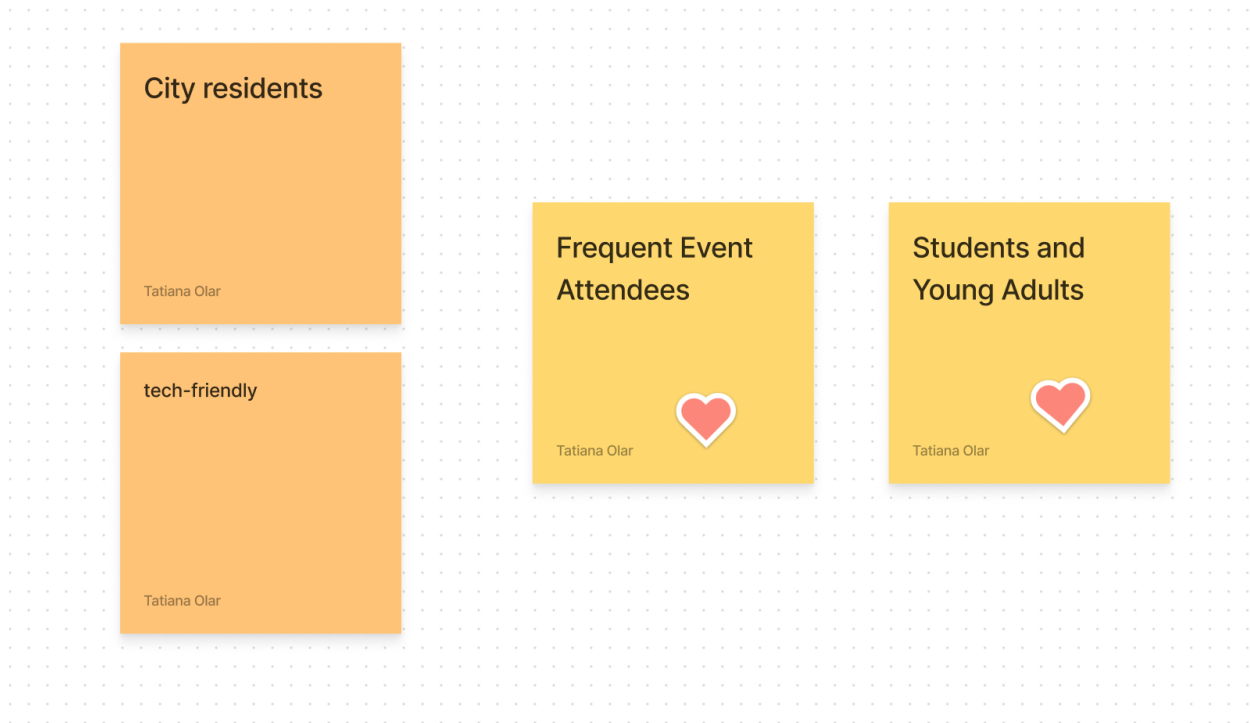# Deft Detective

User Research: Stories, Personas, Scenarios

Stories

- As a person who has lost something, Martin wants to contact simultaneously so many businesses as possible, so that he can increase the possibilities to find it back.

- As a person who has lost something, Martin wants to describe the lost item so precisely as possible

- As a person who is describing a lost item, Martin wants to have the possibility to upload a picture of it

- As a person who spent a long night out, Martin wants to have the possibility to indicate the exact time or the period he spent in the restaurants/bars/etc.

- As a person who spent the night out in Neukölln, Martin wants to draw the area he moved into

- As a person who receive the preview of the list of restaurants/bars/etc. that are going to be contacted, Martin wants to have to review it and uncheck the names he find irrelevant

Persona

City residents		Frequent Event Attendees	Students and Young Adults
Tatiana Olar			
tech-friendly		❤️	❤️
		Tatiana Olar	Tatiana Olar
Tatiana Olar			

Martin

age: 25 years old

occupation: student of mechanical engineering

location: Berlin, Germany

life stage: single

Background

Martin moved to Berlin when he was 18 to start his bachelor at the TU Berlin. He felt in love with the city and decided to apply at the same university for his master, which is almost completed. He likes the vibe of Berlin, the continuous events offer and its night life.

He spends most of his day at University Campus, in the evening a does sport or meets friends. The weekends are mostly dedicated to events like exhibitions and concerts or he enjoys to discover the city.

- he loves bar hooping

- he rides his bike for shorter distances, otherwise he uses public transportations

- he is keen to technology

Goals

- find back the wallet he has lost during a night out

- avoid to contact one by one all the locations he visited

- avoid to spend time going personally back

Motivations

- time saving

- free of charge

- direct contact with the businesses through e-mails

Frustrations

- distracted attitude

- spend time to look for the lost items

- spend money to repurchase the lost items

Scenario

It's Saturday morning and after a night out Martin can't find his watch. He looked for it in his jacket pockets, backpack he had with him and allover his room, but the watch is not there.

He spent the night out with friends, he texted to a couple of them, but none could help.

He can tell exactly he had it at the restaurant where he had dinner, but after it he doesn't remember. Maybe it got lost in the first or in the second bar he went, hard to tell. Before going home he also spent around after an hour chatting with that old friend in front of a Späti, where he stopped to withdraw money.

Now he should try to get in contact with all the businesses he went to and at the same time it would be good to reach also some of the restaurants and bars next to them, in

case someone found it on the street and gave back to one of them. This means Martin needs to reach out more or less 10 businesses, find their contact and write an e-mail or call them by phone. On Monday he has that important test he can't fail again, he needs time to study and be focused on it.