

User Interviews & Stories

User Interview1



User Profile

Katalin,24,a dog owner who has never used a dog walking service but is open to the idea.
She would use the service when she is very busy or on short business trips.



Key Requirements

Trustworthiness is important to the user when choosing a dog walker.So she needs some features to assess the trustworthiness of the dog walker and whether he can do the job well or not.
She would like to check reviews and ratings of dog walkers before choosing one.



Key Features

To meet these requirements, we plan to provide a feature to rate the dog walkers with a score. This will give dog owners a reference when choosing a dog walker and give them peace of mind.



Pricing and Scheduling

She preferred flexible pricing and scheduling options tailored to her needs and budget.
She was willing to pay 2500 HUF for a one-hour dog walk and would use the service once a week or when needed.



Additional Features

In addition to the features already planned, according to the user's need to schedule a trip, we plan to include a calendar that allows users to schedule regular dog walks and receive email or SMS notifications about upcoming walks.
Based on the importance of users focusing on building a good relationship between their dog and dedicated dog walker,so we will prioritize matching dog walkers with dogs that match their experience and personalities.



Conclusion

In conclusion, this user interview highlighted the importance of trustworthiness, and we addressed the user's questions by providing indicative reviews and rating metrics.
By prioritizing these requirements and implementing the key features discussed, we can develop a dog walking website that meets the needs and expectations of our users.
Thank you for your attention, and we look forward to bringing this service to life.

User Interview2



User Profile

Dóra Mólnar, a final year student studying Japanese at ELTE, has not tried any dog walking services yet. However, she is interested in exploring this option to ensure especially when she becomes too busy with classes, assignments, and other activities sometimes.



Key Requirements

Clear and preferably concise information about the services offered, pricing, and user-friendly, easy to use interface. She doesn't have any specific challenges, she just wants to ensure that the whoever is walking the dog is reliable and experienced. Ideally, a single dedicated dog walker for her pet is preferable. She thinks that it would help build a relationship and trust with the walker and ensure her dog is comfortable with someone she knows.



Key Features

To meet these requirements, we plan to implement a database of reliable and trustworthy dog walkers with experience with different dog breeds and personalities.

We will also include a chat feature that enables users to communicate with their dog walker to discuss specific requirements and provide updates.



Pricing and Scheduling

She would not have any expense related to dog walking services since mostly prefers to do it herself. But she might change her mind if it is too convenient.



Additional Features

The importance of building a good relationship between the user's dog and their dedicated dog walker, so we will try to recommend/ match again with the dog walker that received a good review from a dog owner.



Conclusion

In conclusion, this user interview highlighted the importance of trustworthiness, communication, and real-time updates in a dog walking service. And we also need to focus on the simplicity of the UI. It's still unsure if we want to make it free and generate revenue from advertisements or make it a subscription based model.



Riley Kovács

Ideal dog owner

■ Bio

Riley is a 24-year-old student who is pursuing a double major in economics and sociology at Eötvös Loránd University. Riley loves their dog, Coco, a friendly golden retriever, but doesn't have enough time to walk her every day due to their busy schedule. Riley needs a dependable dog walker who can take Coco for regular walks and keep her happy and healthy.

■ Goals and needs

To find a reliable dog walker who can walk Coco at least once a day, preferably in the morning or evening.

To check the reviews and ratings of the dog walkers before choosing one.

To pay a reasonable price for the dog walking service.

To receive updates and feedback on Coco's behavior and activity during the walk.

■ Pain points and challenges

They struggle to find a dog walker who matches their availability and preferences.

They worry about Coco's safety and well-being when they are away.

They feel guilty for not spending enough time with Coco.

■ Personality traits and preferences

Busy - They have a demanding academic schedule that takes up most of their time.

Caring - They care deeply about their dog and want to provide her with the best possible care and attention.

Tech-savvy - They are comfortable using technology and prefer to book services online or through an app.

Budget-conscious - They are a student who has to manage their finances carefully and look for affordable options.

■ Device usage and habits

They use a smartphone to access the platform.

They use it in the morning or evening when they need to book a dog walker.

Dávid Nagy

Ideal dog owner



Bio

Dávid is a 22-year-old college student who studies online and has a flexible schedule. He enjoys walking dogs as a hobby and a way to earn some extra income. He has a lot of experience with different breeds and sizes of dogs and knows how to handle them well. He is looking for more clients who need dog walking services.



Goals and needs

To find more clients in his area.

To increase his income and reputation as a dog walker.

To communicate effectively with clients and provide updates on the dog's behavior and activity during the walk.

To receive payment and ratings from clients after the walk.



Pain points and challenges

He has trouble finding clients who match his availability and preferences.

He has to deal with unpredictable weather or traffic conditions.

He has to handle different dog personalities and temperaments.



Personality traits and preferences

Passionate - He has a passion for dogs and enjoys spending time with them.

Fit - He is physically fit and can handle the demands of walking and exercising multiple dogs at once

Knowledgeable - He has a good understanding of dog behavior and can recognize signs of distress or aggression in order to prevent any potential issues.

Communicative - He can communicate effectively with clients and provide updates on the dog's behavior and activity during the walk.

Trustworthy - He is trusted to enter clients' homes and take care of their dogs, so he has a strong sense of responsibility and integrity.

Reliable - He is punctual and dependable, ensuring that the dogs are walked on schedule and that clients can count on him to show up on time.



Device usage and habits

They use a website to access the platform.

He uses it throughout the day to check for jobs.

User story list

Looking for a reliable dog walker

Description:

As a <user>

I want to <find reliable dog walkers>.

So that <my dog is well taken care of when I don't have time to walk him>

Acceptance Criteria :

The website must have a function to assess the trustworthiness of the dog walker.

The website should be able to view previous user reviews and ratings of dog walkers.

The website should have the ability for dog owners to rate dog walkers.

The website can recommend the number of times a dog owner chooses a particular dog walker.

User Story Categories

The MoSCoW method

❑ **Must-have**

As a dog owner, I want to be able to book a dog walker for a specific time and date and receive confirmation of the booking.

As a dog walker, I want to be able to receive booking requests and accept or decline them based on my availability and preferences.

❑ **Should-have**

As a dog owner, I want to be able to search for dog walkers in my area based on their availability, experience, and reviews.

The website should have the ability for dog owners to rate dog walkers.

As a dog walker, I want to be able to create a profile and showcase my experience, availability, and reviews to attract potential clients.

❑ **Could-have**

As a dog owner, I want to be able to cancel or reschedule a booking if necessary.

As a dog walker, I want to be able to offer additional services such as dog training.

❑ **Won't-have**

The website can recommend the number of times a dog owner chooses a particular dog walker.