

**Name:** Emily Chen

**Age:** 28

**Occupation:** Marketing Manager at a tech startup

**Location:** San Francisco, CA

**Family Status:** Single, lives alone in an apartment

**Pet Experience:** Grew up with a family dog; first time adopting on her own

**Lifestyle:** Emily works full-time but has a flexible schedule, occasionally working from home. She enjoys hiking, yoga, and socializing with friends. She values a balanced lifestyle and is looking for a companion to share her activities.

**Goals and Motivations:** Emily wants a pet to better her work-life balance and reduce stress. She is interested in adopting a medium-sized dog that is active but also enjoys downtime at home.

**Tech Usage:** Highly comfortable with technology; prefers using mobile apps and websites for services. Expects a uninterrupted, user-friendly online experience.

**Challenges and Pain Points:** Concerned about finding a pet that fits her active lifestyle and apartment living. Worried about the adoption process being complicated or time-consuming.

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Scenario:

Emily logs into your website from her mobile device during a coffee break. She easily navigates the site’s pet search feature, filtering results by size, energy level, and living situation. The website suggests several dogs, each with detailed profiles and pictures, outlining their activity levels, temperament, and adaptability to apartment living.

Emily's top concern is finding a pet that fits her active yet balanced lifestyle, so she reads through the stories and experiences from previous adopters. With the site’s feature of virtual meet-and-greet options, she schedules a video chat with one of the shelter staff to ask about a playful, medium-sized dog named “Bailey.” After confirming Bailey likes hiking, she starts the online adoption process.



**Names:** Mark and Lisa Johnson

**Ages:** Mark (35), Lisa (34), Tommy (8), Sarah (6)

**Occupations:** Mark is an elementary school teacher; Lisa is a nurse

**Location:** Denver, CO

**Family Status:** Married with two children

**Pet Experience:** Had pets in the past; currently no pets

**Lifestyle:** The Johnsons are a busy family involved in school and community activities. They have a house with a fenced yard and spend weekends outdoors.

**Goals and Motivations:** Looking to adopt a pet to teach their children responsibility and to have a loving addition to the family. They desire a pet that is good with kids and can adapt to a family environment.

**Tech Usage:** Moderate; comfortable with websites but prefer straightforward, easy-to-navigate interfaces.

**Challenges and Pain Points:** Concerned about finding a pet that is child-friendly and healthy. They are cautious about the pet's temperament and compatibility with young children.

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The Johnsons visit your website together on their family computer. With Mark and Lisa leading the search, they use the "family-friendly" filter to find pets that are good with children. The website presents several pet options, each with descriptions of their temperament and suitability for young families. They also review safety tips for introducing a pet to young children, conveniently available on the website.

One dog, a gentle Golden Retriever named "Buddy," stands out. The kids are excited after seeing Buddy’s video playing fetch in a backyard. The Johnsons appreciate the easy-to-understand information about Buddy’s health and behavioral history. The family schedules an in-person meeting at the shelter through the website, ensuring the process aligns with their busy schedule. After a successful meeting, they begin the adoption process, reassured by the clear steps and support provided on the site.



**Name:** Robert Martinez

**Age:** 68

**Occupation:** Retired accountant

**Location:** Austin, TX

**Family Status:** Widowed; adult children live out of state

**Pet Experience:** Has had pets throughout his life; his last dog passed away a year ago

**Lifestyle:** Robert lives alone, enjoys gardening, reading, and walks in the park. He values routine and companionship.

**Goals and Motivations:** Seeking a pet to keep him company. Prefers a calm, low-energy pet, possibly an older animal that doesn't require extensive training.

**Tech Usage:** Limited; uses email and basic web browsing. May need assistance navigating complex websites.

**Challenges and Pain Points:** Wants an easy adoption process and is concerned about transportation and the pet's adjustment period.

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**Scenario:**  
Robert, not particularly tech-savvy, opens your website on his desktop computer. The home page is simple and welcoming, with easy-to-find options for “senior pets” or “low-energy pets.” Robert appreciates that the site offers large text and straightforward navigation for users like him.

He selects an older, calm dog named "Rusty," whose profile clearly indicates that he’s well-behaved, fully trained, and enjoys quiet walks in the park. Robert feels comforted by Rusty’s story, which mentions his laid-back personality. The site allows Robert to easily request assistance for transportation to his home if needed. A family member helps him complete the adoption online, and Robert eagerly prepares to welcome Rusty into his life, confident that the process was simple and well-supported.



**Name:** Samantha Rodriguez

**Age:** 42

**Occupation:** Veterinary Technician

**Location:** Portland, OR

**Family Status:** Single; lives with two cats

**Pet Experience:** Experienced pet owner and professional in animal care

**Lifestyle:** Sam is passionate about animal welfare and volunteers at shelters. She is interested in adopting pets that are harder to place, such as those with special needs.

**Goals and Motivations:** Looking to adopt a pet that requires extra care, possibly a senior pet or one with medical issues.

**Tech Usage:** Highly tech-savvy; uses various apps and online platforms for work and personal interests.

**Challenges and Pain Points:** Needs detailed information about pets’ medical histories and requires transparency in the adoption process.

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**Scenario:**  
Sam, highly tech-savvy, navigates your website with ease, specifically looking for pets that have medical needs or are harder to place. She uses the advanced filters to narrow her search to special-needs pets and reads through detailed profiles that include veterinary records and any required treatments.

A senior cat named "Whiskers" catches her eye, and the transparency of Whiskers’ medical history on the site impresses her. The website also offers educational resources about caring for senior and special-needs pets, which Sam finds helpful. After reading through Whiskers’ care needs and confirming she’s well-suited to provide the necessary attention, Sam quickly initiates the adoption process, appreciating how efficiently she can gather all relevant information upfront.

**USER STORIES**  
Emily Chen’s User Stories

1. As a busy professional, I want to easily filter search results by pet size, energy level, and living situation so that I can quickly find a dog that fits my active but balanced lifestyle.

2. As a hiking enthusiast, I want to schedule a meet-and-greet with shelter staff to confirm a dog’s compatibility with my outdoor activities and work-from-home routine.

3. As a mobile user, I want to have a clear and easy-to-use adoption process on the website, allowing me to start the adoption process quickly from my mobile device.

The Johnson Family’s User Stories

4. As parents, we want to use the family-friendly filter to find pets that are suitable for homes with young children, ensuring safety and compatibility with our family.

5. As parents, we want to access safety tips and guidance on how to introduce a new pet to young children so that the transition into our home is smooth and safe for both the pet and our kids.

6. As a busy family, we need the website to allow us to schedule an in-person visit to the shelter at a time that works with our busy schedule.

Robert Martinez’s User Stories

7. As a retired individual, I want to easily find senior or low-energy pets that match my relaxed lifestyle and don’t require much training.

8. As a user with limited tech skills, I want to have large text and simple navigation on the website, so I can comfortably browse and adopt a pet.

9. As a senior user, I want to have the option to save my favorite pets to a wishlist so that I can revisit and review them later before making a final adoption decision.

Samantha Rodriguez’s User Stories

10. As a veterinary technician, I want to filter my search by special-needs pets so that I can adopt a pet that requires extra care and attention.

11. As an experienced pet caregiver, I want to access detailed medical records and treatment requirements for special-needs pets to ensure I can provide them with the care they need.

12. As a veterinary technician, I want to receive notifications for newly available special-needs pets so that I can stay updated and consider adopting pets that match my experience and care expertise.

**Features**

* **User Registration & Profile Creation**

Input: Name, email, password, location, and pet preferences (optional).

Activation: User selects “Register” on the homepage.

Action: The app creates a new account and stores preferences.

Output: User receives confirmation and can log in.

* **Login & Authentication**

Input: Email and password.

Activation: User clicks the “Login” button.

Action: Credentials are verified, and access is granted.

Output: User is directed to their personalized dashboard.

* **Pet Search & Filtering**

Input: Filters for pet type, breed, age, size, location.

Activation: User initiates a search or applies filters.

Action: The app filters available pets based on the user’s criteria.

Output: A list of matching pets is displayed.

* **Favorites/Save Pets**

Input: User selects a pet to favorite or save.

Activation: User clicks “Favorite” on a pet profile.

Action: The app adds the pet to the user's favorites list.

Output: Confirmation is shown, and the pet appears in the favorites section.

* **Adoption Application Submission**

Input: User fills out the adoption form (name, address, reasons for adoption).

Activation: User clicks “Apply for Adoption” on a pet’s profile.

Action: The app submits the application to the shelter or agency.

Output: A confirmation message is sent to the user, and the shelter is notified.

* **In-App Messaging with Shelters**

Input: Message text, attachments (optional).

Activation: User clicks “Contact Shelter” on a pet profile or shelter page.

Action: The app sends the message to the shelter.

Output: User receives confirmation, and the shelter receives the message.

* **Shelter Dashboard (for Admins)**

Input: Shelter admin login credentials.

Activation: Admin logs in and accesses the shelter dashboard.

Action: The dashboard shows adoption applications, pet listings, and inquiries.

Output: Admin can view and manage adoption requests, respond to messages, and

update pet information.

* **Pet Matching Suggestions**

Input: User preferences (pet type, breed, size, etc.).

Activation: User logs in or visits their dashboard.

Action: The app uses a matching algorithm to suggest pets.

Output: A list of suggested pets is shown to the user.

* **Notification System**

Input: System-generated events (e.g., new pet matches, application updates).

Activation: User logs in or opts into notifications.

Action: The system sends notifications via email or in-app alerts.

Output: User receives notifications about new pets or application updates.

* **Pet Availability Alerts**

Input: User subscribes to specific breed or pet type alerts.

Activation: A new pet matching the user's preferences becomes available.

Action: The system checks availability and sends an alert.

Output: The user receives an alert with a link to the pet’s profile.

* **Adoption Process Tracking**

Input: Status updates from the shelter.

Activation: Shelter updates the status of an adoption application.

Action: The app displays the updated status to the user.

Output: User can view the real-time status of their adoption application (e.g., “Under Review,” “Approved”).

* **User Profile & Preferences Management**

Input: Updated preferences (e.g., pet types, notification settings).

Activation: User navigates to the profile management section.

Action: The app saves updated user preferences.

Output: User’s preferences are updated, influencing future pet matches and notifications.

**Requirements:**  
  
**1. Usability**   
• The system must be intuitive and easy to navigate for users of varying technical proficiency.   
**2. Performance**   
• The website should load pages, including pet profiles and search results, within 3 seconds under normal usage conditions to ensure a smooth user experience.   
**3. Security**   
• User data must be securely stored and protected to ensure privacy and prevent unauthorized access.  
  
  
**Screenshot of the Trello Board:**  
