

# Asclepius Healthcare

## Satisfaction

**A : Doesn't  
find App  
Useful**

**B : Was  
satisfied  
with the  
App**

**C : Doesn't like  
the App to  
make orders**

**D : Loves the  
app for  
appointments**

**E : Doesn't  
seem to be  
happy with  
the App**

## Managing Appointment

**A: confused  
on how to  
view the  
appointments  
in calender**

**B: Finds it  
hard to view  
the list of  
available  
appointments**

**D: Finds it  
annoying to  
go to calendar  
and remove  
appointment**

**E : Knows how  
to check on  
upcoming  
schedules**

**D : couldn't  
find page to  
edit  
appointment**

**A : Finds it  
annoying to  
go to calendar  
and remove  
appoitment**

**C : issues  
while  
selecting time  
while  
scheduling on  
holidays**

**C : Finds it  
annoying to  
go to calendar  
and remove  
appointment**

**D : Knows how  
to reschedule  
an  
appointment**

**E : Knows how  
to cancel  
appointment**

## Tone

**A : Speaks  
in an  
annoyed  
tone**

**B : Speaks  
in an  
annoyed  
tone**

**E : Speaks  
in a  
frustrated  
tone**

**C : Speaks  
in a  
positive  
tone**

**D : Speaks  
in an  
indifferent  
tone**

## Confusion

**A : Finds it  
annoying to  
go to calendar  
and cancel  
appointment**

**B : Has Hard  
time finding  
knowing the  
navigation to  
book  
appointment**

**C : Has trouble  
finding  
prescription**

**C : Finds it  
annoying to  
go to calendar  
and cancel  
appointment**

**D : confused  
on how to  
view the  
appointments  
in calender**

**A : knows  
how to  
manage  
schedules**

**B : Confused  
on how to  
view an  
appointment**

**C : Has trouble  
in cancelling a  
appointment**

**D : Confused  
on knowing  
how many  
appointments  
are already  
booked**

**E : Has trouble  
booking an  
appointment**

