



## About:

Lisa is a graphic designer who seeks to translate her passion for design into her home. For Lisa, material is everything. She likes natural materials like wood, but she wants to be less wasteful. For her, sustainability is not a question of „if“ but „how“, AS she only uses public transportation for her daily commute.

### Phase I Open the app

#### TASKS:

- Open the app in web browser
- Read privacy policy
- Create an account
- Complete onboarding process

#### THOUGHTS:

“I hope this app helps me in giving my home a warm natural feeling”

### Phase II Search for an Expert

#### TASKS:

- Select expert category
- Set your preferences (expert's experience, pricing, availability)
- Browse available experts
- Explore experts' profile page

#### THOUGHTS:

“There are a lot of experts, I need to narrow my search and browse the profiles carefully”

### Phase III Schedule a video call

#### TASKS:

- Pick the expert that is available and appropriate
- Decide on way of communicating with expert - Video
- Estimate necessary time for call
- Book a time slot on experts calendar
- Write introduction message to chosen expert

#### THOUGHTS:

“This interior designer has a very nice portfolio, I will book a video call to discuss possible collaboration”

“I will send the expert an introductory message, I will send as much information as possible to have a constructive first call ”



#### EMOTIONAL EXPERIENCES:

Intrigued, Hopeful.

#### OPPORTUNITIES:

- Proper introduction to the app's features while on-boarding

#### EMOTIONAL EXPERIENCES:

Overwhelmed

#### OPPORTUNITIES:

- Filter results will make the user to feel less overwhelmed.
- Order the results according to (availability, ratings, location)

#### EMOTIONAL EXPERIENCES:

Happy

#### OPPORTUNITIES:

- Availability of experts on a calendar
- A Calendar to request a video
- Allow users to send introductory information via chat,
- Enable users to cancel appointment after chatting with the expert.



### About:

Alex is an engineer who is planning to do a full remodel of his home, he wishes to replace all energy, water and air conditioning systems with state of the art climate friendly systems. He likes to do things by hand alone or with others.

#### Phase I Open the app

##### TASKS:

- Login to the app
- Select expert category (wood work)
- Decide on way of communicating with expert (chat & on-site workshop)
- Browse available experts
- Explore experts' profile page
- Pick the expert that is available in your area

#### Phase II Search for an Expert

##### TASKS:

- Write introduction message to chosen expert to explain what you want.
- Send photos/videos.
- Decide if this expert is suitable for you.

##### THOUGHTS:

"I hope after discussing the shared photos of the desired outcome with the expert I can estimate if this expert is right for me"

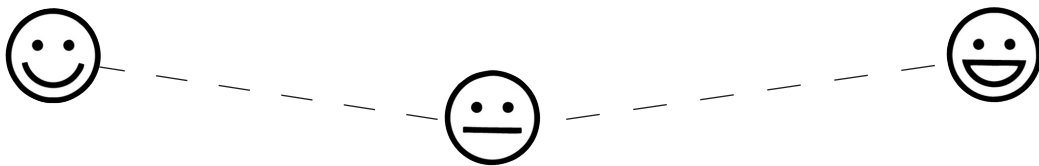
#### Phase III Schedule a video call

##### TASKS:

- Estimate necessary time for a workshop.
- Book a time slot on experts calendar

##### THOUGHTS:

"I am so excited to learn some hands on creative wood work"



##### EMOTIONAL EXPERIENCES:

Excited

##### OPPORTUNITIES:

- Show results on map

##### EMOTIONAL EXPERIENCES:

Careful & thoughtful

##### OPPORTUNITIES:

- Enable users to share photos and videos with the expert via chat.
- The expert can offer lists of recommended produces to do the workshop.

##### EMOTIONAL EXPERIENCES:

Happy to get help

##### OPPORTUNITIES:

- Offer users a free follow up video meeting after the workshop.