📄 Customer interview

Overview

Date	
Interview lead	
Team attendees	@mention attendees
Purpose	Define the goal of the interview and what you want to learn
Relevant links	#Reference any Aha! records that will be discussed in this interview
Customer attendees	Company name • Customer name, job title, email address, phone number • •

Discussion

Introduction	• Can you tell us about yourself and what you do? ○

Body	• What problem are you trying to solve?
	  ○
	• How are you trying to solve the problem today?
	  ○
	• What tools are you using to solve the problem?
	  ○
	• Have you fully solved it?
	  ○

Closing	• Thank you for your time. Is there anything else you would like to share? ○

Analysis

Overview	Summary of the problems shared by the customer • • •
Action items	Next steps based on the interview • • •