Personas

# http://www.sportsmansdaily.com/images/headlines/bowler.jpgGurli-Margrethe

* Role: Bowling player / online user
* Motivation: Impaired hearing, so online reservation is easier
* Usage:
  + Creates reservations online
  + However, due to her age, she does not really trust technology, so double and triple checking the reservations are crucial
* Tasks
  + Creating user account
  + Create reservation
  + Check previous reservation
  + Change reservation
* “Consequence”:
  + easy dashboard access to show latest reservations, so user login system and order system

# http://www.socialnomics.net/wp-content/uploads/2008/09/erik-qualman-big.jpgErik

* Role: Online user, infrequent bowler
* Motivation: Get everything done in 1 minute
* Usage:
  + Just needs any reservation to go through quickly on any site he visits
* Tasks
  + Create reservation
  + Cancel reservation
* “Consequence”: As few clicks as possible in the system

# http://www.fritidsbutikken.dk/files/billeder/2007_Flemming.jpgFlemming ”The wizard”

* Role: HR person, responsible for organizing company outings / parties
* Motivation: Make sure that outings for many people are possible
* Usage:
  + Always in good time with the reservations
  + Has very specific needs, i.e. X people arriving at Y date, needs beverages, food etc.
  + Shops around to find the “best fit”
  + Usually patient, so getting through the system is not a priority
* Tasks
  + Create reservation with addons
  + Change addons
  + Change reservation
  + Upgrade to customer account and attach reservation
* “Consequences”:
  + Lane scheduling must allow connected lanes so that the group is together at all times
  + Package deals, with lanes, food, and beverages included
  + Perhaps signup with “upgrade to company account” to support direct invoicing



# Jason

* Role: “Pro” bowler
* Motivation: Bowl a lot at the same venue with the same attendants
* Usage:
  + Bowls very frequently (could be at the same day with X weeks intervals)
  + Prefers few players per lane
* Tasks
  + Create account
  + Create recurring event for each Thursday
  + Change to recur at Friday instead
* “Consequences”:
  + Having to enter personal information each time is a hassle (so need for user signup system)
  + Dashboard with latest orders and the ability to “rebook” a previous booking. I.e. an booking for last Thursday could be turned into a booking for the next coming Thursday

# Clerks

* Role: Clerks working at the bowling center to aid in phone sales and customer support
* Motivation: Customer service without a hassle
* Usage:
  + Serves customers who have already made orders
  + Customers calling to make reservations / see if there are available slots
  + Make reservations
  + Add-on sales like shots, beverages, food.
* Tasks
  + Search for reservation by
    - Name
    - Reservation id
    - Dates
  + Cancel reservation
  + Change reservation
  + Mark reservation as “active” because people arrived
  + End reservation and receive payment for extra services during the visit
  + Adding services to the open bill (people ordering beer while playing)
* “Consequences”:
  + “Administration system”
    - Searching via name, email, phone, day of reservation etc.
    - Book stuff
    - Credit / delete stuff
    - Get overview of availability on a given day
      * Perhaps the current lane-plan can be visualized

# Managers

* Role: Manage the clerks and opening / closing hours, etc.
* Motivation: To manage the day to day operation of the bowling center
* Usage:
  + “Setup” of the system
  + Monitoring of actions in the system
    - Who does what.
    - Who were working on a given day
  + Override things that clerks cannot do, like splitting groups over multiple lanes
* Tasks
  + Setup the system *(what does setup entail??)*
  + Show today’s system actions
  + Search in system actions
  + See who was working on day X
  + Seeing reservation statistics
  + Seeing extra services statistics
  + Planning work schedule

# Board of management

* Role: Overall management of the bowling business
* Motivation: high profits
* Usage:
  + No direct interaction with the system
  + Wanting reports on
    - Sales
    - wear and tear of lanes
    - etc
* Tasks
  + Earning money
* Consequence
  + REPORTING