Guest:

(Persona, Scenario, User Story):

Debbie, age 58, is an arson investigator in Forsyth county, a decent sized county in the north-central portion of the U.S. state of Georgia. She investigates crimes committed with fire and finds out who did them and for what reason these crimes were committed. She was born in the same state as which she works and has moved around to various parts of the state growing up. She only has a highschool degree education and has worked her way up in the ranks through sheer hard work and persistence. Debbie recently fractured her foot on the job and needs an examination from a radiologist. Debbie now must have to call in, must go to the front desk, or go online into the software and get scheduled by entering in her personal information. She has very little interest in the overall workings of the technology used to receive an exam, and has a general knowledge base of technological experience enough to navigate through required patient information collecting and scheduling systems but nothing too advanced. As a guest, she simply would like to enter in her information into a non-complex user interface and schedule and receive an exam from the radiologist.