# Prebuilt queries interview script – feedback on early design

## Objective of interview

* Assess the users’ understanding of the prebuilt query feature
* Evaluate if and how the users would use this feature
* Understand if the flow would meet their needs

## Intro

Thank you agreeing to have a chat with me today.

The goal of this session is to gather your feedback on a new feature that we would like to implement. I would like to start by asking you a few questions about your experience with building queries, then show you the early designs and flow for this feature and ask you a few questions about it. It is important to remember that there are no right or wrong answers, and don’t worry that you’re going to hurt my feelings. I am doing this to make sure the feature meets the needs of our users, so please share your honest thoughts as we go. Please feel free to ask any questions you like, it’s a great way for me to understand your thoughts process.

As per the consent form that you signed, this session will be recorded, and all recordings will be deleted within 90 days.

Any questions before we begin? I’ll start the recording.

## Background questions

For users we have already spoken to:

* How often do you set up queries?
* How would you describe your experience with setting up queries?
* What is the most challenging aspect of building queries for you?
* Have you used products similar to QB? If so, what has been your experience with these products?

## Kick-off

We are planning to introduce a guided process to build queries. The process should support users who need to build queries fast, in case of major incidents and could also help users who find COSAIN intimidating or complex. The process is to allow the user to select a query template, that is already set up with terms, definitions, etc for the selected topic, and user must customize it to their needs.

In this session, I want to go through the two concepts that have been created so far, so you can give me some general feedback and tell me which one works best for you.

These designs are not definitive and are based on some early feedback I’ve received from users. So please keep in mind that what you will see is a low fidelity design, it is not a working product or a finished design. However, it should be enough to gather your comments and observations.

##### Screen 1 – Popular queries options

Open the custom page and scroll to show the entire page

* What do you think is expected of you on this page?
* What do you think of the list of queries?
* How do you feel about the number of options available?
* Would you see yourself using all of these options?
* Which ones would be the most useful? Why?
* What do you think of the layout of the page?

These options were created for the police so we know that as part of your role in the FCA you would have different needs, so we could either rename, tailor or create new query basis for you. For example, you might be interested in investigating cryptocurrency subject matters, therefore we could create a query base that you address this. How does this sound?

Open the page with all the options

This page shows a larger set of options, I’ll give you a few seconds to scan through the list.

Pause, (announce that you’ll scroll), scroll and pause again

* What do you think of this list of queries?
* How do you feel about the number of options available?
* Which one of these options would be useful to you? Why?

##### Screen 2 – Filter by keywords

* What do you think is the purpose of this screen?
* What do you think is expected of you?
* Is there any other information that you would like to see on this page?

##### Screen 3 – Report schedule

* What do you think is the purpose of this screen?
* What do you think is expected of you?
* Is there any other information that you would like to see on this page?
* What do you think happen when I click on the “Save and enable” button

##### Conclude 1st part

What do you think about what you have seen so far?  
Do you think you would be using it? Why?  
How would you use it?  
What do you think of the flow of the feature?

##### Other flow with text field in page

I would like to show a slightly different version of the design and I would like to have your feedback on it

Open the new flow, so the starting point would be the same, Pause, and this would be the next screen, Click customise

* What do you think is expected of you here
* How does it compare with the other flow that I showed earlier
* Which one provides a better experience? Why

So I press the next button, you will land here

Pause, so then the user can press the button and enable the query.

* What do you think of this flow? Why?
* How does it compare to the other one?
* The suggester would not appear
* It would be used like a normal form, to speed up the process (similar to google create account page)

##### Wrap up

* From what I have seen, what do you think of the feature?
* How would you use this feature?
* Overall, what do you think of the flow of the feature?
* Is there anything that you felt was missing?
* Is there anything that you would change about the feature that you have just seen?

##### Compare designs

I have one last design to show you, I would like to compare to designs

Open the other screen,

* Which one do you like better? Why?
* Do you have any additional thoughts about what you have seen today?

## Conclusion

Thank you for your time, your feedback is extremely valuable and will help us to make the right changes to the product.

* Can you think of anything else you would like to add?
* Any questions you would like to ask me about the project?
* Overall, what did you think of that experience? Was it what you were expecting?
* You may have received an email about a survey regarding Query Builder. If you have a few minutes, please complete it by October 25th; it should take no more than 5 minutes. Your feedback is important to us and will help improve the quality of our product.
* Would you mind being contacted to provide more feedback about Query Builder or any other COSAIN product?

## Follow up questions

Potential questions to ask below depending on what the user does:

##### Bouncing back

* How does this problem affect you?
* Why is this important to you?
* How did you solve / get around that issue?
* You mentioned [ xxx ], (can you) tell me more about it?
* That’s interesting. Could you elaborate on that / give me an example?

##### Digging further

* “Why”, as simple as that.
* How come?
* You mentioned [ xxx], what’s the reason for that?
* What do you mean by [ xxx]?

##### Rephrasing

* It sounds like you are saying [ xxx], is that correct / did I understand correctly?
* So, you are saying that [ xxx ] ? + wait