## 1. Senior Manager: Sanjoy Dutta (Senior manager in Juniper)

**Question:** "I’d like to understand how you currently monitor the progress of your projects and your team’s workload. Could you describe your approach?"

**Mr. Sanjoy:** "Sure. We use a mix of Jira for task tracking and MS Project for timelines. For workload, I rely heavily on weekly standups and dashboards that pull logged hours versus planned hours. But, it’s not always accurate because people often forget to log non-billable time like meetings."

**Question:** "If you had a perfect solution for managing both your team’s time and project budgets, what would that look like for you?"

**Mr. Sanjoy:** "It would be a single dashboard that integrates everything, planned vs. actual hours, real-time budget tracking, resource utilization, and predictive alerts when we’re at risk of going over budget. Something proactive, not just reactive."

**Question:** "Speaking of non-billable hours, how do you currently manage those, like internal meetings or training? And how should a report differentiate between billable and non-billable hours?"

**Mr. Sanjoy:** "Right now, we use categories in our timesheet tool, billable vs. non-billable. But executives often ignore non-billable numbers, even though they matter. Ideally, reports should highlight them side by side so we can see the true workload distribution."

**Question:** "Do you work with fixed-fee projects? If so, how do you track your team’s hours against the project’s budget to ensure profitability?"

**Mr. Sanjoy:** "Yes, a lot of our contracts are paid by the hour. We track hours religiously because going over eats into margins. The challenge is, we don’t have real-time visibility; we usually realize it too late. A live chart against the budget would be better."

**Question:** "Beyond client reports, what data do you need internally to understand your team’s productivity and capacity? Would you prefer a breakdown by task type or more individual performance metrics?"

**Mr. Sanjoy:** "Both. Task-type breakdowns help me with resourcing, whether design work is overloading engineers, for example. But at the same time, I want individual productivity trends to identify training needs or burnout risks."

**Question:** "How important is it for you to have a visual dashboard comparing a project’s estimated budget versus actual tracked time and costs in real time?"

**Mr. Sanjoy:** "Very important. Executives always want a snapshot. Right now, it takes me a full day every week just to build those visuals manually."

**Question:** "Could you briefly describe the tools and steps you currently use to create your most important weekly or monthly project report?"

**Mr. Sanjoy:** "I export raw data from Jira and our timesheet system, merge it in Excel, clean it up, then build pivot tables and charts. It’s very manual."

**Question:** "What’s the most difficult or time-consuming part of turning raw time-tracking data into a meaningful summary for clients or executives?"

**Mr. Sanjoy:** "Context. The numbers don’t explain delays or bottlenecks. I spend hours writing commentary, why timelines slipped, why costs spiked. That’s the bottleneck."

**Question:** "If a feature could automatically generate a first draft of that summary for you, how would that impact your work?"

**Mr. Sanjoy:** "That would save me hours each week. I could spend time strategizing instead of being a reporting machine."

## 2. Part 2: Freelancer: Prasanna Gupta (Graphic Designer, Hourly)

**Question**:  
 "How do you currently report your progress on a task to your project manager? What does that communication look like?"

**Freelancer**:  
 "Usually, I send daily Slack updates or attach a quick screenshot with how far I’ve gotten. Sometimes I also fill out timesheets, but it depends on the client."

**Question**:  
 "What is the biggest interruption or hassle about the way you’re currently asked to track your time?"

**Freelancer**:  
 "I often forget, then I have to reconstruct from memory at the end of the day, which isn’t always accurate."

**Question**:  
 "From your point of view, what’s the most important information your manager needs to see on your timesheet to understand the work you’ve done?"

**Freelancer**:  
 "They care about two things: total hours billed and what those hours were spent on. So I try to be specific, like '3 hours—logo variations' instead of just 'design work.'"