

Persona

Fred:

27 years old
Ph.D. student
Montreal, Canada

Scenario: Fred is a Ph.D. student who is doing his research, and he has a weekly online meeting with his supervisor on skype. He is very comfortable with the skype features, and since Skype is free, he will stick to it. He uses Zoom as extra software.

Goals:

make international calls.

Ease of use

It is free

The powerful combination of video conferencing and screen sharing.

Frustration:

- I believe the app is not as straightforward as the web platform
- App is not user friendly
- Registration process takes effort

Emma

25 years old
Masters student
Montreal, Canada

Scenario: Emma is a thesis-based Engineering Student. She has online as well as individual group meetings with her supervisor and labmates weekly. She uses Discord and zoom as extra tools.

Goals:

- the video quality is good
- It is free
- it is easy to install, and it works with no much configuration
- Chat option with everyone or with a particular individual.
- They can have group meetings
- share screen option for their presentations

Frustration:

- It freezes a lot in the middle of the discussion
- I have the ios version of skype because I need to keep updated with new tasks
- delay in getting notifications is disturbing
- The skype mobile app is not motivating
- it is not user friendly

Paris

37 years old

Former Ph.D. student, current college professor,
Toronto Canada

Scenario: Paris has been using a Skype Mobile App for several years, either when she was a student or as a professor, she is using skype to communicate with her team members. She uses Zoom and Microsoft Team as other software.

Goals:

- It is free to use,
- Easy to use and install
- Video and audio calls work really well.
- Good to have a combination of video conferencing and desktop sharing.

Frustration:

- Difficulty in getting a real-time notification,
- Sometimes you get a notification for missed calls without any phone rings.
- Creating an account takes time on skype
- Difficulty in remembering Username in registration part
- It is not supporting large audiences.

Medi

34 years old

High tech employee.

He uses skype for some sort of small meetings. Also, he uses the skype mobile app to communicate with his family abroad. And He also uses zoom and Microsoft teams as extra tools.

Goals:

Skype is an excellent communication tool. Not only is Skype popular with businesses, but it's also a perfect tool for connecting with friends and family from all over the world.

- Making local, domestic, and international calls is a great feature.
- Conduct both screen and document sharing
- It supports large files to send, which is nice.

Frustrations:

- Skype freezes up
- The Mobile App is not motivating.
- Delay in getting a notification in the Mobile App is disturbing.