

DO-BE-FEEL

- **DO:** what your system can do? (Functional goals)
- **BE:** how your system should behave? (Non-functional goals)
- **FEEL:** how users should feel when using the system? (Emotional goals)

Role	Functional Goal	Quality Goal	Emotional Goal
New Patient	View appointment details and links to further resources	Informative, easy to use and navigate	Guided and supported
Patient in Treatment	Receive reminder notifications for upcoming appointments	Reliable, consistent	Secure
Carer	View appointment information for patients without intruding on their privacy	Accessible, intuitive	Informed and assured
Secretary	Input and manage patients' appointment details	Efficient, reliable	Empowered and streamlined