# Structure

FIRST SLIDE

* Thank you agreeing to have me here today.
* Asiyah Sarwar and I we are UX developers. Look good, but also easy to use, intuitive and enjoyable to interact with. Today, we might be joined by my line manager, an apprentice might log in too.
* The goal of this session is to gather feedback about your first impressions of Query Builder.
* Over the last few months, we have been working to redesign QB:
  + Feedback over the years: QB provides great results, but users can be frustrated when they interact with the Query Builder
  + We have been gathering feedback from users, to understand their pain points and frustrations with the product, we also need to know what the users like the most about the product.
  + Goal is to simplify and make it so intuitive that users wouldn’t need to rely so much on training.
  + As new users you haven’t yet developed bad habits, still getting used to the product, you haven’t yet found a lot of workarounds for any possible issues with the product.

Today, I would like to do 3 things with you if we have time.

* Get some information about you to understand you better as users.
* Get your feedback so far about Query Builder
* Show you a new functionality that we would like to implement and get your impressions on it.

As we discuss and I ask you questions, please remember that there no wrong answers, all questions are welcome, and please speak as freely as possible, I won’t offended by any harsh opinion that you have about the product, the goal is to improve the product so please be as honest as possible.

NEXT SLIDE

Here is my plan but we might not have enough time to go through all of it.

NEXT SLIDE

UNDERSTAND YOU BETTER

* How do you use QB in your role?
* What other COSAIN products have you used? If so which ones?
* How long have you been in your role?
* How comfortable are you with tech: do you use social media, online shopping, news search?
* Ask them what other products they considered before they chose Cosain?

Feedback

* Impressions / Frustrations / Needs and Expectations

# Pain points

What I would like to do now is understand more about your experience when you interact with Query Builder. If you could please write down 1 feedback per post-it. Aything that you like dislike or you think could be improved. When you are done, place the post-its on the scale.

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 point, but we will analyse all your feedback and come up with solutions.

# 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?

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.