## Think? - check whether the data about containment zone is up to date - user thinks that application can reduce a crowd in containment zones Say? See? - provide information about - excited about trying something different Containment zone - monitor people's location an alert - worried about the changes them Feel? -they feel like it's going to be so much work catching up -help the user to pass in safe route Gain Pain - bedsore -rest for few days -time to think about life -mental health issues