



Name: Kristine

Location: Bergen

Age: 35

Family status: Divorced

Job: Corporate

My Story:

Single mom who works two jobs to support her children.

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Quote:

Needs:

- Efficient and quick system to book appointments.
- Updating the booking option as she needs the system to be flexible.
- Availability

Frustrations:

- A system that is overcomplicated, slow, unnecessary steps.
- Having to call to make a booking and be on the wait line for 30 minutes.
- Server down time.

Goals:

- Fast system with fast loading times
- A way to manage bookings and rebook if needed.
- Less annoyance.

Enviroment:

- Growing children.
- Speedy daily life
- Stressful corporate job but does yoga 3 times per week to have a balanced life.