

Client Voice Mail - Transcript

Hi, it's Henry Lee here – Jane suggested that I give you a call so we can have a chat before you guys start officially next week. I'm actually going to be in an offsite for the next couple of days, so I might just have to cram some information into this voicemail! The work is pretty straightforward, anyway... I just need you to take an end-to-end look at the HESG online application process, and help us to tweak it to reduce the number of drop-outs. To be frank, the current UX is pretty awful... but I don't have the time or budget to do a proper overhaul now, so just tell me what we can fix quickly and let's get it done. I'm also getting grief because our usage data is... well, let's say it's not good! I can't seem to get a consistent set of website data from one day to the next, so if your team could take a look at the metrics and help me tell a sensible story to my bosses, well, that'd help a lot too. Gotta go – if we don't speak beforehand, have a good weekend and let's catch up when you're here on Monday morning – it'd be good to talk through your plan and whether you can accelerate any of it... Jane seemed to think you'd need six weeks, and I trust her so I've gone along with it for now, but it seems like a lot of time to me so... anyway, doesn't matter now, let's discuss next week. Thanks!