

Gaming Tech New Guy



Background:

- Slot Technician
- Associate degree
- New to the organization

Demographics:

- Male 22 years old
- Single person income of \$35,000
- Lives in an apartment in the affluent South hill neighborhood

Identifiers:

- Detail oriented personality
- Prefers to be organized
- Involved in community events

Simple task:

- ❖ Using the "Login" form
 - Filling out the online form will require entering a badge number and password which will be verified by the system and access will be granted to the site based on this. This feature is necessary to gain access to the system.

Complex task:

- ❖ Submitting an incident or solution
 - The submitting an incident and the submitting solution pages closely resemble each other since much of the same data is being collected.

Gaming Tech Experienced



Background:

- Slot Technician
- Bachelor's Degree
- 10 Years of experience
- Married with two children

Demographics:

- Male 29 years old
- Married family income of \$75,000 from two incomes
- Lives in a home in a moderate-income neighborhood

Identifiers:

- Creative, free spirited personality
- Artistic and musically inclined
- Active in his church

Simple task:

- ❖ Gaining equipment information
 - The site will contain a page that will provide links to the vendor equipment information, separated by category. This type of feature will appeal to all users of the application.

Complex task:

- ❖ Submitting an incident or solution
 - The submitting an incident and the submitting solution pages closely resemble each other since much of the same data is being collected.

Gaming Tech Manager



Background:

- Slot Manager
- Bachelor's Degree
- 22 years of experience in the same organization
- Married with three teenage children

Demographics:

- Male 59 years old
- Married family income of \$125,000 from two incomes
- Lives in a family home in a modest North hill neighborhood

Identifiers:

- Organized and detail-oriented nature
- Prefers to work on projects alone
- Involved in his children's school events

Simple task:

- ❖ Submitting a "Contact Us" form
 - Selecting a report to run. This feature appeals to his need to know from a business standpoint.

Complex task:

- ❖ Submitting an incident or solution
 - The submitting an incident and the submitting solution pages closely resemble each other since much of the same data is being collected.