User inquiries ViriCiti Mobile app

The goal

The goal of this inquiry is to validate our idea's and gain new perspective and idea's from the customers point of view. We would like to know how we can make an Mobile app that will be perfectly in line with the customers needs and wishes. Although we can't implement every wish for every customer, we would still like to know what different companies want so we can make a well educated decision on design choices for the Mobile app.

The following "Questionair" is made to guide the conversation in order not to have a question/answer conversation. We would like the customer to engage in a fruitful exchange of idea's and wishes. The question form the core of what we would like to know, but there is always room for other questions if the conversation leads to it.

We will record the conversation for archiving purposes and to keep a natural conversation going. Nothing bogs down a conversation more than a person having to write everything done all the time. We will ask for permission first of course. We will make a short summary of the recordings to read back during iterating the design for the Mobile app.

It would be nice if we could come back in the future to show the customer what we made based on their feedback and to iterate the Mobile app again with their new feedback. We preferably make a connection with the company for these kind of meetings to be held more often in the feature.

The prequisites

- Recording device
- Notepad for small notes
- Paper models of screens
- Charged laptop with all local projects ready
- Local projects running (connection to WiFi)
- Clickable Prototype
- Expo app of standalone android app (if map works)

The questions

General Wishlist

- How do you use ViriCiti's monitoring system?
- Have you ever used the ViriCiti system on your mobile phone?
  - How was your experience?
- Which of those features would you like to see in the Mobile app?

Clickable Prototype and Mobile app

Monitoring

- What do you look at regularly throughout the day/most often?

Introduce app

Dashboard

- Does the dashboard screen provide you information that you would like to see in the Mobile app?
  - What parts of the dashboard screen do you (not) find useful and why?
  - For what data and time period do you make reports normally when using ViriCiti's monitoring system?
  - Is the data that you get displayed of use to you?
    - on Motherload screen
    - on Fleet screen
    - on Vehicle screen
  - What information about the vehicle would you like to see on the map?

List

- What information would you like to see on the list screen?
  - Does the current list provide you with desired information?
  - What would you like to see first on this screen, what is most important for you?

Navigation

- How do you find navigating from point A to B to C?
  - Can you find how to go to vehicle, fleet etc.?

Notifications

- For what do you like to get notifications?
- What do you do immediately after receiving an incident notification?

- Is the information displayed after clicking on an incident in the protoype of use to you?
    - What would you like to see go?
    - What would you like to see added?

Final notes

- What do you currently miss in ViriCiti's monitoring system that you would like to be added (in the Mobile app)?