

Part 3: Scenarios

Michael Dallas

Scenario: Michael Adopts a Pet Through the System

Michael arrives at the adoption center on a Saturday morning, eager to find a new pet. He prefers in-person interactions, so he walks up to the front desk rather than using the website.

The volunteer at the desk asks if he has already created an adoption profile online. Michael explains that he is not good with technology, so the volunteer assists him in filling out a paper form with basic details—his home environment, pet preferences, and experience with animals.

After submitting the form, Michael is guided to a meet-and-greet area where he can interact with several adoptable pets. A staff member reviews his preferences and recommends a calm, older Labrador named Buddy. Michael spends time playing with Buddy and feels a strong connection.

Michael decides he wants to adopt Buddy. The adoption counselor walks him through the necessary paperwork, explaining everything clearly. Since he dislikes digital processes, the counselor prints the forms for him to sign instead of requiring an online submission.

Once the paperwork is completed, Michael is informed about the next steps—vaccination records, initial supplies, and a post-adoption follow-up. He is relieved that he does not have to track everything online, as the center provides him with a physical folder containing all necessary documents.

As he prepares to leave, Michael receives a call from a staff member confirming that Buddy's records and microchip details have been updated. The adoption center also offers a phone support line he can call if he has any questions.

Michael drives home with Buddy, grateful that the process was simple, personal, and stress-free.

Emily Chen

Scenario: Emily Attends an In-Person Adoption Event

Emily Chen, a 20-year-old college student living at home, has been thinking about adopting a pet. She prefers attending in-person events where she can interact directly with pets and adoption counselors. After finding an adoption fair listed on the Pet Adoption Website, she registers for the event online, receiving a confirmation email with event details, reminders,

and a link to the FAQs section. The website's simple interface and clear information help her feel prepared and organized.

On the day of the event, Emily arrives at the adoption center and skips the registration line, as her details are already saved in the system. She heads straight to the meet-and-greet area where she spends time interacting with a few pets. After bonding with a playful terrier named Max, Emily feels confident in her choice and decides to adopt him. She completes the adoption paperwork via a tablet provided by the center, which syncs with her online account for easy access and tracking.

Emily leaves the adoption center with Max, knowing that the Pet Adoption Website will continue to support her. The streamlined process and integration between the website and in-person process make the adoption experience easy, efficient, and stress-free for Emily.

John Carter

Scenario: John using the pet adoption website

John Carter has been considering adopting a pet but feels overwhelmed by the process. After a long workday, he decides to visit the Pet Adoption Website to see the options. The homepage presents a Find Your Perfect Pet quiz, which immediately appeals to him since he prefers structured decision-making. He answers questions about his living space, work schedule, and experience level with pets.

The quiz results suggest a few pets that match his lifestyle, and he checks out one to view more details. The pet's profile provides clear adoption fees, health status, and care requirements, which helps him feel confident about the process. Still unsure, he checks the FAQ section, where he finds a step-by-step guide on the adoption process and a list of documents required, which saves him time and effort.

Wanting to make sure he is making the right choice, John registers for a virtual Q&A session with an expert, scheduled for the weekend. The website sends him an email confirmation with a calendar invite, which he appreciates since it keeps it organized. Satisfied with the experience, he bookmarks the pet's profile, knowing he has all the information to make a decision whenever he is ready to move forward.

Von Lindenthal

Scenario: Family Dinner

After dinner, Von Lindenthal sits in his living room with a tablet, browsing a pet adoption website. His family has been considering adopting a dog, and he is determined to find a hypoallergenic breed that suits their needs. Using advanced filters, he narrows his search to child-friendly, hypoallergenic dogs nearby. He appreciates the detailed pet profiles, which include health history, temperament descriptions, and compatibility information. One particular listing—a friendly Goldendoodle named Milo—catches his attention, featuring photos and a short video of Milo interacting with children.

Excited by the possibility, Von Lindenthal clicks the ‘Adopt Now’ button and fills out the online application. The process is straightforward, and he quickly submits the necessary information. He receives an instant confirmation email and, over the next few days, keeps an eye on his inbox. Soon, he gets a notification from the shelter inviting him to schedule a meet-and-greet with Milo. He quickly books an appointment through the website’s scheduling system.

On the day of the visit, Von Lindenthal and his family arrive at the shelter, eager to meet Milo. The dog greets them warmly, and his children immediately take a liking to him. After a successful interaction and assurance from the shelter staff, Von Lindenthal finalizes the adoption. A week later, Milo is happily settled into their home, bringing joy to the entire family. He reflects on how seamless and efficient the adoption process was, appreciating the platform that made it all possible.