|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| # | Description of step | Does the user have enough knowledge to carry out this step? | Is the user motivated to do this step? Is it believable that they would do this? | Comments(and possible solutions) |
| 1 | Tanias Friend asks for help booking for vaccine appointment | yes | Yes |  |
| 2 | Learns about the covid-19 app from her friend Tania and uses to book an appointment | no | yes | Her friend was not aware of the covid 19 app so asked for tanias help |
|  |  |  |  |  |
| 4 | Gets an instant notification of the appointment confirmation letting her friend know when to visit the clinic | yes | yes |  |
|  |  |  |  |  |
|  |  |  |  |  |
| 7 | Decide to go to dinner | no | Yes |  |
| 8 | Checking statistics of active cases using the app | yes | yes | Evaluator: Had knowledge of app and used it for statistics |
| 9 | When asked about the proof of vaccination uses the ap to show it to the receptionist | yes | yes |  |
|  |  |  |  |  |
| 10 | News board for Covid-19 Realtime data of cases | yes | No |  |
| 11 | He came to know about the rules of the vaccination change | no | yes | Evaluator: Nealy one website is mentioned.  More focus should be given to the target audience. |
| 12 | Checking the updated news through the application | yes | yes | Evaluator: He needs updated information as he will be travelling. |
| 13 | Checking the real time status through the application | yes | yes |  |