# Introduction

* Thank you for coming in today.
* Thank you for agreeing to take part in this session.
* Lead by me and Asiyah, we are UX developers. Look good, but also easy to use, intuitive and enjoyable to interact with.
* What they can exp ect: structure of the session
  + Session with me and Asiyah will assist me.
  + Lunch at 12
  + Recap after lunch
  + Asiyah design
  + Phil
* Focus group to get your feedback to help with the redesign of Query Builder.
* Feedback from users: the product provides great results, but users can be frustrated when they interact with the Query Builder.
* Goal is to understand your main pain points and frustrations with the product, we also need to know what you like the most about the product.
* Redesign to make Query Builder easier to interact with and improve the quality of your overall user experience.
* Redesign to simplify the product, improve the quality of your overall user experience.
* Show some design ideas and see you think they could be useful for you
* You are being recorded as per the consent form that you signed, so please avoid speaking over each other as much as possible.
* All responses are valid, there is no right or wrong answers.
* Speak openly, we won’t be offended, the goal is to make the product better, so please be as honest as possible.

# Presentation / Round table

Can you please introduce yourself

* + Name
  + Role / Company
  + How long have you been using COSAIN and which products do you use?
  + How long have you been in your role and how long have you been using Query Builder?
  + How do you use Query builder in your role?

# Most and Least used part of Query builder

* **Panel -** Which section do you use the least? Why? Is there a section that you don’t understand?
* **Cloud view -** Do you find it useful to see the message and the cloud view at the same time? How do you use it? How it is useful?
* **Messages -** How important is it to see the messages on the screen?
* **Email schedule -** How often do you use it?
* **Create definition -** Has anyone ever used it? What was your experience with it?
* **Context menus for pill/query -** Have you used it? Why? What was your experience like? Which option do you use the most?
* **Suggestions -** Do you select suggestions? What do you think of the layout? Do you know the difference between a page and an account?
* **Social media sources -** What do you think about all these options? How do you use them? Do you understand them?
* **Definition -** How is this functionality useful to you? What problem does it solve?
* **Bulk import -** How often do you use it? How does this useful to you?
* **Inclusions -** Can you give me an example of when you had to amend the inclusions?
* **Location -** Why is this important to you?
* **Page -** What has been your experience with this functionality?
* **Line graph -** Is this useful or not? How do you use it?

I am afraid we won’t be able to go through every single page. But what your feedback is providing us with some great insights that we can work with.

# Pain points

What I would like to do now is understand more about your pain points when you interact with Query Builder. If you could please write down 1 pain point per post-it. So a pain point is anything that when you interact with QB, that would qualify as Frustrating, Inconvenient, Challenging, Confusing. Anything that makes you feel like, if that one thing was different, I would have a better experience using Query Builder. You can repeat things that we already talked about that is not a problem. When you are done, place the post-its on the wall depending on how bad that pain point is.

I’ll give you 10 minutes to write and place the post-its on the wall.

I will group your notes in similar ideas.

So, I will ask you to expand on these notes, I will ask questions for which the answer might be obvious but that is because I don’t want to make assumptions about what you think and how you feel.

I will not propose solutions at this points, but we will analyse all your feedback and come up with solutions.

Has anyone experienced something similar? Tell me more about this?

Does anyone share this opinion? Ok, tell me more about your experience?

Can you tell me more about this?

Why is that important to you?

How does this help you?

Why is this a problem?

How does that impact you?

How often do you have to do that?

How do you get around this issue?

That’s interesting can you tell me more about that? Can you give me an example?

# Conclusion

* Summarize main points.
* Do you have any additional thoughts about these points?
* Here is how we will use the results:
  + We will compile and analyse the results.
  + We will come up with solutions, discuss them with our team of developers.
  + We will implement some ideas in the new version of QB.
* What did you think about today’s process overall?
* Would you like to be contacted to provide more feedback over Teams, about Query builder or other Cosain product?
* Thank you for your time and participation, here are our details if you have any questions or feedback about today.