**Seller Interview Script**

---Give a brief introduction about the interview---

**Interviewer:** Thanks for making time. As you know we're doing some research with enna.lk Mobile Application users like yourself. As you already know enna.lk is a buying and selling Mobile Application that offers so many opportunities to buy and sell a wide range of equipment all in one place. So let me tell you a little bit about this interview. We are planning to recreate enna.lk Mobile application and We would like to hear your thoughts or feedback on how we can improve your experience and it will help us come out with a great app just for you. Generally, I will be asking you to tell us about your user experience, likes and dislikes, opinions, and attitudes on the application. I want to ask if I can record the interview. Does that sound OK to you, and do you have any questions before we proceed?

**Interviewer:**How did you find out about enna.lk?

**Interviewer:**Can you give me a summary of your purpose for using this application?

**Interviewer:**What are some of the solutions you tried before finding of enna.lk and what are the shortcoming with those alternatives?

**Interviewer:** How long have you used this product and how often do you use the app?

**Interviewer:**Can you share with us your onboarding experience including user registration and user login?

**Interviewer:**Are you happy about the Login or Registration User Interface?

**Interviewer:**How satisfied are you with the user dashboard and functions related to that? Did you find it efficient or not?

**Interviewer:**Did you edit your user details. If so, how satisfied are you with the functionalities and edit profile user interface?

**Interviewer:**How successful or unsuccessful do you feel you were at publishing an advertisement and how satisfied are you with the Post Advertisement User Interface?

**Interviewer:**We are planning on recreating this function and the interface. Any suggestions from your end?

**Interviewer:**After successfully publishing the advertisements you can view ongoing ones. Can you share your experience with the ongoing advertisement interface and functions related to that?

**Interviewer:** Have you ever forgotten your password and if so, can you give us an estimation for how long resetting the password took?

**Interviewer:**Contact Us and Privacy Policy Interfaces gives information on the company and the policies related to that. Did you find them informative enough?

**Interviewer:** What aspect of the application were you most satisfied by? (User Experience, Installation or First Use Experience, Quality, Interfaces, Customer Service, Other)

**Interviewer:**What disappointed you most about the application?

**Interviewer:** Is there any features would you like to see in the upcoming updates?

**Task Scenario**

---Explain the task scenario---

**Interviewer:**We are done with the questions. Before winding up I am going to do a small activity with you. Let me explain the task scenario first. “Think you want to post a Vehicle Advertisement. Go to enna.lk Mobile App and post your advertisement with sample data. You don’t have to add Actual data. After posting the advertisement you can edit data through the relevant interface.” I will not be giving clues or describe the steps as you must do this on your own. When the allocated time is over you can share your experience with us to know whether it went as you expected. Does that sound OK?

---These questions will be asked when the user completed the given task. ---

**Interviewer:**Overall, how easy, or difficult did you find this task?

**Interviewer:** Is there any suggestions to improve the user experience?

---Reaching the end of the questionnaire-------

**Interviewer:**Thank you for your valuable responses. Thank you for the courtesy you extended to us during the interview. All your suggestions and feedbacks will be seriously considered and adequately implemented.

---End---