First person

User profile

Age: 27 - 45

Gender: Indistinct

Income: $3696-$7393

Skills: Basic use of communication technologies.

Education: high school

Occupation: Freelance Home Maintenance Worker (Plumber, Electrician, Carpenter, etc.).

Person

Name: Enrique López

Age: 32 years old

Education: some college

Occupation: Plumber (8 years of experience)

-He is a recognized plumber in his suburb

-His work of him is shared by the neighbors

-He does not have a permanent job

-He is called on duty 2-3 times a week.

-He wants to be more recognized, but it is difficult for them to know him outside of his usual circle.

Stage

Scenario 1

Task: Register in the application

Character: Enrique López

User group: Worker

Stage

Enrique has been having problems to be able to publicize his work so he decides to look for new alternatives to be able to get publicity to which after searching he finds the application and thinks that this could be his alternative so he investigates this application more thoroughly to find out how you can register.

After searching, he finds that to install the application he needs to go to the organization to be able to deliver some documents and so that they can qualify if he really does his job and after having delivered the papers and verifying that he really has knowledge of his profession, he would be given a code to install the application.

So, one Monday when he does not have a job, after having thought a lot, he finally decides what he wants to be able to register for this application, therefore he gathers the papers they ask for and goes to the organization so that they can give him the code to install the app.

Upon arrival, Enrique hands over his documents and takes the test to verify if he has knowledge of plumbing. Enrique passes the test, and his papers were checked, and he tells him that everything is fine for which they give him his code.

* Enrique reads the code and opens the application in the Appstore and clicks download.
* After the application has been completely installed, Enrique opens it and, on the screen, asks him if he has an account or not.
* Enrique, not having an account, gives him the fact that he does not have an account, by doing so he sends him to a new tab which is to register.
* In this tab you are asked for personal information such as: Full name, age, occupation, years of experience, telephone number, email, etc.
* Enrique enters the corresponding information and at the end of entering the data he verifies that everything is correctly placed and does not have any errors.
* Enrique, upon checking that everything is fine, presses the continue button.
* Enrique sees that they ask him to confirm that he is the real Enrique by asking him to check the messages on his phone because he should receive a code which he must write down to put it next, Enrique clicks to accept.
* Enrique searches among his messages and when he finds the message sent by the application, he opens it and copies the code.
* Then he returns to the application where the screen is where he asks him to write the code, Enrique puts the code and gives continue.
* The application tells him that it has already been confirmed that the data provided is real, for which he already has a registered account, Enrique clicks the continue button.
* Enrique finally appears on the home interface screen.

Scenario 2

Task: Service Acceptance

Character: Felipe López

User group: Worker

Stage:

Felipe is a multi-skilled worker with several services performed successfully in the application and with a very good reputation, he starts a new day and is about to wait for a new job.

* Felipe opens his mobile to access the application and be able to offer his services.
* Once in the home interface, he sets his status as available, so the application displays a map requesting his current address.
* With the location established, Felipe can wait quietly until a client requires his services.
* In a short time, the application notifies you of a client who requires his services.
* The application displays general customer data, such as name, number of services requested in the application, general rating given by the workers it has hired and a map showing an approximate area of ​​the area where the customer requesting their services is located.
* Felipe accepts the job, and the application displays the interface in which he can enter his available schedules for the day.
* The application sends the confirmation to the client with the possible options of schedules to make the reservation.
* Felipe waits for the client to select a time in which he can arrive.
* Once the reservation is made, the application displays a notification informing that the reservation has been made.
* Felipe enters the application to observe the exact location where his services are required and the time at which the visit was scheduled.

Scenario 3

Task: Make an appointment

Character: Enrique López

User group: Worker

Stage

When Enrique finished having a conversation with a new client, they have an appointment on June 17 at 5 in the afternoon, so he wants to schedule this appointment so that he does not forget it.

* Enrique opens his agenda and looks for June 17 and the time that the client requested.
* When he finds the day and time, he clicks on it so that he will have a new tab.
* In this tab you can see spaces in which you can put information.
* When already straining the data in the spaces, Enrique reviews the data one last time.
* And when he is satisfied with what he put, he clicks the create button, after this he is shown a warning in which he is asked if he is sure to create the appointment.
* Enrique clicks yes and I have finally created the appointment.

Scenario 4

Task: Re-schedule service

Character: Enrique López

User group: Worker

Stage

Enrique has just realized that he will not be able to carry out the work he had been assigned to repair some pipes in the house of Miss Erika Morales due to a personal unforeseen event, which is why he will not be able to go in the agreed appointment.

The same day that he was told about the unforeseen event, he decided to contact the client to reschedule or cancel the appointment.

* Enrique opens his account and looks for the client who hired Erika Morales in this case
* Upon finding his user, he decides to send her a message where he explains the situation for which he will not be able to do the job.
* He also asks if he wants to cancel the appointment together with work or if he wants to reschedule the appointment for another day.
* The client confirms that he has no problem with changing the date of the appointment, so he agrees to reschedule the appointment.
* Enrique tells him about the hours and days in which he can carry out the work.
* Erika points out the new time and day when the work can be done.
* Enrique confirms the appointment.
* Enrique goes to his agenda and looks for the appointment that he previously had and clicks on it.
* he gives you the appointment details and he press the reschedule button.
* Now Enrique changes the day and time of the previous appointment for the new appointment data.
* Once he has finished adding the information, he decides to press the confirm button.
* He gets a confirmation that he wants to save the changes made and Enrique says yes.

Scenario 5

Task: Cancel the service

Character: Enrique López

User group: Worker

Stage

When Enrique has arrived at the place agreed in his appointment to fix a pipe, he realizes that they did not give him a correct address, he tries to contact the client, but he does not answer him, Enrique decides to cancel the services, fed up.

* Enrique looks for the service he gave Erika and when he finds it, he clicks to open it.
* When the service is open, he checks for the last time if the address is correct, and he realizes that it is the address given.
* Enrique tries to speak to the client for the last time and she does not answer.
* Enrique has already done everything he could do; he decides to send him one last message explaining why he canceled the service.
* Enrique looks for the button to cancel the service and when he finds it, he clicks on it, he gets a window of if he is sure to cancel the service and he clicks if a new window appears where he asks him why he canceled the service. service and shows you various options and give you the option to type your reason if it is not among the options.
* Enrique, seeing that there is no option for him, decides to write why he canceled the service and when it ends, he clicks to finish.

Second person

User profile

Age: 27 - 50

Gender: Indistinct

Income:> $ 15,000

Skills: Basic use of communication technologies.

Education: University

Occupation: Indistinct

Person

Name: Erika Morales

Age: 42 years

Education: University, accountant

Occupation: office worker

-Works 8 hours a day in a company

-Earn enough money to support his entire family.

-She owns her house and likes to give it constant maintenance

-You have had some bad experiences with hiring staff recommended by someone.

Stage

Scenario 1

Task: Application Registration

Character: Erika Morales

User group: Customer

Stage

Erika has many problems when hiring a domestic worker service, she likes to give constant maintenance to her home, but she has had some bad experiences with hiring personnel recommended by someone, so after searching, she got the information. of an application with which you could hire workers with greater contract security.

The next morning after her workday, she decides to take on the task of installing the application.

* Erika opens her mobile to download applications and puts the name of the application in the search engine and selects it to download it.
* After the application has been completely installed, a screen opens where you can enter a new user or record.
* Erika does not have an account and gives her to register, when doing so she sends him to a new tab which is to enter her data for her registration.
* In this tab you are asked for personal information such as: Full name, age, telephone number, email, a card number for your payments, etc.
* Erika enters the corresponding information and at the end of entering the data she verifies that everything is correctly placed and does not have any errors.
* Erika, when checking that everything is fine, presses the continue button.
* On the screen when asked to confirm her user account with her phone number or email, she decides by means of phone number messages where they provide in a message the code that must be entered for the final completion of the registration her.
* A message arrives that automatically registers the code in the application, where Erika agrees.
* The application tells her that it has already been confirmed that the information provided is correct, so she already has a registered account, Erika hits the button to continue.
* Erika finally appears on the screen the home interface where she can request the services she requires.

Scenario 2

Task: Request service

Character: Erika Morales

User group: Customer

Stage:

Erika downloaded and registered in the application, a week after registering in the application, on any given morning, Erika notices a drip on the roof of her house, so she must hire a plumber to check and repair the leak:

* Erika opens her mobile to access the application and be able to request a plumber.
* Once in the home interface, Erika selects the job she wants to hire (Plumber).
* The application displays a map requesting Erika's address to locate her home.
* When confirming the address in which the service is requested, the application shows a list of plumbers who are near the area of ​​it.
* Erika observes some data from the plumbers close to her, among these, her name, years of experience, work done on the application, average rating made by the clients served.
* Erika chooses the plumber with the best qualification and a considerable number of services performed.
* The application makes the request to the plumber while she instructs Erika to wait for the plumber's confirmation.
* When the plumber's confirmation arrives, the application displays the service agenda interface showing the plumber's available hours.
* Erika chooses the time in which she can receive the plumber's visit and generates the service reservation.
* Once the reservation is made, the only thing left to do is wait for the time and day established for the plumber's visit.

Scenario 3

Task: Re-schedule service

Character: Erika Morales

User group: Customer

Stage

Erika realizes that for personal reasons she will not be able to be on the day when a worker will come to her house to change the pipes, so she does not want the work to be done without supervision.

Erika, upon learning of the unforeseen event, was quick to notify the worker to reschedule the appointment.

* Erika opens her account and looks for the worker who hired Enrique López in this case
* Upon finding the user, she decides to send a message where she explains the situation for which she will not be able to be when the work is done.
* The worker confirms that she has no problem with changing the day of the appointment, so she agrees to reschedule the appointment.
* Erika reads the hours and days the worker can do the job.
* Erika points out the new time and day when the work can be done.
* Enrique asks you to confirm the appointment.

Scenario 4

Task: Cancel in service

Character: Erika Morales

User group: Customer

Stage

Erika asked Enrique for a service, but the situation has already arisen that the appointment has run once for personal reasons, but now the appointment is running again, and Erika now needs to have her pipes fixed.

* She decides to talk to the worker to see if they can come to an agreement.
* She tells him that they cannot run the appointment again since she needs the service so if she does not give the service, she will cancel it and look for a new plumber.
* The worker tells her that she really cannot give the service and that it is her right to cancel the appointment, so in the end Erika, not seeing a solution, decides to cancel the service.
* Erika looks for the service that she gave Enrique and when she finds it, she clicks to open it.
* Erika looks for the button to cancel the service and when she finds it, she clicks a window asking if she is sure to cancel the service and she clicks if a new window comes up where she asks why I cancel the service and it shows you various options and gives you the option to write your reason if it is not among the options.
* Erika, seeing that there is no option for her, decides to write why she canceled the service and when it ends, she clicks to finish.