## Tech Profile

| Tech Profile | |
|---|---|
| Web/Social Media Usage | ●●●●● |
| Video Development | ●●○○○ |
| Eye for new trends | ●●○○○ |
| Boomer | ●●●●● |
| Technical Knowledge | ●●●○○ |

| Involved in | Key Responsibilities |
|---|---|
| • Gaming Industry<br>• Social Clubs<br>• Content Creation | • Giving feedback<br>• Entertaining people<br>• Maintain following |

**William Li, Scarra**
Twitch streamer

| Drivers | Frustrations |
|---|---|
| Playing games with friends increases my sense of belonging and purpose. | Very hard to communicate with new streamers because of all the extra steps you have to take to join a call. |
| After so many years of streaming, having new people to play with keeps it exciting for me. | I am unable to express my emotions with the given emoticons in most chat situations. |
| Giving people gaming advice and help them get better achievements. | Not having someone in friends leads to remaking a call. |
| Seeing my community grow and being able to maintain a following. | Hard to communicate with my community only during stream. |

| Challenges | Expectations |
|---|---|
| • Having a hard time communicating with my followers<br>• Can't express my reactions with basic emoticons<br>• Remaking calls when someone wants to join<br>• I know too many people – can't talk to some online because my friend limit is reached<br>• Sharing my screen sometimes requires a lot of additional programs and effort<br>• I want to mute everyone and myself without having to leave the call<br>• I miss important notifications because I am often spammed and keep my settings muted | • I expect custom rooms that people can be added to (without being friends)<br>• I expect to be able to add custom emoticons that I can use<br>• I expect rooms in which anyone from that room can join a call without needing approval<br>• I expect to be able to talk to people without being "friends" on the platform first.<br>• I expect to be able to share my screen<br>• I expect different options for muting.<br>• I expect settings that enables me to mute some chats and be active in others. |