



👤 Personas

@Kailun Zhang

@Shunran Wang



Mary Anderson

Bio
Mary is a retired librarian known for her nurturing spirit and unwavering optimism. Despite facing health challenges in recent years, she remains resilient and dedicated to her family and community.

Age
74 years old

Profession
Retired Librarian

Family
Grandma of three

Location
Wantirna, VIC, AU

Language
English

Goals
She seeks a solution that allows her to ask small, frequent questions about her physiotherapy treatment without the need to travel to/ call the clinic.

Frustrations
Reluctance to bother doctors frequently with basic questions..

> Setbacks in treatment progress due to mobility limitation and visual impairment.

> Mary is improficient in accessing complex features on the internet.

Motivation
Desire to overcome obstacles and maintain health despite challenges.

> Determination to continue treatment with ease and confidence.

Personality Traits

- Introvert: 15%
- Extrovert: 85%
- Thinking: 75%
- Perceiving: 25%



Alex
Melendez

“ Tech-savvy at home, tackling back pain head-on. ”

Bio

Alex is a 30-year-old software developer, works remotely from home. As a shy introvert, his after work hours is dominated by indoor activities like gaming and watching streams, which has led to chronic back pain from prolonged sitting.

Age

30 years old

Profession

Software Engineer

Family

Single

Location

Cleveland, Ohio, USA

Language

English, Spanish

Goals

Alex wishes to discover a personalised and privacy preserving online source which could answer his basic questions about his conditions reliably.

Frustrations

- > Hesitant to incur high costs for traditional treatments.
- > Upset by generic advice and unprofessional answers from various online sources.
- > Concerns about potential data leakage due to disclosing personal infos online.

Motivation

- > Eager to explore innovative and affordable alternatives.
- > Desire to regain mobility and improve his overall well-being.



Introvert



Extrovert



Thinking



Perceiving

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Louis
Bernard

“ Modelling success begins with self-care. ”

Bio

Louis Bernard is a rising star in the modeling industry, known for his striking looks and charismatic presence on the runway. However, his hectic lifestyle and constant travel makes him suffers from chronic neck and shoulder pain.

Age

25 years old

Profession

Model

Family

Engaged

Location

Paris, France

Language

French

Goals

Due to his condition, Louis sometimes requires emergency quick relief methods when a physiotherapist may not be available, especially when he is participating in a photo shoot or other modelling engagements.

Frustrations

- > Condition disrupting his schedule and professional commitments.
- > Difficulty in communicating his symptoms and treatment preferences to English-speaking healthcare professionals.

Motivation

- > Aspiration to inspire others in the fashion industry by demonstrating the importance of prioritizing health and well-being
- > Interest in utilising technology to receive multilingual accurate support anywhere he goes.



Introvert



Extrovert



Thinking



Perceiving

3



“ In pursuit of perfection through details, logic is the bridge in my conversations. ”

Bio
San Kim is a medical researcher engaged in educational materials and conducting research at the University. Although San is a disabled person, he is still passionate about research and education.

Age
42 years old
Profession
Researcher and Lecturer
Family
Single
Location
Seoul, Korea
Language
Korean, English

Goals

- Find a tool with voice-to-text that can improve his efficiency in searching academic materials.
- Use the avatar version of the virtual agent in the educational session.

Frustrations

- Disappointment with generative AI platforms that often cite or generate non-credible content.
- There is no user-friendly design for people with disabilities.

Motivation

- San aims to find accurate and credible information. He hopes that AI will improve the efficiency of his search for information.

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30%
Introvert

70%
Extrovert

80%
Thinking

20%
Perceiving



“ Passion fuels my drive, innovation guides my path. ”

Bio
Ella Johnson is a staff for Health Exercise and Sports Medicine (CHESM) at the University of Melbourne. Her work is mainly about the maintenance of the chatbot.

Age
34 years old
Profession
Project Manager
Family
Married with one child
Location
Melbourne, VIC, AU
Language
English

Goals

- Update the database according to user feedback and chat history.

Frustrations

- Challenge in updating new data into software.
- Users might have privacy concerns about the usage of their data.

Motivation

- Ella considers that user feedback is crucial for software improvement. She is passionate about making meaningful contributions that enhance healthcare delivery through technology.

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40%
Introvert

60%
Extrovert

70%
Thinking

30%
Perceiving



Michael Henson

“ Understanding the past, protects the future.

Bio
An experienced software developer specializing in backend systems. His work focuses on developing technologies that enhance user experiences and access to information.

Age
29 years old

Profession
Software Developer

Family
Single

Location
Silicon Valley, CA, USA

Language
English

Goals

- Develop a backend system with high accessibility for managing health information sources.
- To collect user feedback on the virtual agent for questions that can't be answered yet.

Frustrations

- The difficulty in attributing various data in the database.
- Update the database based on the feedback from users.

Motivation

- Michael is responsible for the development of the chatbot. He is willing to provide more reliable and accessible products for users.

Introvert 50%

Extrovert 50%

Thinking 60%

Perceiving 40%