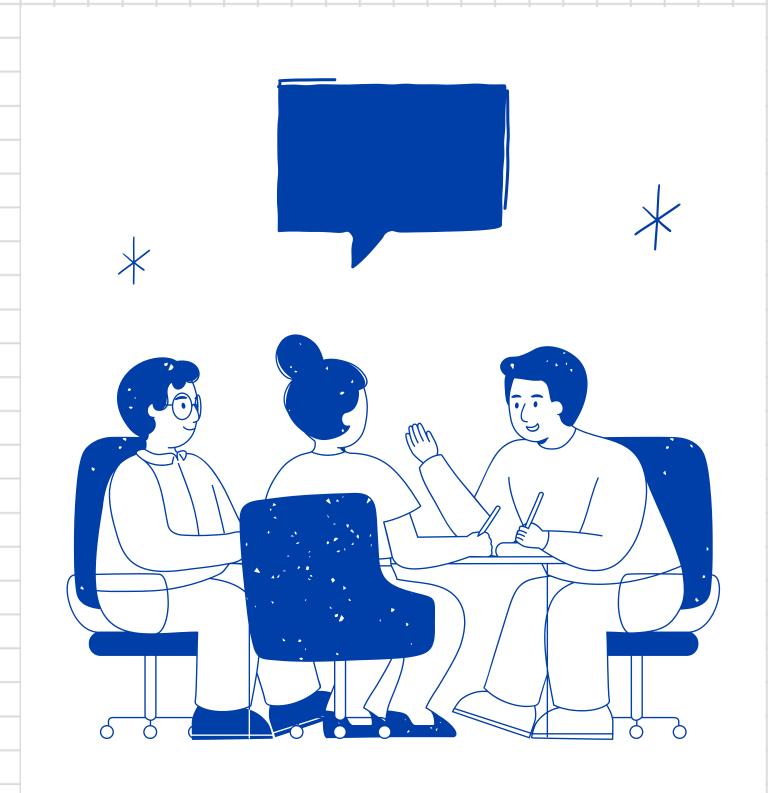
Service Engineering

Masters in Informatics Engineering 22/23

Expectation Maps



José's Expectation MAP

I would like the service to be easy to use, not causing confusion and stress.

I would like to feel confident in the quality physiotherapists.

I would like a faster and more efficient process for scheduling appointments.

I would like to hear clear and simple instructions from the receptionist on how to use the service

I would feel anxious

using facial recognition technology

I would like the service to be easy to use.

to feel
accompanied.

I would like to see one clear and easy to use interface use for booking appointments.

I would like to hear an alert when my turn comes. I would like to hear what procedures the physiotherapist would take to improve my problem

I would like to see a polite and helpful receptionist

I would like

I would like to see some football magazines I would like to see good access to the clinic

I would like to hear confirmation that facial recognition was successful.

I would like to pay physiot with safe and simple type o

I would tell the physiotherapist what for type of treatment I excannot do.

I would give feedback about my experience using this service.

I would like to see a screen with instructions on how to use the service.

Yuri's Expectation MAP

I would like the I would like to feel service to be of motivated and use organized and focused confident about helping on the therapy rather the pacient I would like to feel than organizing the that the service is not I would like to see tangible apointments i would like to hear a distraction to my improvements in patients feedback from the exercise conditions receptionist and the I would like to see an owner organized work I would like to hear environment I would like to see the about the concerns and pains of the pacient history of the pacient I would like to hear an alert when the pacient I would like to see my is arriving appointments easily I would like to I would like to hear would like to stav I would like to see feedback from the demonstrate updated with the latest professionalism, which patients are pacient research and treatmentcompetence, and wainting in line for the methods appointment empathy I would like to give I would like to articulate I would like to have a feedback about my treatment plans and treatment tailored to experience using this goals clearly the clients' needs

service.



Madalena's Expectation MAP

I would like to hear what procedures the physiotherapist would take to improve my problem.

I would like the scheduling process of consultations was fast and efficient.

I would like to feel confident in the quality physiotherapists.

I would like to feel better after

every appointment

CHINK & FEEL

I would be open to trying the technology as long as it is easy to use and reliable.

I would like to see one clear and easy to use interface use for booking appointments.

I would like to be welcomed

I would like to hear what procedures the physiotherapist would take to improve my problem.

with a cordial greeting by the receptionist

> I would like to hear some background music on the waiting room and the entrance with low volume

I would like to see a screen with instructions on how to use the service.

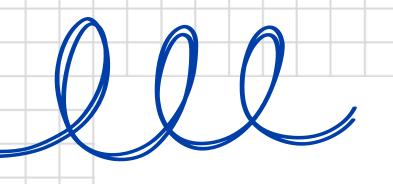
> I would like to see a TV or some magazines in the waiting room.

I would like to hear an alert when my turn comes.

I would give feedback about my experience using this service.

I would arrive at the clinic at least 20 minutes before de appointment.

I would like to see information about the waiting time for my appointment



Fim



Francisco Gouveia

franciscogouveia@student.dei.uc.pt

Bruno Sequeira

brunosequeira@student.dei.uc.pt

Rui Santos

rpsantos@student.dei.uc.pt