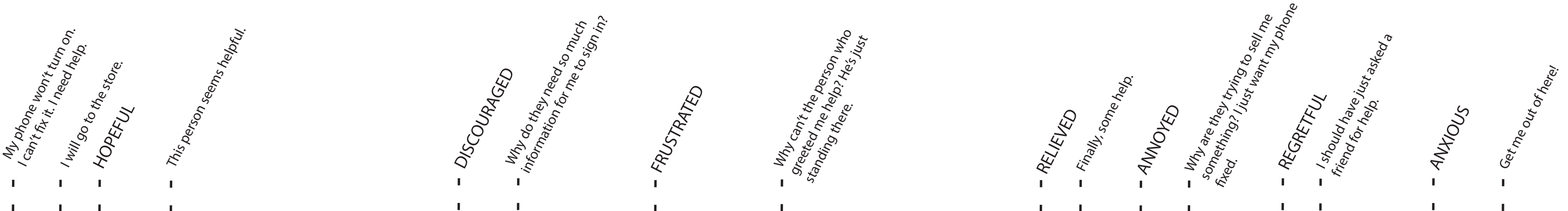




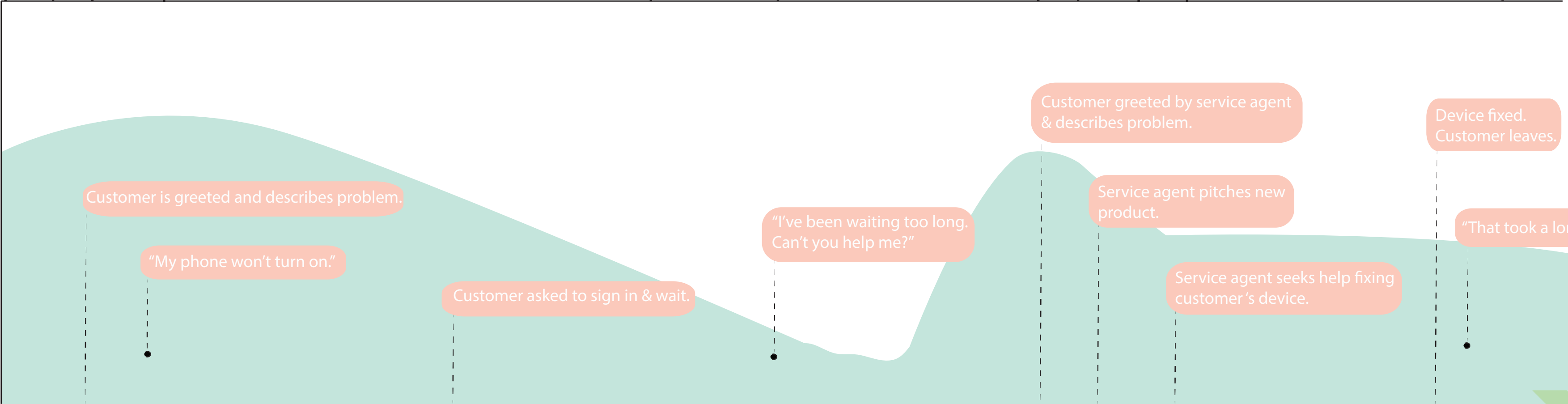
Megan’s Broken Cell Phone Journey

Megan is a small business owner and mother of three. She is very busy and relies on her phone to keep life organized. Megan woke up this morning to a dead phone and can’t get it working. She doesn’t have a lot of time and needs to get it fixed as soon as possible.

Thoughts & Feelings



Emotional Experience



Phases of Journey

