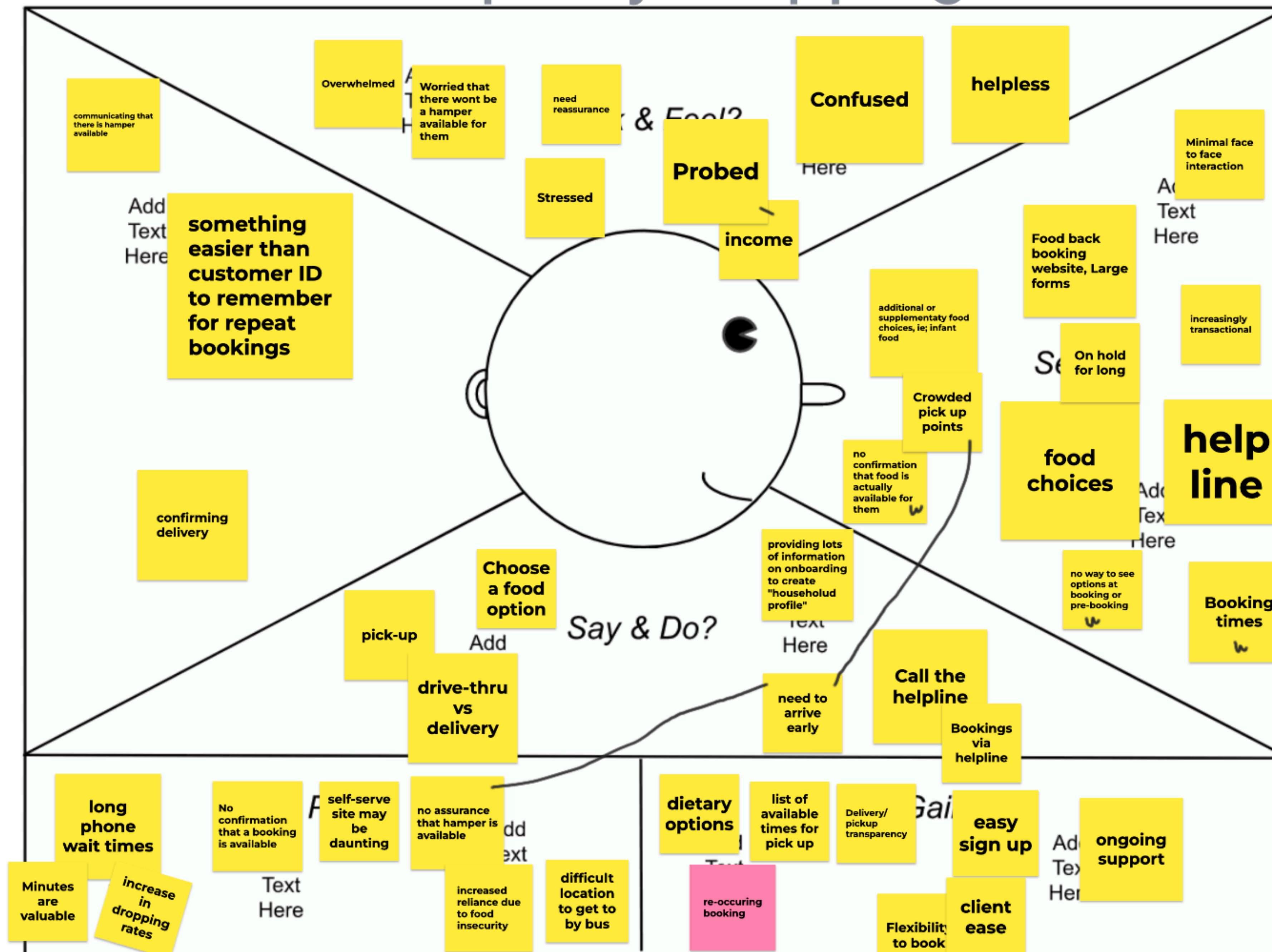
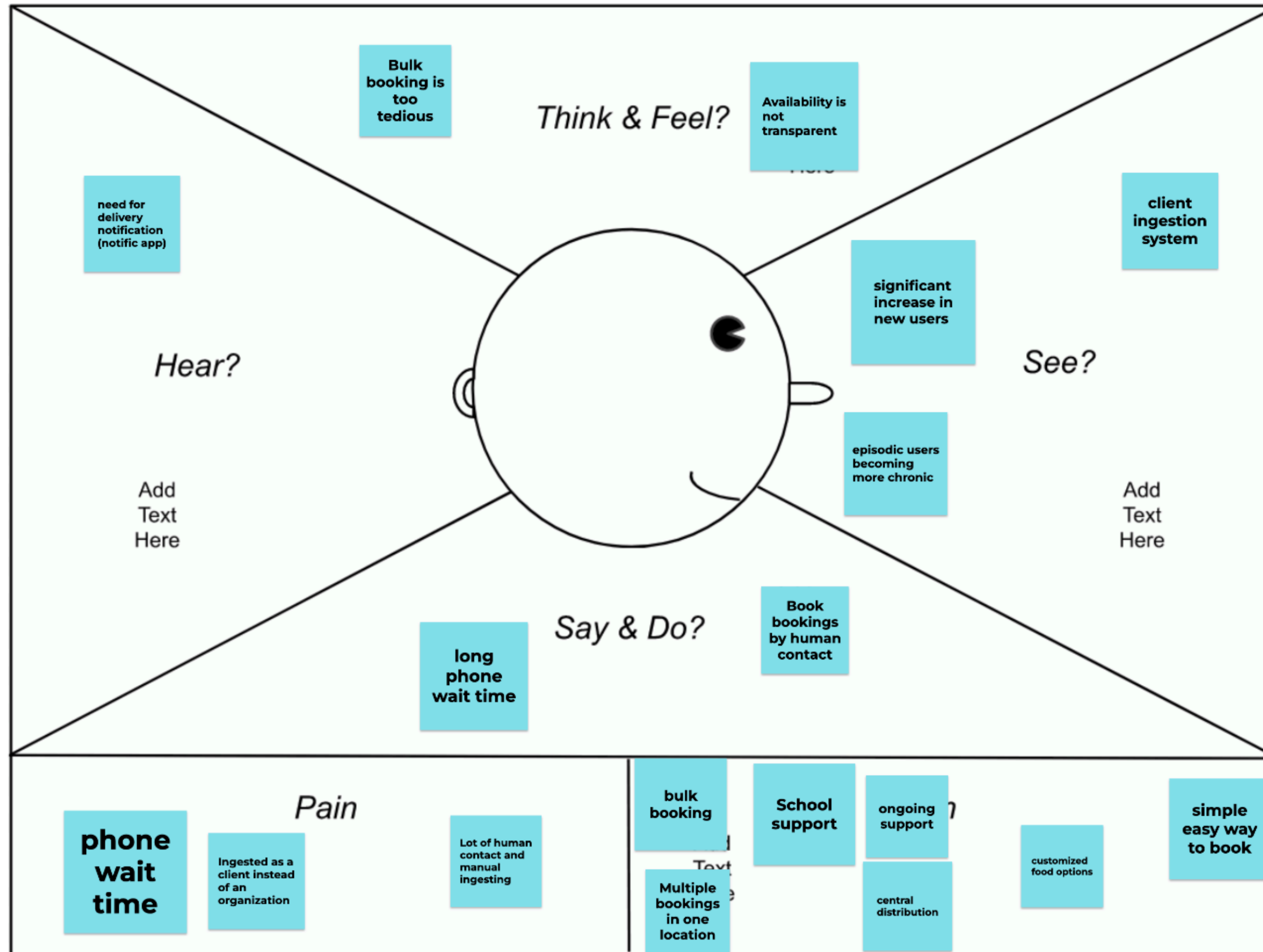


Households

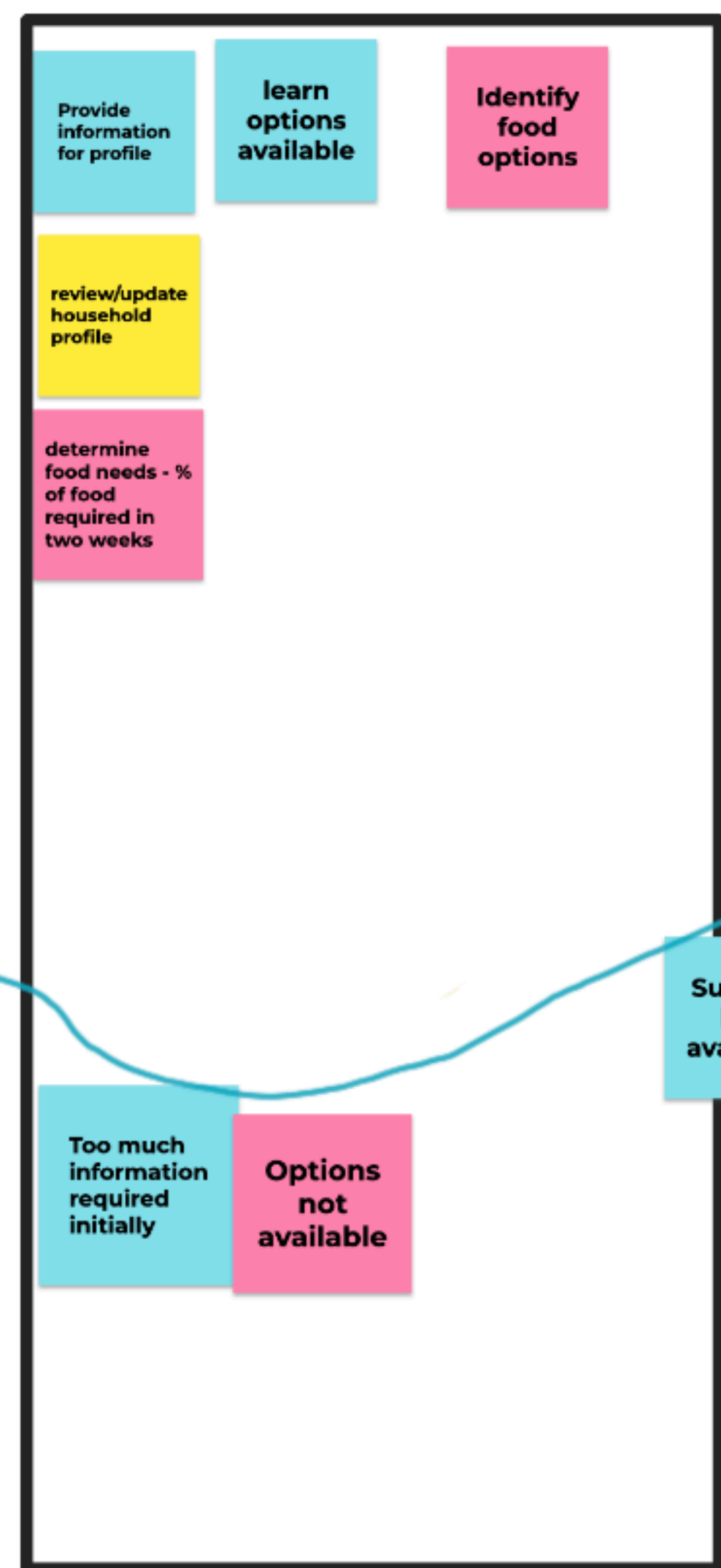


Empathy Mapping

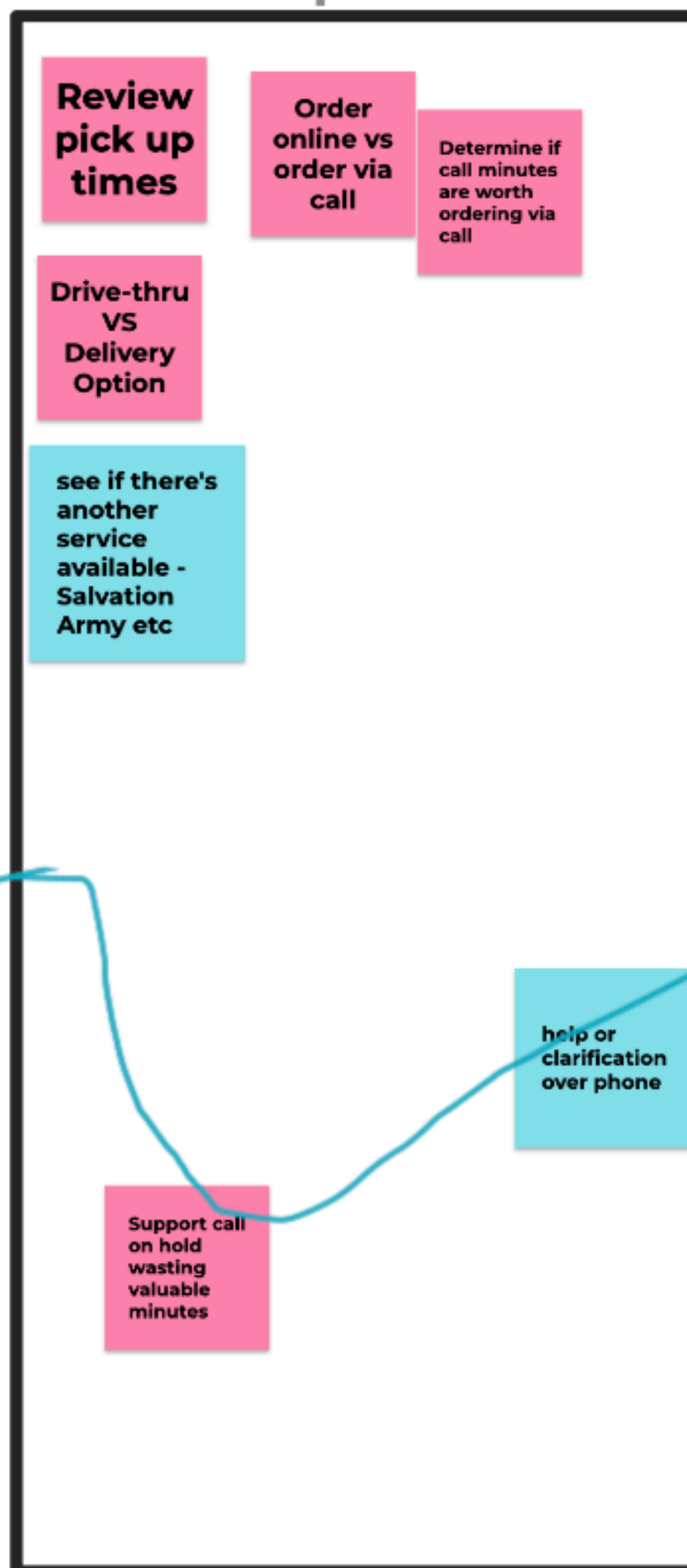
Agencies



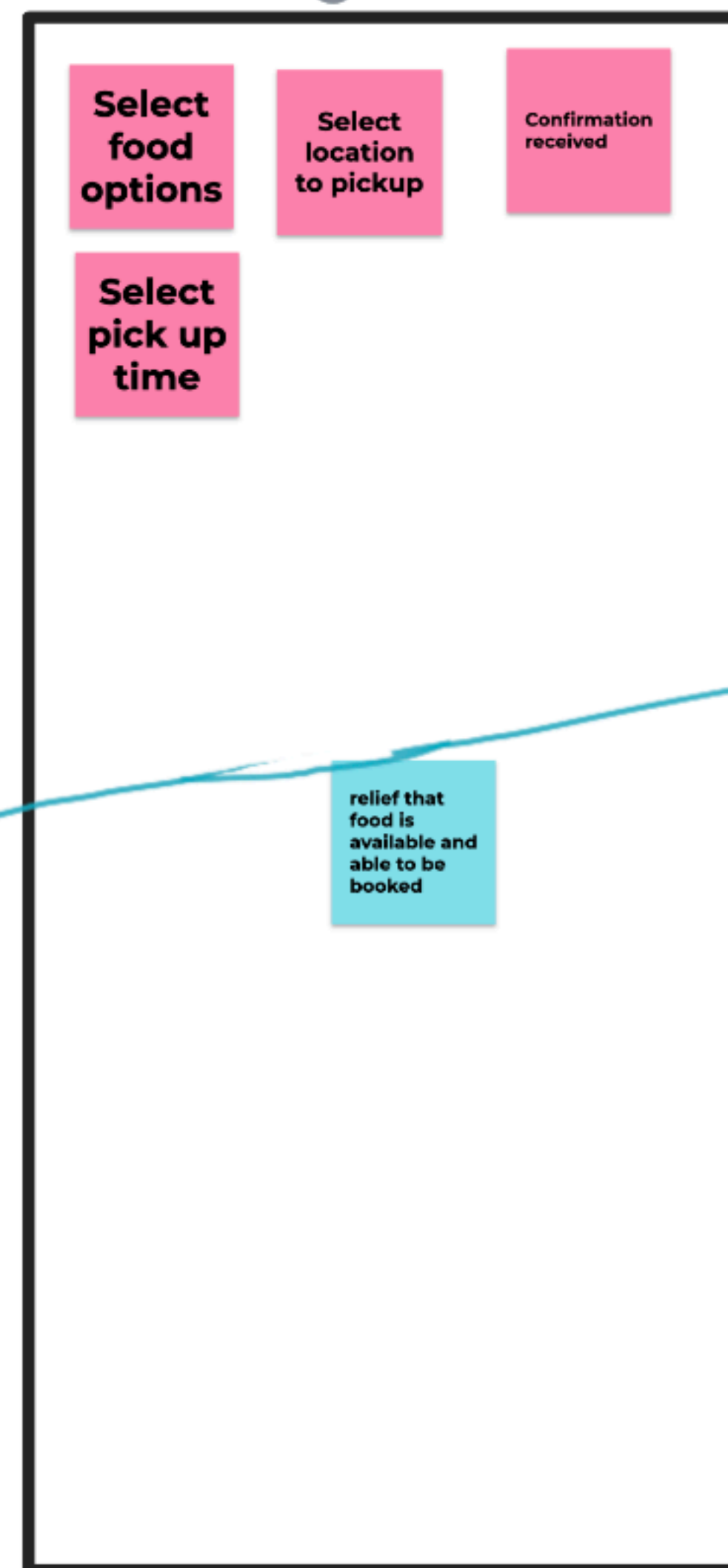
Define



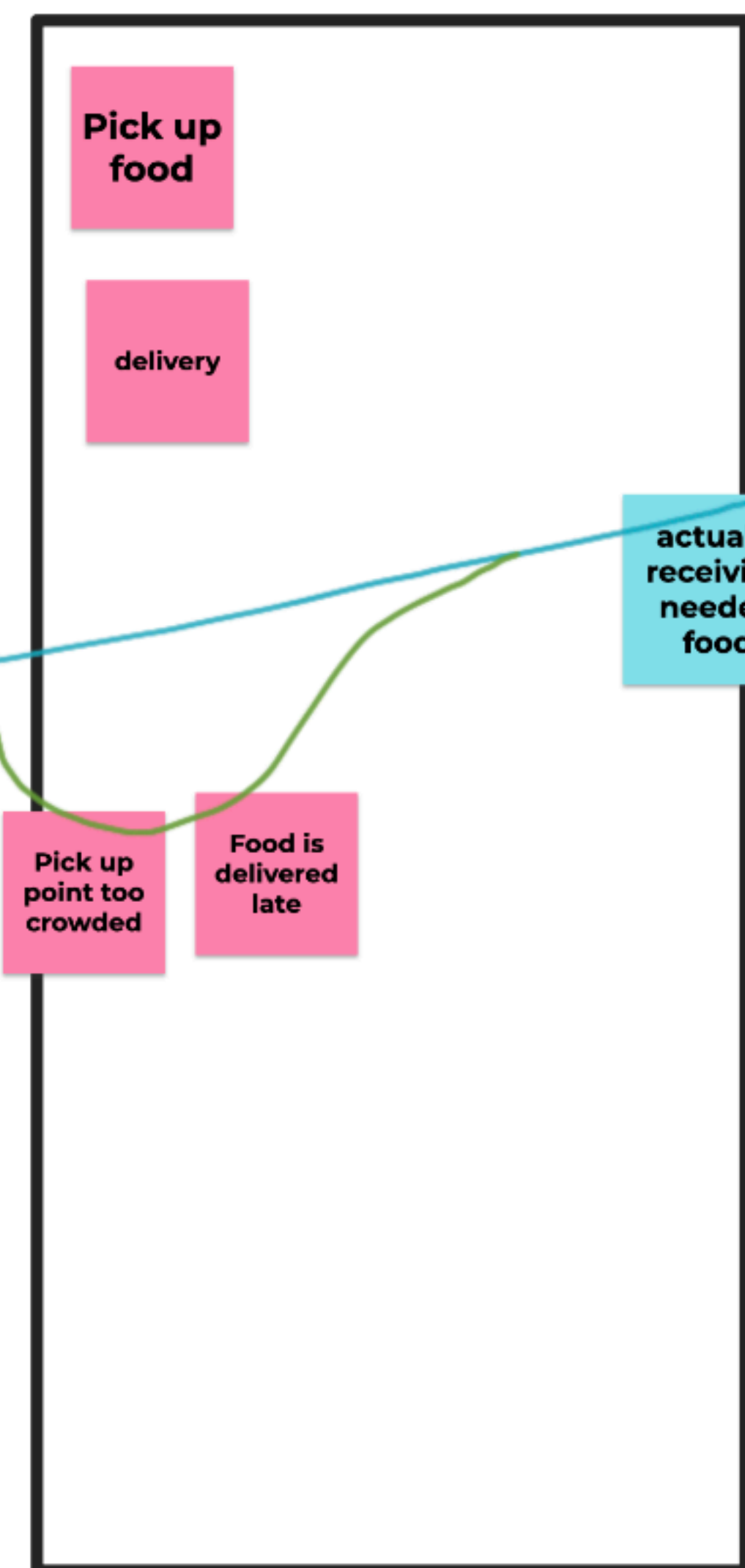
Compare



Negotiate



Select



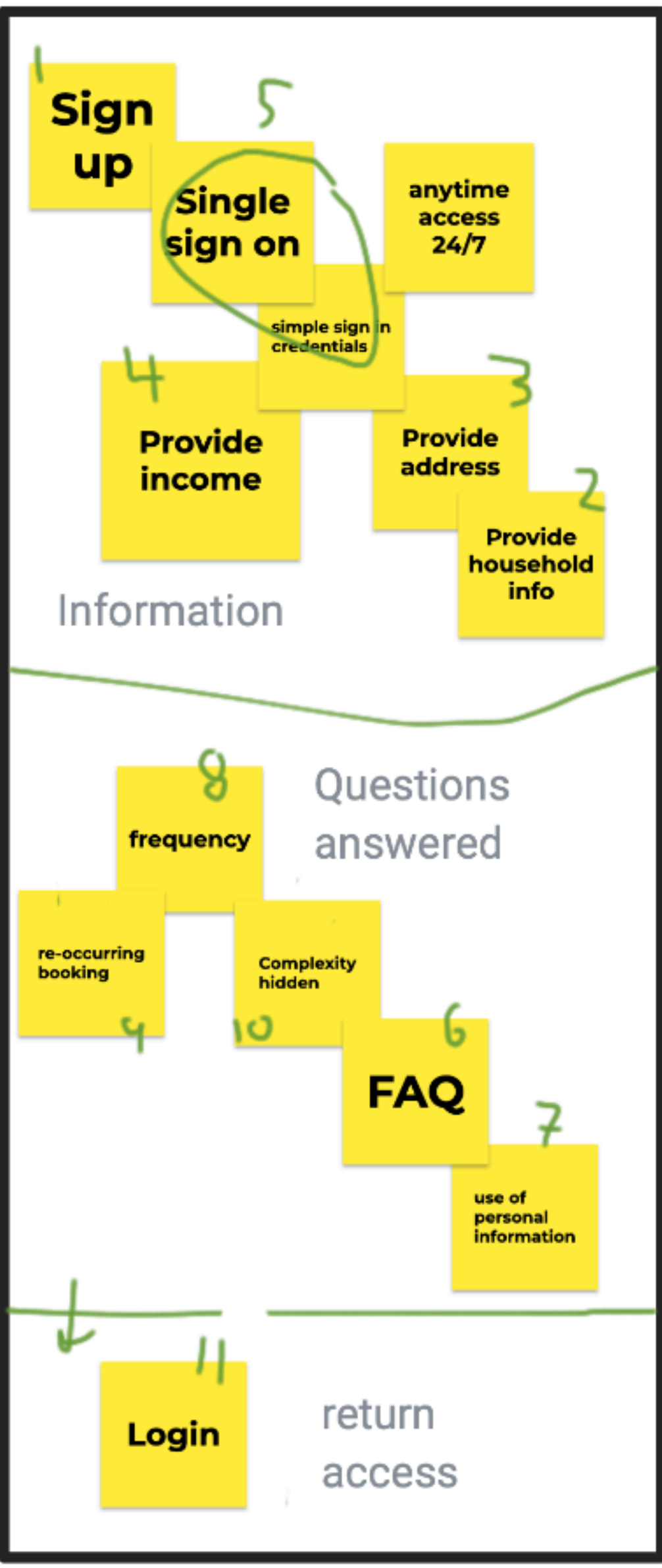
Scenario: Bob must provide food for his family but works two jobs extending beyond the hours that the phone booking is open for. Bob would like an easy way to see what is available at the food bank and be able to book a time for pickup or delivery when he gets home at 8pm.



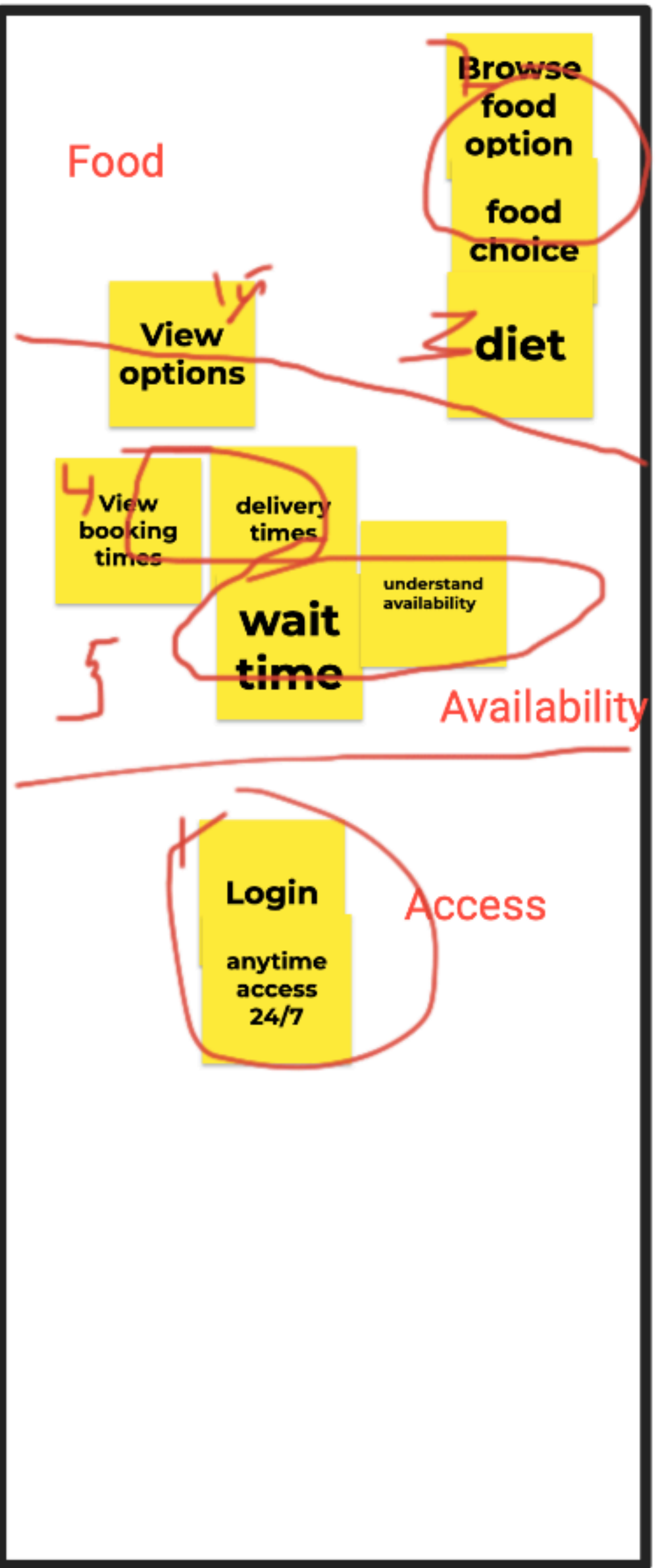
Expectations: Options available to browse
Booking times available to browse
Confirmation/ Notification of pickup/delivery time and location

Affinity Diagramming

Onboard



Browse



Book

