**Interview Transcript**

**Yena**

situation: Yena is a 25 years old woman getting married in 6months. She lives in the center of a capital city. Yena has a partner, they live in an apartment. They want a big fancy wedding outside with a live pop band. The key for them is the verification of the band and long term booking- They want every information on hand and get text messages when something changes.

***[UX Researcher]:*** What are the challenges when booking a musician?

***[Yena]:*** The biggest challenge is to find a really great sóund band. Find a time to actually watch and listen to a band alive. If you do not like the band you have to find another and do that process again and again. It is really time consuming. So If there could be an option to have access to live records and it would be verified, that would be amazing! Because good sound is all that matters. Next challenge is communication. I struggle to keep a track of the people I communicate with. Over email, over phone, over whatsapp. Man it is confusing. I just want it to be in one place, one app. With that comes in hand to have notification on my phone in that moment when the change has happened.

***[UX Researcher]:*** What is your preference when booking musicians?

***[Yena]:*** Like I said it would be great to have verified live recording. Then to have a place to store a communication with the band in one place.

***[UX Researcher]:*** What is your motivation when booking musicians via app?

***[Yena]:*** Time saver. All in one place. I want big wedding and little time for every detail.

***[UX Researcher]:*** How much time is great for you to have between booking and actual wedding?

***[Yena]:*** I am planning the wedding a half of the year ahead. So that time is crucial.

**Nicol**

situation: Nicol is a 33 years old woman getting married in 1 month. She lives in a village a few kilometers away from a bigger town. Yena has a female partner, they live in a big house. They both want different bands. So the crucial thing here is to have the ability to book two different bands for one day. The second band should play right after the first band. She wants a short term booking. Also they want to pick songs the band plays.

***[UX Researcher]:*** What are the challenges when booking a musician?

***[Nicol]:*** The challenge I face is to get the band to be available in a short time. Our wedding is in a month and on top of that we both want different bands. So there is a bigger challenge to get two bands in a short time. They should be different styles, and they should be available the whole day in case something goes wrong. And they should play right after the other.

***[UX Researcher]:*** What is your preference when booking musicians?

***[Nicol]:*** To hear the band is definitely the preference, it can be a studio or live record. Then there is a preference to pick songs the band plays. You know like you always have a favorite and less favorite songs.

***[UX Researcher]:*** What is your motivation when booking musicians via app?

***[Nicol]:*** Time. I have no time to listen to the bands live.

***[UX Researcher]:*** How much time is great for you to have between booking and actual wedding?

***[Nicol]:*** Very very short time.

**Tom**

situation: Yena is a 40 years old man getting married in 3 months. He lives in the suburban area of the city. Tom has a partner, they live in an apartment. They want a small fancy wedding outside with a live jazz band.. They have no other big requirements.

***[UX Researcher]:*** What are the challenges when booking a musician?

***[Tom]:*** To find a great jazz band we like. You have to liste a lot of the band to find out if you like the whole thing.

***[UX Researcher]:*** What is your preference when booking musicians?

***[Tom]:*** To have a choice of picking a genre of the band.

***[UX Researcher]:*** What is your motivation when booking musicians via app?

***[Tom]:*** Mostly because I do not want to browse the internet to look for hours. I want it to just click and see the list.

***[UX Researcher]:*** How much time is great for you to have between booking and actual wedding?

***[Tom]:*** I have a lot of time before the wedding and it can be for a last call.

**Brad**

situation: Brad is a 45 years old man getting married three times and his only job is to pick a band. He only has 2 weeks before the wedding and he does not want to spend much time with the selection. He does not have a preference over the genre.

***[UX Researcher]:*** What are the challenges when booking a musician?

***[Brad]:*** To get the job done. This is my only task for the wedding and I don't really care about it. I just want to open some devices, to click and the task to be done. Hopefully my wife will like it.

***[UX Researcher]:*** What is your preference when booking musicians?

***[Brad]:*** To be done quickly and for sure.

***[UX Researcher]:*** What is your motivation when booking musicians via app?

***[Brad]:*** Time. I do not want to spend much time with it.

***[UX Researcher]:*** How much time is great for you to have between booking and actual wedding?

***[Brad]:*** As short as it could. The best option is to the band be available tomorrow.