**Background Information**

|  |  |  |
| --- | --- | --- |
| Age | Location | Number of property |
| Duration of use | Device list | Tech-savvy |

**Challenges/Concerns**

Lack of Physical security: can not secure device

Unreliability:Connection issues, Do not respond properly, unexpected behavior, some capabilities not up to the mark and that is why it’s not being used

Physical troubleshooting needed: Needs to physically access the device to troubleshoot

Mechanical problem  
Ex: Can not use a device properly, because it does not fit.

Personalized  
Ex: The device was not designed to be used or shared with guests at Airbnb

Unaware of access shared  
Ex: I do not know what the guests can do with my device.

**Needs**  
Ability to sync with Airbnb account

The ability of the devices to be able to sync with the host’s Airbnb account and takes action accordingly. Mostly doorlock

Safety for personal data  
Does not feel safe sharing device, wants their personal data to be separate/safe from the guest

Unified control for all devices  
Need one app to control all the devices.

Device custom made for Airbnb  
Example: FAQs should be installed in Alexa

**Solution provided by the hosts**

Backup plans when devices do not work  
Example: Having lockbox just in case the door does not open

Backup plans to avoid data breach  
Example: Have different accounts installed on Alexa and other devices.

**Benefit**

|  |  |  |  |
| --- | --- | --- | --- |
| Physical security  Ex: avoid theft, property loss. | Efficiency:Makes managing things very efficient | Convenience for guestsEx: Providing convenience for guests | MonitorEx: Monitoring guests so that they do not do something that they  are not supposed  to do. |
| Remote controlEx: Can control things remotely | Monetary benefitEx: Using this device saved me a lot of money. | Entertainment for the guestEx: Providing entertainment for guest | Social reason  Ex: Maintain good relations with neighbors. |