

David Huang.

David is a construction engineer, and has a wonderful family. His wife and twin sons are communicative well. However, his wife lost her job due to this pandemic.

So, he had to get enough money to pay his son's college fee. Unfortunately, his son passed away due to a car accident when his son wanted to work. He starts and doesn't want to talk.

Goal Need to do

- He needs to find professional psychologist to solve his pain.
- He needs someone who are family members to talk.

See

- He saw many psychologist apps are too expensive.
- He saw that psychologists can not meet during COVID-19.

Say

"I am not sure these apps can be trusted"  
"I let my son leave me because I was not capable to keep this family."

Hear

- He might hear that it is not easy to find face-to-face psychologist.
- He heard that his wife and his son try really hard to help him.

Pain

- Not used to using internet software.

Feel

- Distrust of online consultation

Gains

- Stop negative thinking.
- To express his mood.

What do they do

- He can use our app to find a professional psychologist to help his case.
- To open his mind by using our app and bring back the family to normal.