**1st Interview: SQA Engineer**

**Smart Checklist Discussion Guide -**

* **Opening** 
  + **Intro:** Hi, this is Adnan.
  + **Check-in:** Can you hear me well?
  + **Greetings:**

How are you today?

**Answer**: I am doing well. What about you?

* + **Transition:** I am doing good. First of all, Thank you so much for taking time to chat with me. I really appreciate that. So let me describe you what we are talking about today
  + **Project Introduction:** I am interviewing some people to get information about their daily life, the things they forget, how they make their daily routine to build an automated system. I scheduled a thirty-minute long interview session with you. but we might end early and that’s totally fine.
  + **Introduce the Goal:** Our main goal is to understand how you're managing your routine and other things, furthermore what system you are using.

I’m gonna ask you a series of questions today and there are no right or wrong answers. I’m looking for your open and honest feedback. The more we know, the more we can improve the experience of creating components, so please don’t hold back..

* + **Before start:** Before we get started, do you have any questions for me?

**Answer**: No, please go ahead with your questions.

* **Background:**
  + **Transition:** So... alright, i guess just a little bit of background
  + **Role:**

Tell me a little bit about what you do. Can you tell me what you do?

**Answer**: Right now, I am working remotely as a SQA Engineer at HQ Software. My main responsibility is to do user level testing and note down the software efficiency.

* + **Process:**

Can you describe the process you currently use to make your daily routine or checklist to not forget things?

**Answer**: As I have already told you I am working remotely right now so it is really difficult to manage time and work effectively. So I use the calendar app to manage everything on time. And for office work we use Asana.

If the user does not mention how they are using the system, ask  
How did you use the system when creating a reminder?

**Answer**: Mhmm so basically, when I am working and some other stuff like picking up groceries or laundry comes up I just set that in the app to remind me later.

* + **If used any software:**

Can you tell me about your experience using the software?

**Answer**: The app is really good and helps. It also sync with my phone and laptop so I can check thing really easily and create from any one of them.

Is there anything you want or need that was not satisfied by using the software?

**Answer**: Yes, as this is a calendar app so If i have something to set for the next week i have to scroll through a lot and also as i have told you i had to set everything myself, sometimes i even forget to set things.

Can you show me the software?

**Answer**: Yeah sure, I have it on my phone.

Can you walk me through how you used the software?

**Answer**: So you just have to go to the app, select a date, time then give it a title, add some description and you are good to go.

Is there anything you would like to see on the software that is not available?

**Answer**: Yes, If i could add any picture or upload a file then it would have been better.

I got you.  
Did you realize any time savings or efficiencies in using the software - if yes, could you please describe the efficiencies gained by using the software? If not, why?

**Answer**: Yes, It saves some time, but as I have already told you I have to set everything by myself and this is the only problem I have with the app.

**End:** Okay. Well that’s all I have for you today. That about wraps it up on my end.

Do you have any questions for us?

**Answer**: No, I don’t have any questions, hopefully I have helped you enough regarding your research.

Thank you so much.  
Speaking with you was really helpful.  
We’re gonna use your feedback for our study. Can we reach out again for a follow-up session?

**Answer**: Of course, any time you want, don’t forget to reach out to me.

**2nd Interview: Shop Owner**

**Smart Checklist Discussion Guide -**

* **Opening** 
  + **Intro:** Hi, this is Adnan.
  + **Check-in:** Can you hear me well?
  + **Greetings:**

How are you today?

**Answer**: I am fine. How are you?

* + **Transition:** I am doing good. First of all, Thank you so much for taking time to chat with me. I really appreciate that. So let me describe you what we are talking about today
  + **Project Introduction:** I am interviewing some people to get information about their daily life, the things they forget, how they make their daily routine to build an automated system. I scheduled a thirty-minute long interview session with you. but we might end early and that’s totally fine.
  + **Introduce the Goal:** Our main goal is to understand how you're managing your routine and other things, furthermore what system you are using.

I’m gonna ask you a series of questions today and there are no right or wrong answers. I’m looking for your open and honest feedback. The more we know, the more we can improve the experience of creating components, so please don’t hold back..

* + **Before start:** Before we get started, do you have any questions for me?

**Answer**: No please, you can start.

* **Background:**
  + **Transition:** So... alright, i guess just a little bit of background
  + **Role:**

Tell me a little bit about what you do. Can you tell me what you do?

**Answer**: I own a store on Pine street. It is a phone store and we also transfer money to other countries through RIA and CHOICE.

* + **Process:**

Can you describe the process you currently use to make your daily routine or checklist to not forget things?

**Answer**: Actually I don’t really use any app for that. But I would love to have an app where I can easily manage my routine or can put things on schedule.

* + **If did not used any software:**

How do you manage your time then?

**Answer:** Usually I write stuff on any paper or try to memorize things, but you know, we humans always forget things.

Will you please show me how you do that?

**Answer:** Yeah sure, you see this paper, I wrote a dealer number whom I will have to call after I finish with you.

How long does it take you to create?

**Answer:** As you see it does not take that much. I just need a pen and paper to write on.

Would you like anything easier and faster?

**Answer:** Yes sure, that would be great, in fact I am looking forward to being smart.

* + **End:** Okay. Well that’s all I have for you today. That about wraps it up on my end.

Do you have any questions for us?

**Answer**: No, It was really nice and I hope I helped you.

Thank you so much.  
Speaking with you was really helpful.  
We’re gonna use your feedback for our study. Can we reach out again for a follow-up session?

**Answer**: Yeah Sure, I am up for that any time.

**3rd Interview: Electrician**

**Smart Checklist Discussion Guide -**

* **Opening** 
  + **Intro:** Hi, this is Adnan.
  + **Check-in:** Can you hear me well?
  + **Greetings:**

How are you today?

**Answer**: Everything is going well, How can I help you today?

* + **Transition:** First of all, Thank you so much for taking time to chat with me. I really appreciate that. So let me describe you what we are talking about today
  + **Project Introduction:** I am interviewing some people to get information about their daily life, the things they forget, how they make their daily routine to build an automated system. I scheduled a thirty-minute long interview session with you. but we might end early and that’s totally fine.
  + **Introduce the Goal:** Our main goal is to understand how you're managing your routine and other things, furthermore what system you are using.

I’m gonna ask you a series of questions today and there are no right or wrong answers. I’m looking for your open and honest feedback. The more we know, the more we can improve the experience of creating components, so please don’t hold back..

* + **Before start:** Before we get started, do you have any questions for me?

**Answer**: No, I am good, you can start the interview.

* **Background:**
  + **Transition:** So... alright, i guess just a little bit of background
  + **Role:**

Tell me a little bit about what you do. Can you tell me what you do?

**Answer**: I work as an Electrician at HomeSafe company. I work here 5 days a week for 8 hours. On the other hand, I do other contractual or repairing stuff in our community.

* + **Process:**

Can you describe the process you currently use to make your daily routine or checklist to not forget things?

**Answer**: I really don’t use any app like that. I have a notebook where I write my work hours and my bills, rather than managing everything over the Phone.

* + **If used any software:**

Can you tell me about your experience using the software?

**Answer**: I used to use google sheet to track things but it really gave me a hard time so stop using that.

Is there anything you want or need that was not satisfied by using the software?

**Answer**: Yes, I phone the sheet line spaces really small and it is really hard to use that on the phone, as an electrician i really don't need a laptop so that was hard for me.

Can you show me the software?

**Answer**: Yes sure, I have some of the sheets still on my phone.

Can you walk me through how you used the software?

**Answer**: So you just have to go to the app, create a new sheet, then give it a title, you can write each day information in each row and different things in column, that's it.

Is there anything you would like to see on the software that is not available?

**Answer**: Yes, If the app interface was better for the phone, I would have still used that.

I got you.  
Did you realize any time savings or efficiencies in using the software - if yes, could you please describe the efficiencies gained by using the software? If not, why?

**Answer**: Yes, That app saved a lot of time and also I could have access to it from anywhere.

**End:** Okay. Well that’s all I have for you today. That about wraps it up on my end.

Do you have any questions for us?

**Answer**: No, I don’t have any questions for you, I just hope this interview helped you.

Thank you so much.  
Speaking with you was really helpful.  
We’re gonna use your feedback for our study. Can we reach out again for a follow-up session?

**Answer**: Sure, you can contact me anytime you need.