**2.3 User characteristics**

The following points describe the general characteristics that may influence usability. Hence, the actors are the following:

1. Common User: a person that book a visit from home. To do that, this person must enter the system his phone number and enable geolocation for the app. This user has access to the basic functionality i.e. the booking, choosing a store, and departments in its store.

2. Privilege User: a personnel staff of the store. It has access to the technical information and can enter the metadata about the store i.e. store size, its departments, and their sizes.

3. Prioritized User: a person that book a visit via machine. This person doesn’t need to provide his phone number or anything but he has to get a ticket from the machine. He will get a higher priority than other users in the queue.