

<b>Name</b>	Andy - Business Owner	Steve - Looking for a new barber
<b>Goals</b>	Andy is looking for a new, online product to handle his scheduling. He is looking for something lightweight, that users can quickly visit, and book an appointment	Steve has been looking for a new barber. He would like to support a local business, one that is not too far away
<b>Motivations</b>	<ul style="list-style-type: none"> <li>• Would like to get more customers to book with him faster, and more efficiently</li> <li>• Would like an intuitive, easy to learn interface</li> </ul>	<ul style="list-style-type: none"> <li>• Would like to see a comprehensive list of barbers in his area</li> <li>• Needs a service provided to him by a professional</li> </ul>
<b>Frustrations</b>	<ul style="list-style-type: none"> <li>• His current system requires customers to create accounts before booking</li> <li>• His current system does not allow for custom time slots</li> <li>• His current system does not track users</li> </ul>	<ul style="list-style-type: none"> <li>• There is no cohesive list of local service providers</li> <li>• Making accounts on other scheduling apps is tedious, and it is annoying to keep track of login information</li> </ul>