

John Doe
(Scenario 1)

① Welcome

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|---------------------|
| ≡ Welcome |
| USC with Commission |
| o Info |
| o Lodge Complaints |
| o Contact |
| o Problems |
| o Sign up |
| v10.1 |

②

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|---------------------|
| ≡ Lodge Complaints |
| USC with Commission |
| o With Speed |
| o Coverage |
| o Interruptions |
| v10.2 |

③

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| ≡ Interruptions |
| USC with Commission |
| Describe your interruption |
| Time: ... |
| Details |
| Time, place, etc. ... |
| v10.2 |

+ Details Input

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|--------------------------------|
| ≡ Focus Group |
| USC with Commission |
| Reasons: |
| Events: |
| Guided to learn your attitude! |
| v10.2 |

* how back up to get problem specific info

④

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|---------------------|
| ≡ Problems |
| USC with Commission |
| o With Speed |
| o Coverage |
| o Interruptions |
| v10.2 |

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|--------------------------------------|
| ≡ Coverage |
| USC with Commission |
| o Provide plan in (specific details) |
| o Year by year details |
| o What would be a consequence? |
| v10.2 |

Sarah Nguyen
(Scenario 2)

① Welcome

| |
|---------------------|
| ≡ Welcome |
| USC with Commission |
| o Info |
| o Lodge Complaints |
| o Contact |
| o Problems |
| o Sign up |
| v10.1 |

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| ≡ Sign Up |
| USC with Commission |
| o Focus Group o Specific part of o Street navigation |
| o Test Group o Be part of the o Frontline Struggle |
| v10.1 |

Michael Thompson
(Scenario 3)

① Welcome

| |
|---------------------|
| ≡ Welcome |
| USC with Commission |
| o Info |
| o Lodge Complaints |
| o Contact |
| o Problems |
| o Sign up |
| v10.1 |

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|---------------------|
| ≡ Sign Up |
| USC with Commission |
| o Focus |
| v10.2 |

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|---------------------------------|
| ≡ Contact |
| USC with Commission |
| o Director of Focus Group |
| o Director of IT |
| o Director of administration |
| v10.2 |

③

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| ≡ Director Focus List |
| USC with Commission |
| o Name: |
| o Gender: |
| o Contact: |
| o ... |
| v10.2 |