

Persona's Name: Nana Yaw

Age: 28

Lives in: Accra

Occupation: Student

What types of activities does this persona do online?

1. Social media
2. Shops online
3. Assignments
4. research
- 5.

What activities would this persona perform on your web site?

1. Research
2. Shop
- 3.
- 4.
- 5.

What questions would this persona have or want answered from your website starting with who, what, why, where, when, how (you fill in the rest). Please provide the **questions** and **answers** to the questions.

1. Question: Who is the owner of the Site

Answer:

2. Question: What do you do?

Answer: We sell fibre glass cylinders

3. Question: Why... fibre glass?

Answer: It is more safe and can prevent your home from explosions

4. Question: Where...can I get it?

Answer: You can order for it online and it will be delivered to you.

5. Question: When...will I get the product?

Answer: In 5-7 days

6. Question: How... much is the product?

Answer: about 400 cedis

Persona's Name: Vinolia

Age: 55

Lives in: Accra

Occupation: Teacher

What types of activities does this persona do online?

1. Social media
2. Work
- 3.
- 4.
- 5.

What activities would this persona perform on your web site?

1. Research
- 2.
- 3.
- 4.
- 5.

What questions would this persona have or want answered from your website starting with who, what, why, where, when, how (you fill in the rest). Please provide the **questions** and **answers** to the questions.

1. Question: Who...can I talk to ?

Answer: Our Customer service. We have contacts at the bottom of every page and very legible.

2. Question: What...other service do you provide

Answer: We change your cylinder valves and fix fire extinguishers.

3. Question: Why... fibre glass

Answer: It is safe, light in weight and economical.

4. Question: Where... is your company

Answer: We have it written at the bottom of all the pages and in the about us section of the website.

5. Question: When... does your main office open?

Answer: We have that in the contact page

6. Question: How... do I get products if don't have a card?

Answer: You can call, and we will help out. Our number is on the contact us page

Persona's Name: Shelly

Age: 36

Lives in: Kumasi, Accra

Occupation: Restaurant owner

What types of activities does this persona do online?

1. Social Media
- 2.
- 3.
- 4.
- 5.

What activities would this persona perform on your web site?

1. Shop
- 2.
- 3.
- 4.
- 5.

What questions would this persona have or want answered from your website starting with who, what, why, where, when, how (you fill in the rest). Please provide the **questions** and **answers** to the questions.

1. Question: Who...

Answer:

2. Question: What... sizes do you have?

Answer:

3. Question: Why... fibre glass?

Answer: Its safe and efficient

4. Question: Where... can I get it

Answer: In Accra

5. Question: When... will I get it

Answer: In 2- 3 weeks

6. Question: How... will I get it

Answer: You are pretty far off but we will make a provision