

# User Interview



Oracle

Type: Technology Enterprise

Company size > 100000

Location: Bangalore, India

User Name: Manjunath

Interviewed by: Asit

Date: 13/11/2020

## User Details

User Type: Senior

User Role: Manager

Department: Product Management

*"Experience taught me to have regular check-ins with low performers"*  
*"Performance should be relatable, not comparable"*  
*"Good manager knows how to use bell curve"*

## Use Cases

- How, with whom, in what context do they use the product?
- What is the primary objective of using your product?

## Goals

Top Questions : How do you capture feedback and continuously track the actionable items? What do you want in the process to be improved?What

## Jobs to be done

1. To build a long-lasting relationship with employees.
2. To enable the employees to be better every day

are the frustrations?

Mentorship

Relationship Building

Trust

Peer benchmarking

Deep Qualitative insights

1. To have an alignment discussion on organizational and personal goals.
2. To document employee interactions.
3. To have regular check-ins with low performers
4. To optimally stack employees on the bell curve.
5. Tracking and ensuring timely and quality deliverables

## Favorite Features

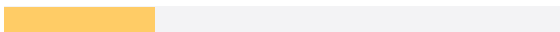
Feature #1



Feature #2



Feature #3



Feature #4



## Suggestions

- To be able to consolidate all the feedbacks and interactions in one place
- Peer Benchmarking specifically for junior employees
- Set tough goals for the employees

## Frustrations

1. Freshers are not satisfied with the current process (want early promotions)
2. Not able to consolidate and maintain data in one place.
3. Relationship and trust-building for new managers
4. Not able to communicate insights on qualitative feedback



### Notes and feedback

What pain points or roadblocks brought this user to your product? What were they using before?

