**Prebuilt query UX Research Study**

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| **Introduction** | * **Title:** Design research on prebuilt query feature * **Author:** Gladys Ouana, UX designer, gladys.ouana@capita.com * **Stakeholders**: Neil Cunningham (Product owner), John Trousdale (Project manager) * **Date**: 23 September 2024 * **Project background**: We are launching a new feature of QB that provides a guided process to build queries. We know that users are not using QB to its full potential and find it complex and intimidating. We need to find out if and when the suggested design would improve their experience of building queries.   **Research goals**: Determine if and when the users would be benefit from using a guided process to build queries. Determine if the suggested process addresses their challenges of building queries. Determine if they understand the suggested design flow and what is expected of them as users. |
| **Research**  **questions** | * Do users think this feature is helpful and/or useful? * In what circumstances would this feature be used? * If they don’t find it useful, then why? * What pain point would this feature address? * Does the suggested flow address the users’ pain points? * Is the list of suggested topics suitable for the users’ needs? |
| **Methodology** | * Semi-structured interviews * **Location**: UK and Canada, remote * **Date**:Sessions will take place between the 16/09/24 and 25/09/24 – 1 interview in Canada set for 03/10, an updated version of the design will be shown * **Length**: Each session will last 45 minutes to 1 hours |
| **Participants** | Participants must be:   * Experienced users and new users working in high pressure situations * Experienced users using QB for situations that don’t require immediate attention |
| **Script** | * Ask background information: if the user has already been interviewed, ask questions related to the creation of queries. * Show the design and collect the feedback. * Ask what they think of the design and if it would be useful and why |