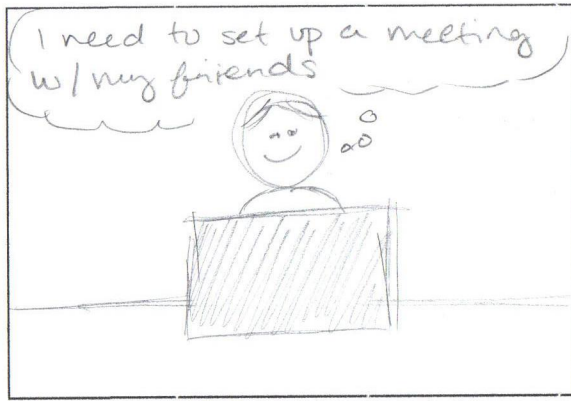
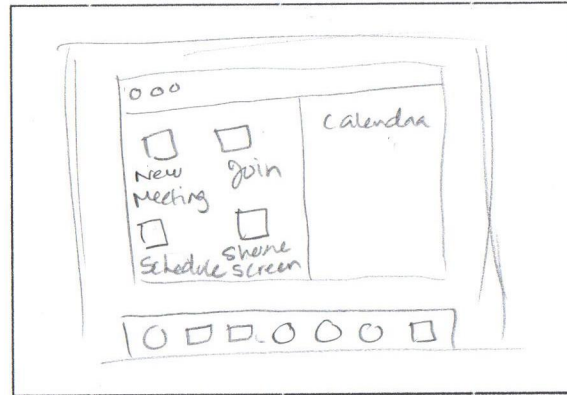


PERSONA: Miguel

USER STORY/SCENARIO: creating a meeting of his own



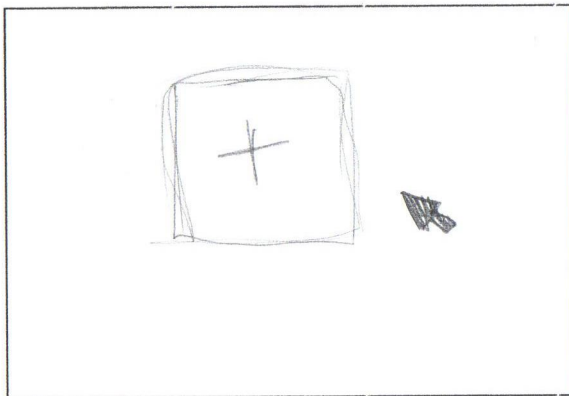
• Miguel wants to virtually hangout w his friends for a project.



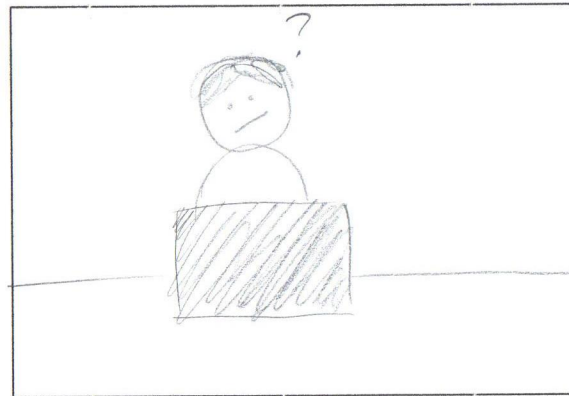
• Miguel logs on to his account to create a meeting link & searches the landing page



• Miguel is confused b/c the 'New Meeting' icon did not lead him to a meeting set-up



• Miguel then goes back to the Home Page & clicks on the plus icon, thinking that that might be the correct button.



• The plus icon led Miguel to another place that didn't lead to what he was looking for.



• Miguel eventually figured it out but he had to go through many pages first in order to schedule a meeting & he was unsatisfied w/ the experience.

### PAIN POINTS

- Is confused on how to set up a meeting on his end
- Is unsure why screen share is not working for him
- Is not sure how to chat w/ someone individually on Zoom.

### GOALS

- I can set up and be the host of meeting.
- I can make my screen visible to others & know how to fix it when it's not.
- I can reach out to someone individually on the zoom chat.