

User Scenario

- Mid-20s urban couple need car to pickup furniture from Ikea
- Ideally would pick up car near apartment in Lewisham, but must be accessible via public transport
- Looking for a 4WD or large car with foldable rear seats and automatic transmission
- The specific hours aren't terribly important, just need it for a couple of hours in the afternoon

Walk-through

- I took pages of notes throughout the booking and refined these into a detailed walk-through filled with feedback and suggestions.
- Writing is an important part of my process because it helps organise my thoughts and clearly define the issues at hand before I get into sketching out ideas and solutions.