

PERSONA: Ella Greene		USER EXPECTATIONS:	
SCENARIO: Ella is sitting on her home's couch. She is crying.		1. Need someone who can understand her pain 2. Need someone who can express her pressure.	
PHASE 1: Find it by Ad.	PHASE 2: Explore	PHASE 3: Test.	PHASE 4: Change
DOING: She is looking her brother's message and find the app's ad.	Downloading the app.	Doing consulting with Dr. Elaine	Keep using app Using appointment for Dr. Elaine
THINKING: I am going crazy now. Please someone help me... Health care app ?!	It said that free consulting I hope it is not lie.	She really know my pain. I can trust her professional.	I will share my every mood changing with her, I like this app.
SAYING: "I think I should try this app, maybe they can help me."	"I hope this app is not lie for free consulting..."	"Thank you Dr. Elaine I will try to be open with new people.	"Thank you Dr. Elaine I feel more confidence and I got a new boyfriend!"