



# Scenarios Of Software Use



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Friðrik Fannar Söebeck



## Doris S. Casados (Foreign Traveller group)

Doris S. Casados (35-year-old female) works part time as a Rehabilitation Counsellor in Cleveland Ohio. She has wanted plan a trip to Iceland to see the beautiful landscapes, natural wonders and other wonderful places she's heard so much about from colleagues and social medias. The main problem with her planning has been not knowing where to start.

After hearing about a new app that's helping people manage their trips to Iceland, she goes to install it to her smartphone for herself. Opening the app, Doris immediately finds many popular sites to visit, (Gullfoss, Geyser, etc.) and information about them, little history, pictures, and descriptions of atmosphere all in her native language of English. She also finds many pre put together tours by various tour guides.

Doris looks around the app for a little bit and finds a tour of the golden circle that catches her eye, she taps on the tour where more information is found about the tour guide and what other people have thought about them. Doris then decides she wants to book this tour. After booking through the app, it adds the tour to her schedule automatically making it easy for her to stay scheduled around it while enjoying the beauty of Iceland.

## Leifur Salómonsson (Tour Organizer group)

Leifur Salómonsson is a 30-year-old male who works as an independent tour guide/tour organizer in Iceland. When Leifur wants to make a new tour, he picks up his phone navigates to his tourism app, goes to his separate tab where he has information about companies that host these tours, including contact information if he wishes to pitch a partner up to make more exquisite tours.

From here Leifur can also start his own independent tours where he can select locales get information about them, popularity, past popularity by date etc. and add them sequentially to his tour. Leifur Selects the locales he wishes to have as a part of his new tour and finalizes his selection, as soon as selection finalizes it gets added to a list of tours he has made before and can insert one into his timetable at any time to start advertising it to other users.

Now his tours are easily accessible by both himself if any edits must be made and by other users who want a curated experience of Iceland's various wonders.

## Helga Rómansdóttir (Native Traveller group)

Helga Rómansdóttir is a 40-year-old Icelandic woman who likes to travel around and seeing new things she may never have seen before within her motherland. She knows her way around the land but still uses tools on her phone to keep a schedule and maybe to discover something new.

Helga opens the app on her phone and browses through the various locales and tours that are strewn about until one catches her eye. She clicks on that wonder to see more information about it and feels intrigued enough to add it to her personal tour. Now she can add more places change the order of them or remove locales if they no longer fit.

Once she finishes, she now has a new tour that she can use as a template to go on her travels and enjoy them without having to search for too long for locales and having everything in one place.

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