# Intro

First of all, thank you for taking the time to talk to me/us today. My name is Gladys, I am conducting some customer research for Query Builder: We are redesigning Query Builder to make the product easier to use. To do that, we’re talking to people like yourself, and based on your feedback we’re hoping to pinpoint areas for improvement.

I’ll explain what we will be doing: I will start by asking you a few questions around your work and your experience. Then I will ask you a few questions focusing on different areas of Query Builder. This is to get a deeper understanding of your problems, and pain points to help find potential solutions. You can think of this more as a conversation: I want to understand things from your perspective.

Also, please don’t worry that you’re going to hurt our feelings. We’re doing this to improve the product, so please share your honest thoughts as we go along.

We have scheduled this session to run approximately for 1hr. This will be recorded as per the consent form that you signed. We treat this conversation as strictly confidential. We won’t share any details with anyone outside the immediate people working on this project.

Do you have any questions, before we begin? Perfect! We’ll start recording.

# Warmup

To start with, can you tell me about yourself?

* What is your role?
* How long have you been using Query Builder and which other COSAIN products do you use?
* How do you use Query builder in your role?
* How often do you use a computer, smartphone or a tablet?

To start with, I will share my screen to show you Query Builder, but please feel free to share you if you want to show me something that you think is relevant

# Query Panel

Can you walk me through how you would create a query?

* In what circumstances would you create a query?
* What are all the things you need to do and know to create a query?
* How do you decide what term (account, location) to add to your query?
* When you click on an item (term, account, location). What do you think of options in the panels that open on the right-hand side?
  + Have you used them before?
  + Which one(s) do you find the most useful?
* Which section do you use the least/most? Why?
* If you could change one or two things about the process to build a query, what would this be?
  + How would that make it easier for you?
  + Why is that important to you?

# Email

Can you tell me about your experience with setting up an email schedule for your queries?

* Who are the reports sent to?
* How often do you have to set up an email schedule?
* If you could change something about the email setup, what would it be?
  + How would that make it easier for you?

# Definition

Tel me about your experience with the definition functionality.

* How do you decide to create a definition?
* What do you think about the process to create definition?
* What do you think of the bulk upload functionality?

# Messages / Results

What do you think about the messages coming through?

* How important is it to you to see the messages coming through?
* How do you use the results that you see on the screen?
  + How often do you have to do that?
  + What would make this easier for you?
* What information would you like to see on the messages?
  + Why would that be important to you?
* How useful is the Cloud View for you?
  + Why is it important to you?
  + When do you decide to use?
  + How often do you use it
* Would you mind going to another page to see the results, to see more messages for example?

# If we have time

What do you think of the context menus

* Line graph / Home page:
  + Are you familiar with it?
  + Do you use it? How does it help you?
  + What is your overall feeling about the Homepage?
* Query panel: Ellipsis to Clone, Rename and Delete
* Query panel: Menu to Share and Create new group
* Pill: Ellipsis to rename
* In Basis: Ellipsis to “Create a definition”

# Conclusion

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

To conclude:

* Can you think of anything else you would like to add?
* How would you change this product if you could?
* 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?
* Would you mind being contacted to provide more feedback about Query Builder or any other COSAIN product?

# Follow up questions (for the interviewer)

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