: Authorizer - Michael West

- **Background:** Michael is a 42-year-old operations manager responsible for approving or rejecting service providers on the platform. He ensures that providers have the proper certifications and qualifications to offer services.
- **Goals and Behaviors:** Michael seeks a streamlined system to review service provider applications, verify credentials, and maintain the quality and safety of services offered on the platform.

User Stories:

- As Michael, I want to review service provider profiles and documents to verify their certifications and qualifications before approving them on the platform.
- As Michael, I want to track the status of pending applications so I can efficiently manage the approval process.
- As Michael, I want to flag providers that do not meet the platform's standards to ensure only qualified professionals offer services.
- As Micheal, I want to be able to put a permanent or temporary ban on service provider.