User Interview and Survey Questions for Argus- AI Forensic Analysis Platform

User interviews and structured surveys will help us understand actual user workflows, frustrations, and feature needs. We will ask investigators and analysts to describe how they use each module (ingestion, search, analysis, reporting) and probe where they encounter friction. Prior studies note that many forensic tools suffer from slow processing and missing automated features (e.g. timeline creation or smart reporting), forcing analysts to do tasks manually. Our questions aim to uncover these pain points and gather suggestions for improvement or new capabilities.

Qualitative Interview Questions

Ingestion Workflow: Ensuring clear progress indicators is crucial, as visible loading bars and status messages keep users informed and in control. We will ask users to describe how they monitor data ingestion. For example:

- How do you currently track the progress of data ingestion tasks (e.g. loading UFDR, XRY, E01 files)? Are progress bars or logs easy to understand?
- Have you ever been unsure whether an ingestion has completed or stalled? What information (percentage, elapsed time, etc.) would make the status clearer?
- Are any data formats (UFDR, XRY, E01, raw files, bank statements) particularly slow or problematic to ingest? Which ones?

Advanced Search & Filtering: Well-designed advanced search lets users narrow results efficiently, but too many options or hidden filters can overwhelm users. We will explore how easily users can form queries and interpret results:

- Do you find the search filter options easy to use, or are there queries/functions you struggle to formulate? Are any filter controls or fields confusing or missing?
- Have you ever felt overwhelmed by the number of search options? Which search filters do you use most often, and which seem unnecessary?
- When you get search results, does the way they are displayed (sorting, grouping, highlights) help you find what you need? Can you think of ways the search results interface could be improved?

Chat Analysis: We will ask about locating and interpreting communication data. For example:

- How do you search through and analyze chat or messaging data? Are conversation threads, timestamps, and keyword highlights easy to find and understand?
- Do any chat-analysis features (e.g. timeline of messages, sentiment indicators, frequency charts) feel missing or confusing? How could this module better support identifying key communications?

Chart Analysis: Charts and graphs (timelines, histograms, etc.) should clearly summarize case data. We will ask:

- Are the charts and graphs (e.g. message timelines, activity histograms, pie charts of categories) easy to read and labeled clearly? Are axis labels, legends, and chart controls understandable?
- Can you drill into or filter the charts as needed? If certain chart features are hard to use or missing (like zooming, tooltips, or export), what would you add or change?

Graph (Network) Analysis: Graph visualizations must make complex relationships understandable. We will probe the usability of network graphs:

- Does the graph/network view clearly illustrate relationships between entities (people, devices, accounts)? Are you able to zoom, pan, and expand the graph intuitively?
- Have you encountered problems like overlapping node labels, unclear colors, or other clutter that make the graph hard to interpret? (Even good UX can be ruined by poor interface design – e.g. label overlap or clutter.)
- What improvements (better layout algorithms, clearer legends, interactive filters) would make the graph analysis more effective?

GIS (Map) Analysis: For geographic data:

- How user-friendly is the mapping interface? Are map layers, location pins, and geographic boundaries displayed clearly?
- Are the map controls (zoom, layer toggle, heatmaps) and legends understandable?
- What geographic or spatial analysis features (e.g. cluster views, region filters, route mapping) would help your investigations that are not currently present?

Telecom Data Analysis: For analyzing call/SMS/tower data:

- How do you work with telecom data (call logs, cell tower records)? Are the relevant fields and filters intuitive (e.g. filter by date/time, call duration, tower location)?
- Does the tool visualize communication networks (e.g. who called whom) effectively? Are those visualizations clear, or do they need better labeling or controls?
- What telecom-specific features (such as call duration summaries, aggregation of contacts, or export options) would improve your workflow?

Bank Statement Analysis: For financial data:

- How effectively does the bank statement module highlight relevant transactions (by date, category, amount)? Is it easy to search, filter, and sort transactions?
- Do the provided visual summaries (spending charts, category breakdowns) help you quickly spot important patterns? Are their legends and labels clear?
- Have you had any issues importing statements or reconciling accounts? What features (like automated categorization or anomaly alerts) would be most helpful?

Reporting & Case Progress: Since many tools lack smart reporting and timeline functions, we will ask about report generation and case tracking:

- How do you currently generate case reports or timelines? Does the instant-report feature automate enough of this, or do you still compile information manually?
- Are the auto-generated reports (PDFs or dashboards) detailed and clear enough for your needs? What additional summary fields, charts, or timeline markers would you like to see?
- How do you monitor overall case progress and status? For example, do you get clear indicators of percent complete, last update time, or next actions? What would make the case overview more informative for you?

Overall Feedback: Finally, we will ask broad questions to surface any missed issues:

- Which feature or module do you find most frustrating or difficult to use, and why?
- Which existing feature do you find most valuable or frequently use?
- If you could add any new feature to this platform (within our scope of ingestion/analysis), what would it be?

- Is there anything else about the user experience (e.g. navigation, permissions, performance) that you would change or improve?

Multiple-Choice Survey Questions

We will complement interviews with quantitative questions (rating scales and multiple-choice) to gauge how widespread certain issues are. These can help prioritize improvements. For example, Likert-scale items measure user attitudes and satisfaction, providing a quantitative view of the experience. Sample questions include:

1. **Ingestion Progress:** How satisfied are you with the system's indicators (loading bars, status updates) for data ingestion?
    - (a) Very satisfied
    - (b) Somewhat satisfied
    - (c) Neutral
    - (d) Somewhat dissatisfied
    - (e) Very dissatisfied
2. **Search Filters:** The advanced search filters and query options are easy to use and find what I need:
    - (a) Strongly agree
    - (b) Agree
    - (c) Neither agree nor disagree
    - (d) Disagree
    - (e) Strongly disagree
3. **Graph Analysis:** The graph/network visualization is clear and intuitive (nodes, edges, labels):
    - (a) Very clear and intuitive
    - (b) Mostly clear
    - (c) Neutral

- (d) Somewhat confusing
- (e) Very confusing

4. **Biggest Challenge:** Which part of the platform do you find most difficult or frustrating?
   - (a) Data ingestion (file loading/status)
   - (b) Search and filtering
   - (c) Chat/message analysis
   - (d) Chart/timeline analysis
   - (e) Graph/network analysis
   - (f) Map (GIS) analysis
   - (g) Telecom data analysis
   - (h) Bank statement analysis
   - (i) Reporting/dashboard generation
5. **Case Progress Clarity:** How well does the platform keep you informed about overall case progress and status?
   - (a) Very clearly and completely
   - (b) Mostly clearly
   - (c) Somewhat clearly
   - (d) Not very clearly
   - (e) Not at all clearly
6. **Report Satisfaction:** How satisfied are you with the detail and format of the reports (PDFs, dashboards) generated by the platform?
   - (a) Very satisfied
   - (b) Somewhat satisfied
   - (c) Neutral

- (d) Somewhat dissatisfied
- (e) Very dissatisfied

Each of these multiple-choice items can be accompanied by space for optional comments if users want to elaborate. Together, the qualitative interviews and structured survey data will highlight which UX issues are most severe and guide decisions on which features to improve or add.