**Buyer 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?

යාලුවෙක්ගෙ හරි වෙන ක්‍රමයකින් හරි කියපන්

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

අලුත් බයික් එකක් මිලදී ගන්න වගෙ මොකක් හරි කියපන්

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

අනිත් buying and selling app & website

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

6 months

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

ඒක ඒ තරම් හොද නෑ user friendly ගතිය අඩුයි. මොකක් හරි අඩු පාඩුවක්

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

නැ

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

ඒකත් හොද නෑ.එක ගොඩෙ වගෙ catergory ටික තියෙන්නෙ තෝරගන්න අමාරුයි

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

Change password එකට වෙනම interface එකක් නෑ account detailsuyi ඔක්කොම කරන්න තියෙන්නෙ එක interface එකෙ නිසා පැටලෙන්න බලනව

**Interviewer:**How successful or unsuccessful do you about the Interface to view all Advertisements?

තරමක් දුරට හොදයි ඒත් තව user friendly වෙලා font size එක එහෙම වැඩි උනොත් හොදයි! සමහර වෙලාවට advertisement එකේ topic එක අපැහැදිලි

**Interviewer:** When you select an Advertisement you will be navigated to the Detailed view of the Advertisement. Do you think it’s informative enough? And any suggestion on improving the interface?

හොදයි ඒත් advertisement එකෙ details තියෙන එකත් නිල් පාටින් තියෙන නිස පැහැදිලි නෑ පැටලෙනව

**Interviewer:**We are planning on recreating this Advertisement Categories interface. Any suggestions on that?

ඔව් අර මං කලින් කිව්ව ඒවා හදලා ගත්තොත් හොද product එකක් හදන්න පුලුවන්

**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?

ඔව් ඒ interface එක ගොඩාක් වැදගත් එකක්. ඒ interface එකේ එකපාරටම අපිට වැදගත් තොරතුරු බලාගන්ම අමාරුයි! ඒ නිසා අපිට ඒ advertisement එක ආයෙ පාරක් වෙන view more page එකකට ගිහින් බලන්න වෙනවා ඒක කරදරයි

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

ඔව් මට අමතක වෙනවා. Password eka reset කරන්න සාමාන්‍යයෙන් විනාඩි 5 වගෙ යනවා

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

ඇත්තටම මං ඒවා ගොඩාක් කියෙවුවෙ නෑ . ඒත් මං හිතන හැටියට තව ටිකක් විස්තරාත්මකව userta තේරුන් ගැනිමට කියවීමට ආස හිතෙන විදිහට design කරලා තිබ්බන්ම් හොදයි කියලා හිතන්වා

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

ඇත්තටම එහෙම satisfied උනා කියන්න දෙයක් නෑ ඔක්කොම දේවල් තව develop කරලා redesign කරන්න ඕනෙ

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

User friendy ගතිය ගොඩක් අඩුයි

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

එහෙම අලුත් features නම් ඇඩ් වෙන්න ඕනෙ නැ තියෙන ටික තව develop උනානම් ඇති

**Task Scenario 1**

---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 edit your user profile details. Go to enna.lk App and You can add sample data and do some minor changes” 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?

ඇත්තටම මට ඒක හොයාගන්න ටික වෙලාවක් ගියා! කලින් කිව්වා වගෙ එකම page එකෙ password & profile details edit කරන්න තියෙන නිසා ටිකක් පැටලෙනවා

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

ඒ page එක interface 2කට තිබ්බනම් ගොඩක් හොදයි

**Task Scenario 2**

**Interviewer:**We have one more activity to do with you. “Let’s say you want to find a vehicle to buy from your area. Go to enna.lk Mobile App and find an Advertisement that suits you”. Again 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.

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

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

ඒකනම් ගොඩාක් අමාරු උනෙ නෑ catergory වලට ගිහිල්ලා ඕන එක click click කරල area එක දුන්නහම ආවා

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

නෑ ඒකනම් තව develop වෙන්න දෙයක් නැ

---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 feedback will be seriously considered and adequately implemented.

---End---