

## Scenario

Using the Old Attendance System

The system is too complicated and time-consuming

I always struggle to mark my attendance correctly

There must be a better way to handle attendance.

I'm worried about making mistakes and not getting paid accurately

The interface is outdated and not user-friendly.

Support is hard to reach when I encounter issues.

This process should be automated or simplified

The system could definitely use an update.

**Says**

**Thinks**

**Does**

**Feels**



D Venkatesh

Spends a lot of time trying to log in and navigate the system

Frequently checks if the attendance was logged correctly

Wierd

Exhausted

Contacts support or peers for help when stuck.

Tries to find workarounds or shortcuts to save time.

Overwhelmed

Impatient