

Scenario 1: New Pet Owners (Young Couple)

Emma and Jake, both 28, recently moved into their first apartment together. They've been discussing adopting a pet as a way to build responsibility before potentially starting a family. One evening, they visit the Pet Adoption website on their laptop. They browse through available pets, using filters to find younger animals that are good for first-time owners. They're particularly interested in dogs and cats that are friendly and energetic. After finding a 1-year-old mixed breed dog named Max who seems perfect, they save him to their favorites. They create an account to submit an adoption application, providing details about their living situation and experience with pets. They schedule a meet-and-greet for the following weekend. The system sends them a confirmation email and a reminder the day before the appointment. After meeting Max, they complete the adoption process online and receive updates throughout the approval process.

Scenario 2: Current Pet Owners (Older Couple)

Martha and Robert, both 62, recently lost their 15-year-old golden retriever. After a month of grieving, they decide they're ready to welcome another pet into their home. Martha uses the Pet Adoption website on her iPad to search for older, already-trained dogs. She filters results to show pets within 20 miles of their home, as they don't want to travel far. She finds several potential matches and saves them to their favorites. She shows the options to Robert when he gets home. Together, they read through the detailed profiles, particularly interested in temperament and training information. They submit applications for two dogs they like best and receive notification that their applications are being reviewed. Within two days, they receive messages from the shelter staff about both dogs and schedule meet-and-greets. They ultimately adopt a 7-year-old Labrador mix who's calm and already house-trained.

Scenario 3: Pet Enthusiast (College Student)

Alex, a 21-year-old college student living in a dorm, loves animals but can't have a pet in his current living situation. During study breaks, he often browses the Pet Adoption website, looking at cute photos and reading pet stories. He creates an account so he can save his favorite pets and check back on their status later. He enjoys receiving notifications when new pets are added, especially kittens and puppies. Although he can't adopt now, he shares profiles of animals he thinks are particularly adorable with friends and family on social media directly from the website. He sometimes checks back weeks

later to see if his favorite animals have found homes, feeling happy when they have. Alex plans to adopt a pet after graduation when he has his own place.

Scenario 4: Family with Children

Sarah and David have two children, Emma (8) and Noah (6), who have been asking for a pet. The family decides to look for a pet that's good with children. Sarah uses the Pet Adoption website on her phone while the kids are at school to pre-screen pets. She filters for pets that are known to be good with children and have a calm temperament. She saves several options to discuss with the family later. That evening, the whole family sits together to look at the saved pets, reading their stories and looking at photos. The children are excited about a 3-year-old cat named Whiskers who's described as patient and playful. Sarah submits an application and schedules a weekend meet-and-greet where the whole family can attend. Before the appointment, she receives helpful information about introducing children to new pets. After a successful meeting where both children get along well with Whiskers, they complete the adoption process and receive regular follow-up messages with tips for helping children care for their new pet.