Interview Questions

Interview Tips

Tips for better interviews:

- Use open-ended questions to steer.
- Use closed questions to confirm, or to change the course of the interview
- Ask for stories: "Tell me a story about the last time you…"
- Ask for an example: "Give me an example of a time that this happened…"
- Look for a chance to observe: "Can you show me how you do that?"
- Ask for highs and lows: "Tell me about your worst experience…" "Tell be about your best experience…"
- Watch and listen for emotion – that's a signal that there's potential value to find
- When they ask for a feature, ask them the *magic question* – "what would you do if you had that?"
- Take notes on paper – especially verbatim quotes

Setup

- Introduce yourself
- State the Purpose of the interview

We are starting to redesign Cohesity Reporting. Before diving into design, we want to get your inputs to ensure our future design can meet and align with your needs.

Section I - Interview Questions [15 minutes]

Purpose: Understand users' demographics, behavioral patterns, workflows, and pain points.

1. Background

Purpose: Act as an icebreaker and to simultaneously learn their general background.

- What is your role?
- Tell me about your daily work.
- What technology do you need to know to accomplish your job? (number of clusters, Helios, Covid-19 changes)

2. Current Use of the Product

Purpose: Understand how our products fit in the users' workflow. Asking what, when, who, why, and how questions to get their behavior pattern.

- What do you report on?
- Who consumes the reports?
  - Which users should be allowed to generate reports? (*Note: RBAC*)
- What percentage of Built-in reports versus Custom reports do you use?
- How do you get custom reports across all clusters?

3. Experience

Purpose: Understand the positive and pain points of the current experience.

- Tell me about your worst/most frustrating experience with Cohesity Reporting.
- Tell me about your best experience.
- Are you using other products alongside Cohesity for Reporting?
- When do you use regular GUI Views vs. Reporting?
- Share your best reporting experience with another product.

Section II - Showing and Telling [20 minutes]

Purpose: Observe users to understand their behavioral patterns and motivations

- Could you show me how you generated and used your last report?
  - What are the top reports are you generating and why?
  - How often do you create them?

Section III - Wrap up [10 minutes]

Purpose: Ask projection/dream questions and close up

- Replay main points noted during the interview and ask clarifying questions.
  - Use the style "You told me that you do <foo>. Is this correct?"

- What can't you achieve with Cohesity reporting today? If we gave you this capability, what would you do with it?"
- Thank the subject for their participation in the interview.