



Hypermedia Applications

Lidong Zhang - *william1893@yahoo.com*

[illegible]

May 4, 2017

Scenarios

Scenario 1

User : Potential client

Situation : In need of a small surgery, the client is looking for clinics on Internet

Goals : - Check if the service is offered

Actions : The user is on the homepage of the website. Since he doesn't know anything about the clinic, he first click on "Departments" on the menu bar to see the departments. After going through the departments, he finds the "General surgery" department. From there, he clicks on "Services offered" to check if the specific surgery he needs is offered. The website displays all the services offered by the General Surgery department. He can then click on the surgery he wants to learn more information.

Scenario 2

User : Erick, usual client

Situation : Headache, is looking for Dr.Louis Hall

Goals : - To check if the doctor still works here and to make a reservation

Actions : Erick is on the home page and he goes by clicking the bottom "Doctors" on the menu onto the page of doctors and there will be displayed doctors in alphabetical order. He can easily then find the doctor and browse all his information. To make an appointment, he has to click "Practical info" on the menu bar and then go to "Make a reservation" the to fill out the form. The client is asked for his name, e-mail and preferred date when the client would like to visit.

Scenario 3

Persona : Claire, usual client

Situation : Claire likes the services of the clinic and wants to see what are the other services offered by the clinic

Goals : - Find other services offered by the clinic - Discover new locations

Actions : In the homepage of the website, the users sees a "Locations" button on the menu bar. After clicking, a map and list of all locations are displayed. The user can go and browse the services offered by each locations. Claire discovers that a location is very close to her mother and they are offering "Therapeutic nutrition". She recommend it to her mother as she thinks it can be beneficial to her.