



## Design Synthesis: User Stories

### Time

- As a busy professional I need a convenient way to hire home service professionals.
- As a busy professional, I need a seamless way to schedule online.

### Finance

- As a budget-conscious homeowner, I need a way to compare prices to get the best deal for my home repair needs.
- As a budget-conscious homeowner, I need a way to know which places offer the best deal for the type of repairs I need.
- As a budget-conscious homeowner, I want to know that I won't be charged more than the initial upfront pricing.
- As a tech savvy professional, I want a way to pay through an app through a trusted source rather than having to pay with cash.

### Trust

- As a user who likes to be thorough when looking for services, I would like a way for me to look at other customer experiences.
- As a user who has already had bad experience hiring a home service repair, I need a way to read trusted reviews.
- As a new mom, I would like a way to ensure that every home service professional entering my home is verified, trustworthy, and reliable..

### Discovery

- As a homeowner who's interested in renovating my home, I want a way to get some renovation ideas so I can implement them at home.
- As a user who cares about quality experiences, I need each option to be ranked and reviewed by other people so that I can decide if it is worth going to

### Connect

- As a user who wants to speak with professionals before committing to one, but doesn't have time to speak on the phone, I want a way to engage with them virtually.



## Reiterations Add ons

- **Discovery:** As a user, I want an app that is easy to use. I want to be able to find what I am looking for simply and easily without guessing.
- **Finance:** As a consumer, I want to be able to view my invoice.
- **Finance:** As a consumer, I want to be able to see what I am charged with including how many hours the service professionals work since they work wages per hour.
- **Finance:** As a consumer, I want to be able to choose to pay after the work is done. I want whoever I hire to do the work right.
- **Connect:** As a mother, I want to be able to communicate with the home service professionally easily and quickly.
- **Trust:** As a mother, I want to be able to virtually connect with the home service professional before I make an informed decision.
- **Time:** As a busy professional and mother, I would like the ability to have virtual video consultations through the app to save time.
- **Time:** As a busy professional, I would like ta GPS tracker of the home service professional so I know when they are arriving to ensure that I am prepared for their arrival