Persona: Joe

Goal: To select the best products with verified reviews.

| ACTION | Searching the products he wants. | Looking into product descriptions of various products | Selecting the best product. | Redirecting to the parent site. | Placing the order. |
|------------------------------|--|---|--|--|--|
| TASK LIST | Tasks A. Typing the product name. B. Sorting and filtering. | Tasks A. Looking for a verified product among the results. | Tasks A. Studying reviews. B. Deciding the product to be ordered. | A.Going to the parent site to place the order. | Tasks A. Adding addresses. B. Placing the order. |
| FEELING ADJECTIVE | Excited | ConfusedHopeless | Relieved | Confused | SatisfiedGladAlert |
| IMPROVEMENT OPPORTUNITIES | More detailed search suggestions. | Better sorting of verified and unverified products. | Better comparison and suggestions | Proper working of the link. | |

Persona: Haseeni

Goal: To select and purchase products in the least time with no ads.

| ACTION | Searching the products he wants. | Looking into product descriptions of various products | Selecting the best product. | Redirecting to the parent site. | Placing the order. |
|------------------------------|--|---|--|--|--|
| TASK LIST | Tasks A. Typing the product name. B. Sorting and filtering. | A. Looking for the best product among the results. | Tasks A. Studying reviews. B. Deciding the product to be ordered. | A.Going to the parent site to place the order. | Tasks A. Adding addresses. B. Placing the order. |
| FEELING ADJECTIVE | • Excited | Puzzled | Relieved | Confused | SatisfiedGladAlert |
| IMPROVEMENT OPPORTUNITIES | More detailed search suggestions. | Better sorting of verified and unverified products. | Better comparison and suggestions | Proper working of the link. | |

Persona: Ishrat

Goal: To select the best only from products available at her location to avoid waste of time in looking at those unavailable.

| ACTION | Searching the products he wants. | Selecting her location | Selecting the best product. | Redirecting to the parent site. | Placing the order. |
|------------------------------|--|---|---|--|--|
| TASK LIST | Tasks A. Typing the product name. B. Sorting and filtering. | A. Search for her location and select it. | A. Studying reviews. B. Deciding the product to be ordered. | A.Going to the parent site to place the order. | Tasks A. Adding addresses. B. Placing the order. |
| FEELING ADJECTIVE | Excited | Confused | Relieved | Confused | SatisfiedGladAlert |
| IMPROVEMENT OPPORTUNITIES | More detailed search suggestions. | Better filtering of available products. | Better comparison and suggestions | Proper working of the link. | |

Persona: Jenny

Goal: To select and purchase in language she's comfortable in.

| ACTION | Selecting her preferred language. | Searching the products he wants. | Looking into product descriptions of various products | Selecting the best product. | Redirecting to the parent site. | Placing the order. |
|------------------------------|---|--|---|---|---|--|
| TASK LIST | Tasks A. Look for her preferred language in the list of languages. | Tasks A. Typing the product name. B. Sorting and filtering. | A. Looking for a product among the results. | A. Studying reviews. B. Deciding the product to be ordered. | A.Going to the parent site to place the order. | Tasks A. Adding addresses. B. Placing the order. |
| FEELING ADJECTIVE | Glad | • Excited | ConfusedEager | Relieved | Confused | SatisfiedGladAlert |
| IMPROVEMENT OPPORTUNITIES | Including more number of languages. | More detailed search suggestions. | Better sorting of verified and unverified products. | Better comparison and suggestions | Proper working of the link. | |