

Current Scenario

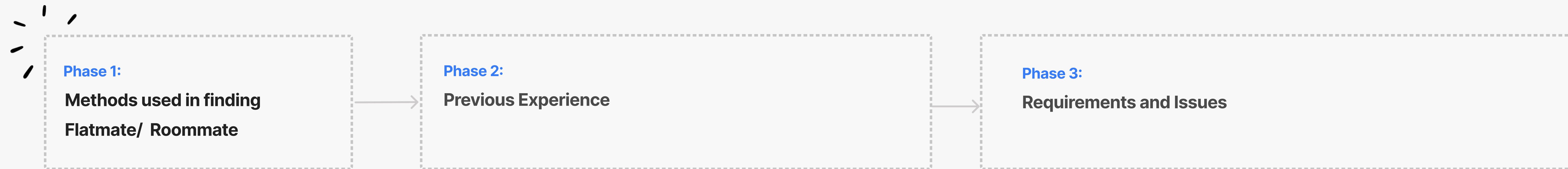


- Riley is a software engineer and has gotten a new job at a tech company in San Francisco and was staying there for 6 months
- Due to the pandemic she went back to her home town and was working from home

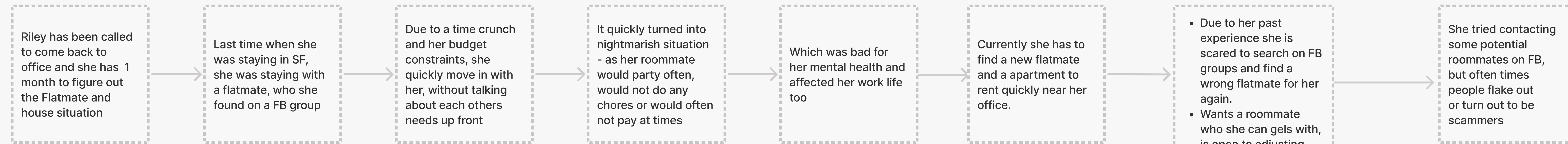
- Scenario**
- As the offices are opening back again, they have called Riley back and she has 4 weeks to find a new flatmate with a spare room
 - As she doesn't have much time, she is scared to find a flatmate(s) who she doesn't get along with, due to her past experiences

- Goals & Expectations**
- Wants to find a person with a spare room, which is near her office so she can save on commute and the rent is in her budget
 - An ideal roommate she gets along with, is adjusting and pays rent on time

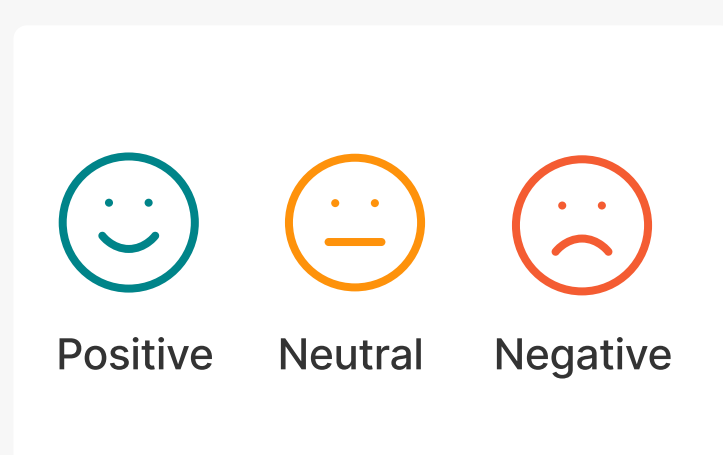
User goal or problem
What is the user trying to accomplish? What is the problem to be solved?



User action
What actions are they currently taking? How are they doing it? What information are they seeking?



Quotes and sentiment
How do they feel in this moment?



Opportunity
What are some things that could improve this moment? Could this be skipped or solved elsewhere?

- Platform can filter out based on immediate findings
- Can show postings from people with houses
- When the post was updated
- Remove posts where people have found roommates
- Due to people's busy schedule, the platform matches people based on their compatibility level, by selecting predefined questions and needs
- Through networks/ mutual friends it can suggest roommates
- Platform helps the potential roommates come up with set of agreements and needs before movin in
- Important conversations like splitting of rent and other stuff in the begining
- Location based filter - Like miles etc
- Through mutual connections
- Through network connections (like Alumni of college)
- Onboarding process
- Verify users
- Having a background check
- Having emergency button when people meet irl
- Help center - chatbot
- Report and feedback