"TIM" THE TRAVELLER

BIO:

Tim thrives on variety and works across multiple sites each week.

Tim enjoys meeting new people and working in new environments.

He has been in the industry for over 15 years.

ROLE: Official Veterinarian

AGE: 41

IT LITERACY: Average

NATIVE LANGUAGE: English

GOAL

I want to record my hours and activity so that I get paid correctly for my work.

USER NEEDS

- I need to record my time daily so that I don't forget my activity

- I need to record my time on something I can take with me between sites

PAIN POINTS

- Working between sites means I have a lot of different codes to enter for different sites and lots of travel

- I have to record my daily activity in my own notebook as I can't view the daybook for all sites when I enter my timesheet

- If I use the copy day feature and delete a line, it doesn't remove the line - it just shows with zero hours making it look messy

- The system doesn't know my contractual overtime - I have to enter these manually every time