

Possible Questions we can ask

General Understanding

1. What are the primary goals of the new workflow management system?
2. Can you provide examples of the types of tasks that need to be managed?

Task Management

3. How are tasks currently assigned and tracked?
4. Are there any specific task categories or tags that need to be incorporated into the system?

Notifications

5. Are there any specific requirements for the email notifications when tasks are assigned?
6. Should the notifications be customizable by the supervisors?

User Roles and Permissions

7. Can you detail the different user roles and their specific permissions (e.g., staff members, supervisors)?
8. Are there any existing user management systems that we need to integrate with?

Task Updates

9. What specific information should be included in the task status updates and progress logs?
10. How often do you expect users to update their tasks?

Supervisory Access

11. What level of visibility do supervisors need for the tasks?
12. How flexible should the visibility settings be for different tasks?

Dashboard and Reporting

13. What key performance indicators (KPIs) do you want to see on the dashboard?
14. Can you provide examples of the types of filters that will be useful for task categorisation?

Data Export

15. What specific data formats do you need for exporting data (e.g., CSV, PDF)?
16. How frequently do you expect to export data?

Flexibility and Future Changes

17. What type of new data fields do you foresee needing in the future?
18. How important is it for the system to be adaptable to changes in workflow processes?

Authentication

19. Can you provide details about the existing infrastructure for user authentication?
20. Do you have a preference for specific authentication methods (e.g., OpenAuth)?

Additional Considerations

21. Are there any compliance or security requirements that we need to be aware of?
22. Is there anything else you would like to see included in the system that we haven't covered?