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| **Who?** | **What?** |
| -Virtual human system should be understandable and easy to interact with for everyone  - Both female and male, different cultures and different ages | -Used as a virtual companion, for education, therapy, entertainment and research  -User may play game or learn a skill or ask for virtual humans’ help |
| **When?** | **Why?** |
| -Interaction can be in any time of the day when user opens an educational website or training program | -Entertainment  -Education  -Ask for help  -Companionship |
| **Where?** | **How?** |
| -Users may be at home or work and interact with virtual human using their laptops, PCs or cellphones  -Users may be in a lab setup | -User follows the steps of a specific scenario of interaction based on the purpose of use (education etc) |