Isaac Livington

Scenario: Isaac is now eligable to book his G2 driving test and is going to use th e Drive Test website to book his test appointment date. He is looking for a test centre that is somewhat closer to where he lives.
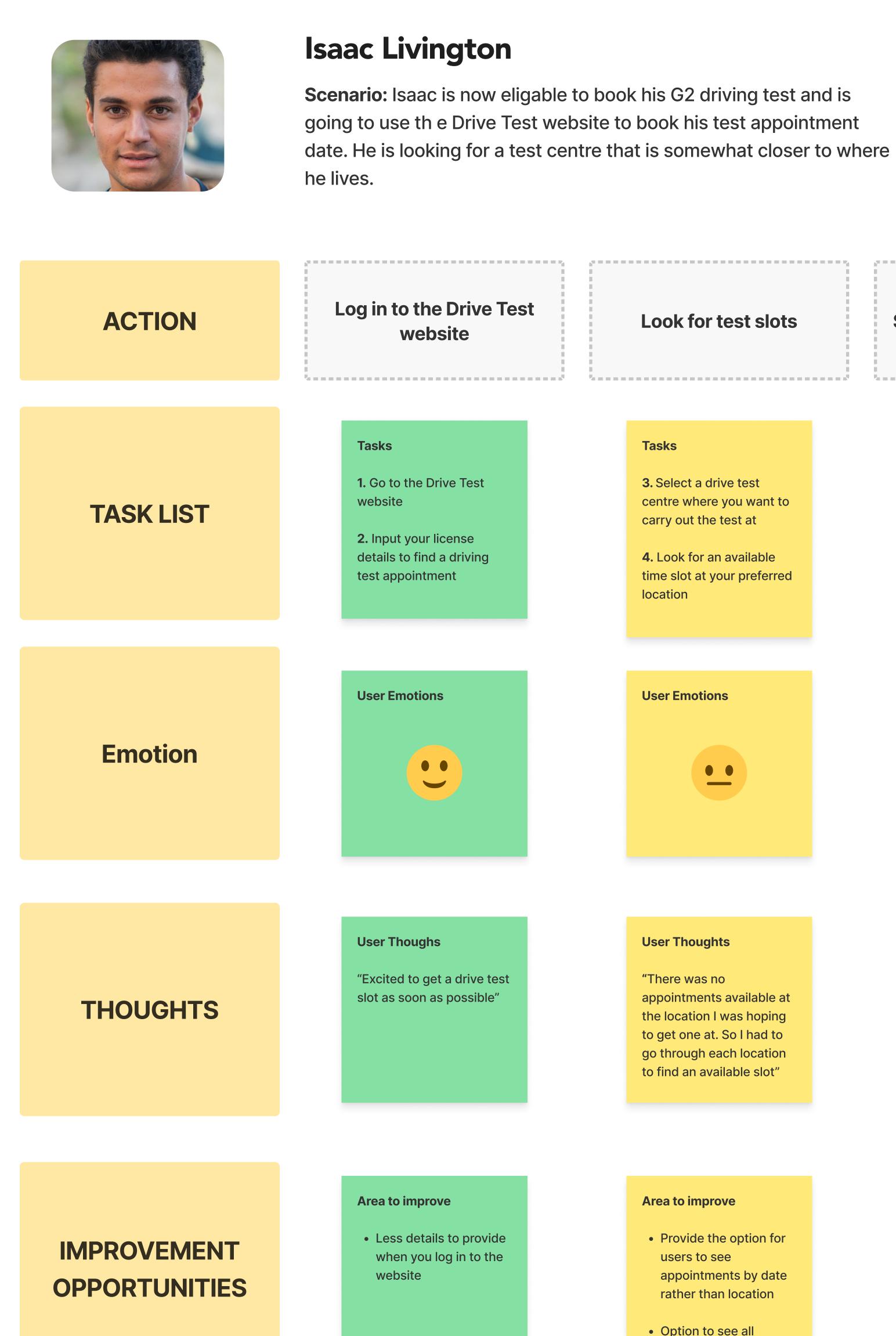
Expectations

- Be able to quickly book his drive test
- Be able to find a test appointment at location close to him
- Be able to see all open/ available test slots

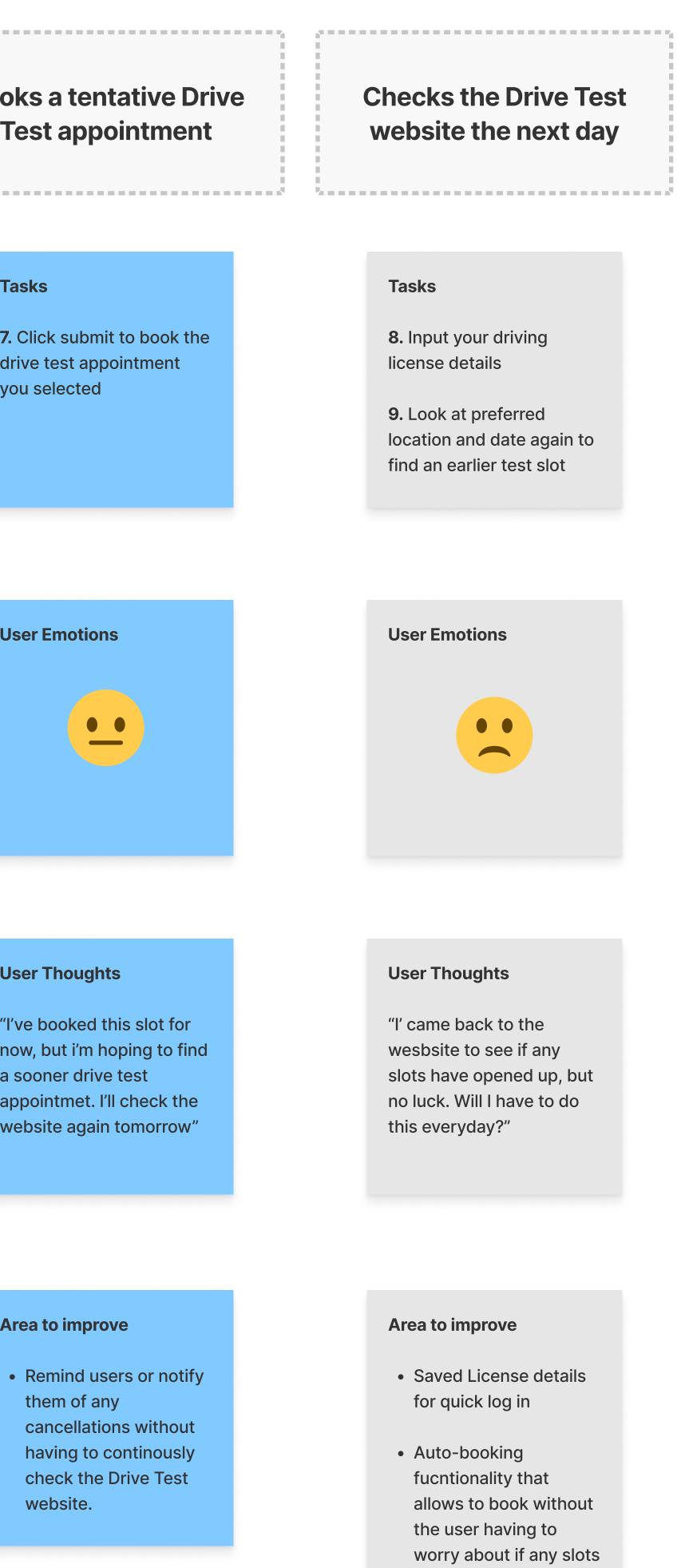| ACTION	Log in to the Drive Test website	Look for test slots	Selects available test slot	Books a tentative Drive Test appointment	Checks the Drive Test website the next day
TASK LIST	**Tasks** 1. Go to the Drive Test website 2. Input your license details to find a driving test appointment	**Tasks** 3. Select a drive test centre where you want to carry out the test at 4. Look for an available time slot at your preferred location	**Tasks** 5. Selects the time slot at the chosen location 6. Review the summary of the drive test appointment	**Tasks** 7. Click submit to book the drive test appointment you selected	**Tasks** 8. Input your driving license details 9. Look at preferred location and date again to find an earlier test slot
Emotion	**User Emotions** 🙂	**User Emotions** 😐	**User Emotions** 🙁	**User Emotions** 😐	**User Emotions** 🙁
THOUGHTS	**User Thoughs** "Excited to get a drive test slot as soon as possible"	**User Thoughts** "There was no appointments available at the location I was hoping to get one at. So I had to go through each location to find an available slot"	**User Thoughts** "This is not the location and date I was hoping to get, but i'll just book it for now"	**User Thoughts** "I've booked this slot for now, but i'm hoping to find a sooner drive test appointmet. I'll check the website again tomorrow"	**User Thoughts** "I' came back to the wesbite to see if any slots have opened up, but no luck. Will I have to do this everyday?"
IMPROVEMENT OPPORTUNITIES	**Area to improve** - Less details to provide when you log in to the website	**Area to improve** - Provide the option for users to see appointments by date rather than location - Option to see all available slots upfront	**Area to improve** - Help the user set preferences that will show them available time slots for their preferred date and location	**Area to improve** - Remind users or notify them of any cancellations without having to continously check the Drive Test website.	**Area to improve** - Saved License details for quick log in - Auto-booking fucntionality that allows to book without the user having to worry about if any slots opened up