



Introduction Session

- Introduction about the session -Ritesh
- Participants introduction

Day-to-day tasks -

how they perform?, challenges? Reviews with Boss, data extraction for business etc.

Task wise reports (on the spot + through mail)

Reports in use - data source, pain points, how does the TL/TLD/RSM want it? (dashboard, REPORTS, WHATSAPP, SMS). Also, capture the list on stickynotes if not on our list
Dwell into parameters if mentioning mother-reports, or if we feel there is a need to.. eg. for unique reports.

Empathy session for dashboard-

Give them the sticky notes and ask them to arrange for navigation.

Note:

Capture empathy maps during this interaction - report wise and respondant wise.
Capture any other relevant information during this interaction (Any points on the interface of report generation)

By Break Time - list of tasks and Reports are ready on stickynotes.

The same list captured in the stage 1 is also put on the sticky notes