

Interview Record

Interviewer:

Hello! Thank you for participating in this interview. What aspects of the insurance management system would you most like to see improved?

End User 1:

I would like the system to display my insurance information more intuitively, such as the types of policies and their expiration dates, so I don't have to flip through many pages to find what I need.

Interviewer:

Got it, you want the system's interface to be more concise and clear. Do you find the current system easy to use? Are there any features that you find difficult to locate or that aren't smooth to operate?

End User 1:

Sometimes it's a bit troublesome to find detailed policy information, especially when different types of insurance and claims information are mixed together. The categorization isn't clear enough.

Interviewer:

Thank you for your feedback! If the system could automatically categorize insurance types, would you find that more convenient?

Modification: *"What categories would you like to see for different insurance types (e.g., life, health, property)? Could you list a few categories you would like to see?"*

Modification: *"Would you prefer users to customize these categories?"*

End User 1:

Yes, if the categorization was clearer, I could find the details for each type of insurance more quickly, saving time.

Interviewer:

Okay, categorization is important. Would you also like the system to proactively remind you about insurance expiration dates? For example, sending a notification one week before the expiration date?

Modification: *"Would you prefer to receive notifications via email, text, or in-app notifications?"*

Modification: *"Besides renewal reminders, what other reminders would you need?"*

End User 1:

Yes, the reminder feature is very important, so I won't miss the renewal time and avoid any interruption in coverage.

Interviewer:

Got it. Would you also like the system to recommend products for renewal based on your insurance history and needs?

Modification: *"Should the system recommend products based on your past insurance records, or should it also consider other factors like market trends or new offerings?"*

Modification: *"Would you like the option to opt-out of product recommendations?"*

End User 1:

If the system could recommend products based on my past insurance records, that would be more convenient. I wouldn't have to choose the right insurance myself.

Interviewer:

Okay, the product recommendation feature sounds appealing to you. Are you concerned about the system's security, especially regarding how your personal information is protected?

Modification: *"Would you like the system to support multi-factor authentication for additional security?"*

Modification: *"How would you like the system to display its data protection measures?"*

End User 1:

Yes, I'm very concerned. After all, this is my personal information, and the system's security must be very high, especially with encryption protection during data transmission.

Interviewer:

I completely understand. Would you like the system to display the progress of claims processing, such as "under review" or "paid"?

Modification: *"How would you like to view the claims progress? Would you need real-time notifications?"*

Modification: *"Would you like the system to display an estimated completion time?"*

End User 1:

Yes, if it could show the claims progress in real-time, I wouldn't have to keep checking, which would be very convenient for me.
