# **How can digital solutions be used to meet user needs?**

**How will we know what the user needs/wants?**

In order to know what users want it can be achieved by asking them to complete surveys/forms, these will include questions such as what they would like to see in the solution and how it can be made more accessible and easy for them to read/understand.

**What will be done with this information?**

Once the surveys are complete the data from these surveys will be used and considered when developing the solution

**Example**

Sector – Retail

User need – Esay and quick shopping

Solution – using an e-commerce website for users to shop for click and collect or delivery, this will hopefully save time for the users.