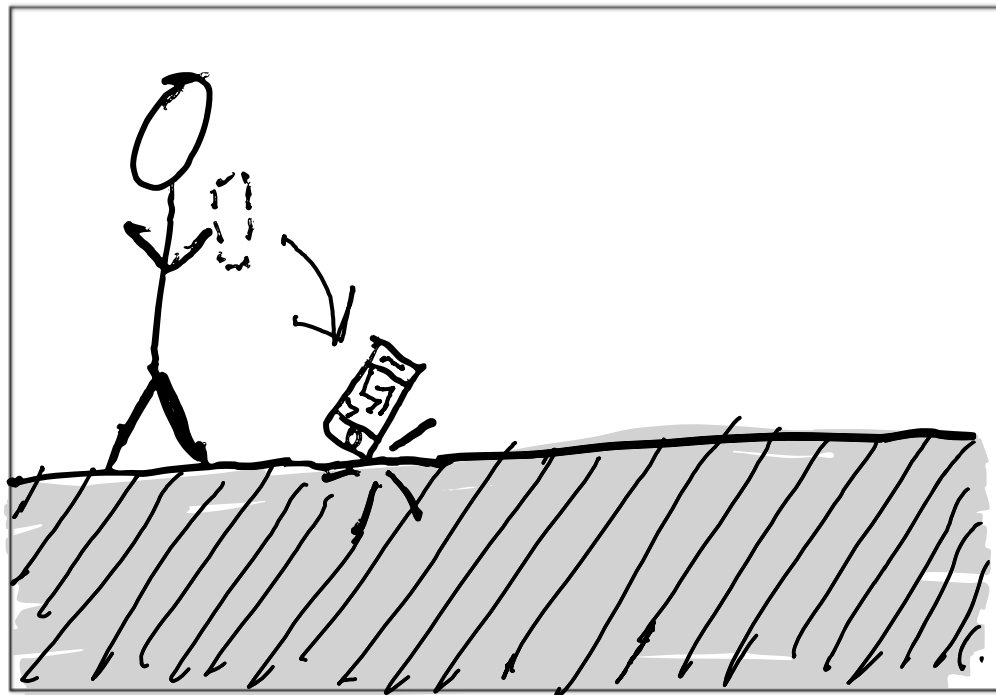
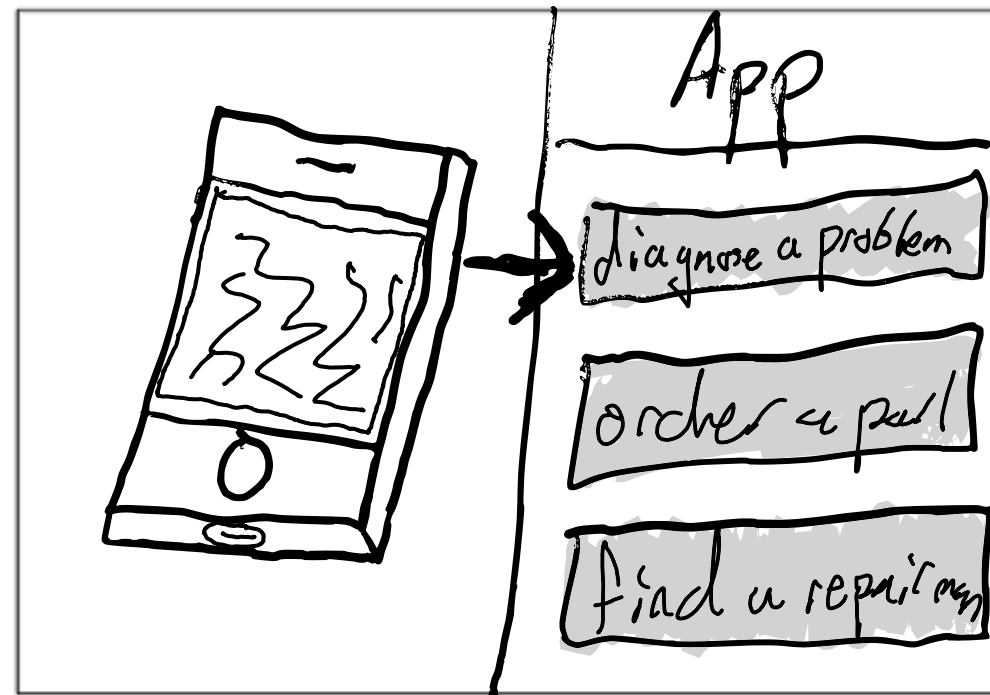


PERSONA: Juan Vazquez III

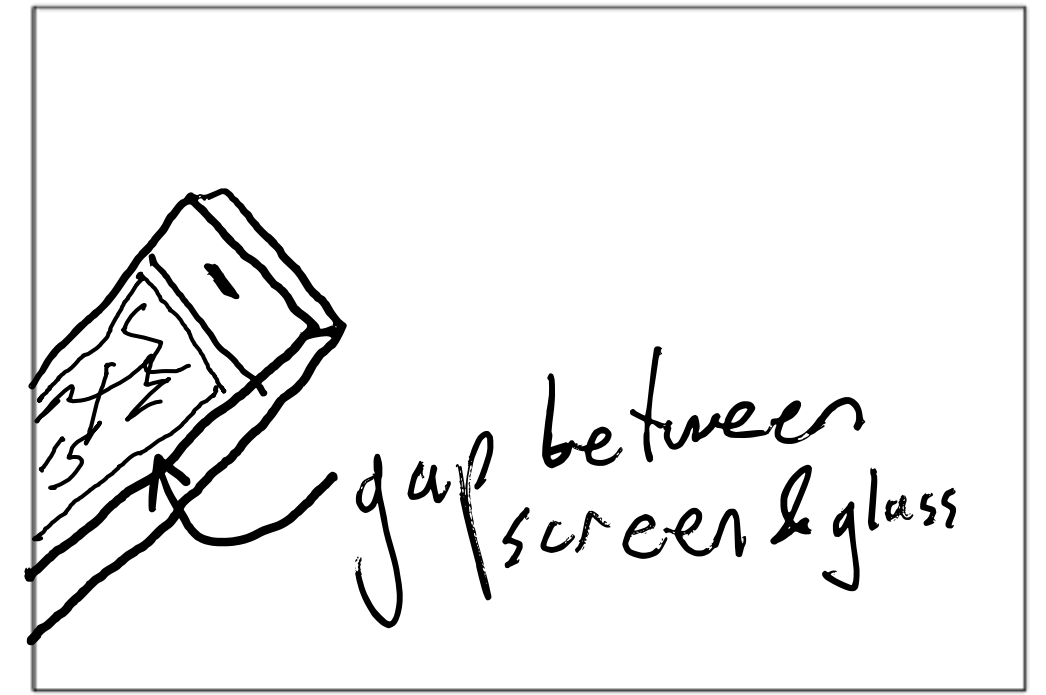
USER STORY/SCENARIO: Broken Phone Screen



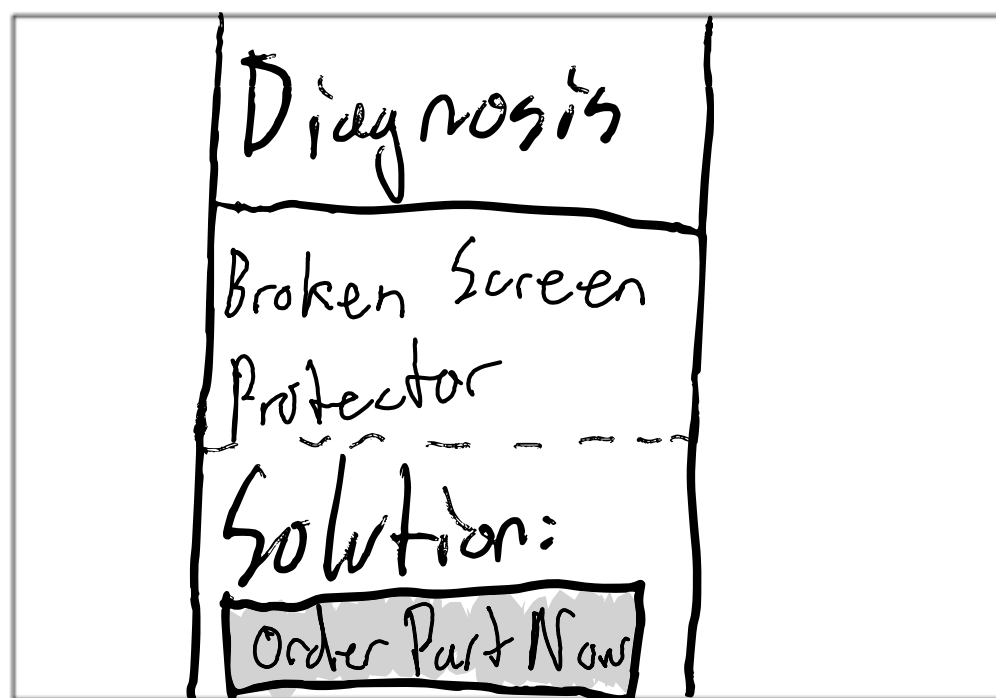
Juan is home visiting family in NYC and drops his phone on his way out of the airport.



He fires up App and selects the "diagnose a problem" feature.



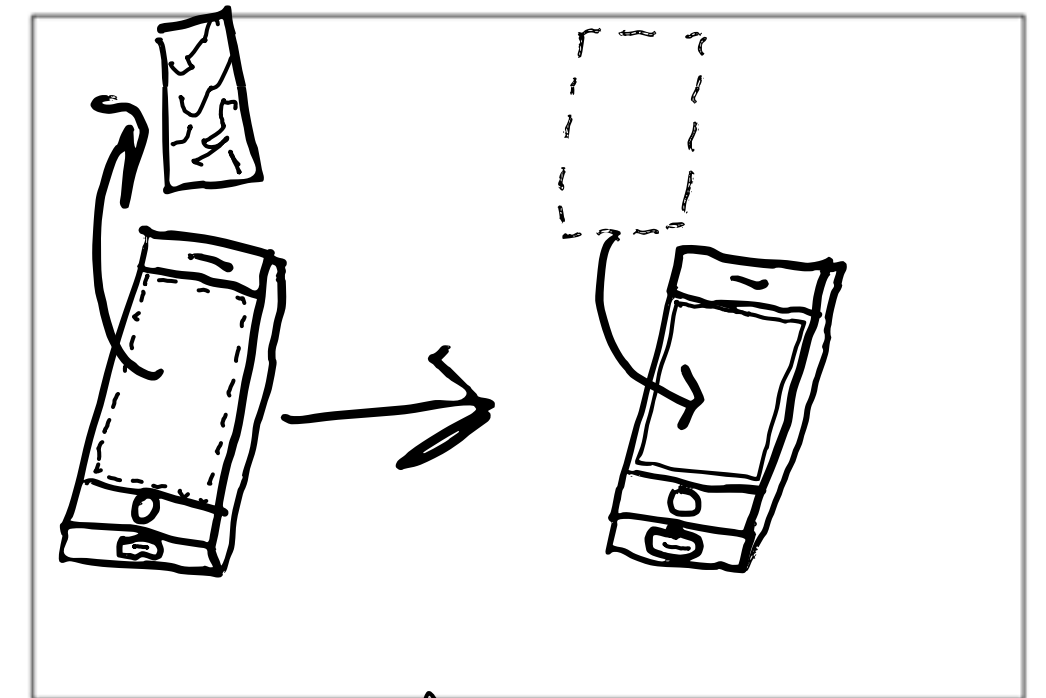
Juan completes a questionnaire examining his device and submits it to App.



App presents Juan with a diagnosis and a link to the solution: self-installed new screen protector.

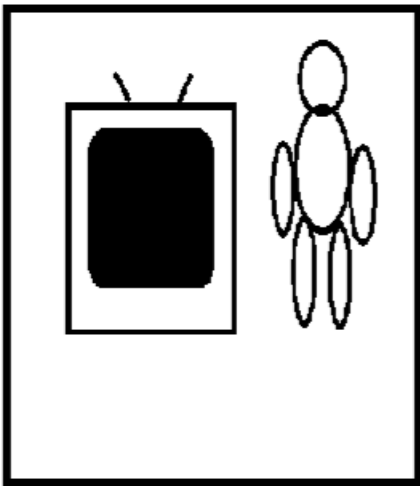


The Part is ordered and sent to Juan, and he is given free instructions on how to install it.



Juan performs the repair and has a phone looking as good as new!

Persona: John Smith

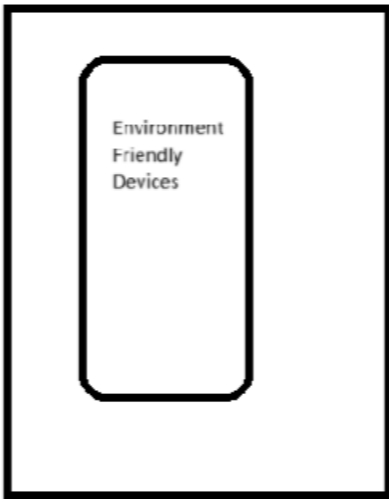


John Smiths TV broke

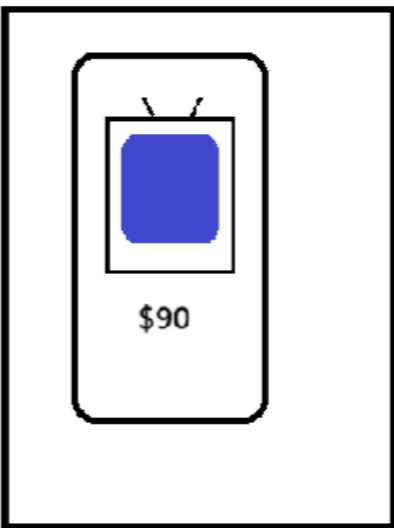


John Smith needs  
a simple way to buy  
a environment friendly  
Tv

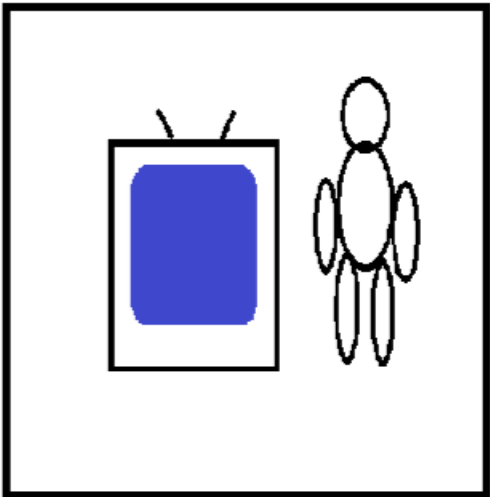
Story scenario: John Smiths Tv breaks and he wants to find a new environment friendly tv



John Smith finds  
our environment  
friendly devices app



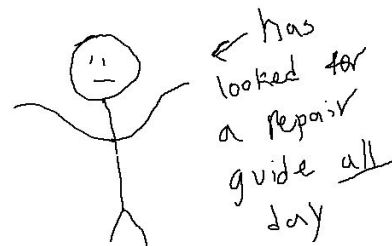
John smith finds a  
new tv and buys it



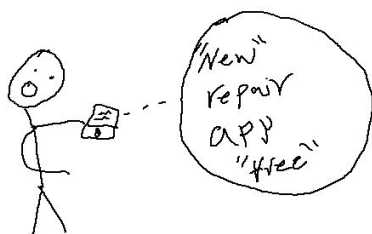
John Smith receives his  
new environment friendly  
Tv



Mickle Moore is an IT Department Head, but struggles outside of his job to find trusted repair technicians, spare parts, and instructions for repairing his own tech.



He wishes that there was an easy platform that has everything repair in one place rather than searching different forums for a chance of finding that he needs.



He find out about this new app that has trusted technicians, spare parts, tools, and instructions for self-repair.



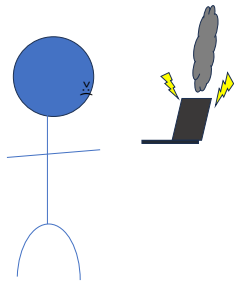
He decides to try the app he saw on a Youtube add and tries to repair an old printer sitting in his attic.



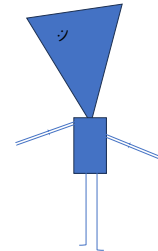
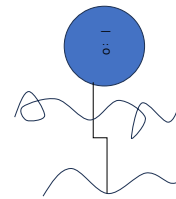
He is able to repair the printer without needing a technician using only the repair guides, and parts from the app.



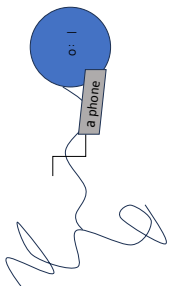
Mickle starts telling his friends about this app and all the money they could save; instead of fully replacing their old tech when something breaks.



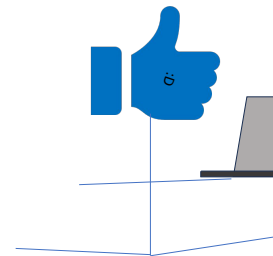
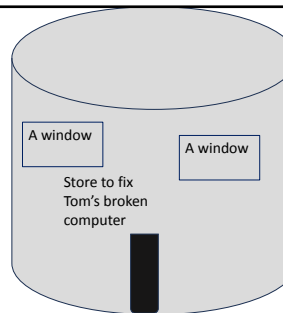
Tom has a computer that always has problems and causes him a lot of trouble with his work, he wants to find a way to fix it but all the stores he goes to doesn't know how to fix his specific computer type



Tom's friend, tom with a lowercase t, told him about Computer Hardware Sustainability app that would get him in touch with the right technician



Tom looked downloaded the app his friend, tom with a lowercase t, told him about and found a technician near by



The technician fixed his computer and Tom is happy now