UI Requirement Gathering Questions

Gathering Requirements

User Requirements

The goal is to get to know our user and what they need. In an ideal world, we would speak to the user's directly to understand their needs. But, since we can only speak to our customer a great way to fill in the blank is through analytics.

Web analytics

Analytics are very valuable to the design development. Often customers do not realize how little a certain feature is being used (if used at all). Analytics allow us to analyze the existing content and how it is being used. Helping us prioritize what needs to be easily attainable to the user and what does not. This also allows us to be one step ahead of the customer and show that we care about the quality/improvement of our work. Allowing for triangulation between what the customer tells us the user wants and what they need as shown through their interaction with the product.

Questions for the Customer

Answers to these questions will give me a lot of useful information about what sort of things the customer wants to see in the UI. To create a successful mockup, I must have the background knowledge as well, such as the structure of the data we are using, as to not create something out of reach for the developers. Aside from this, the following questions should always have answers, whether it comes from the customer or someone who knows the information already. They do not have to be asked in any specific order.

Here are questions that will facilitate the mock-up creation process, if answered prior to development:

Users

- What are the typical demographics and skills of potential users, and how much variation in these is typical?
    - What is the background (job position) of the main users of this product?
    - What is their level of technology use? (advance, intermediate, basic)
    - Average age of user's?
- From your perspective, what are some of the critical audiences for this application?
- If you had to choose one, who would you say is the primary audience?
- Where do users most often get confused today?
- What are the current pain points of this process? (only applicable if process or similar process already exists)

Functionality

- What are the user's main goals when using this product?
    - What are the most important things people can do, or actions they can take on the application?
    - Given the priority audiences you identified, are there cycles of activity that could guide when certain information should be presented? If so, please describe those cycles. What kinds of information falls outside of those cycles?

- o What distinctions in user roles and tasks would you expect us to see?
- Is there a baseline percentage of the original features that must be retained? What are the absolute mandatory functions?
  - o What kind of information, features or functionality needs to be there that isn't now?
- Please outline some example use cases (if there are multiple roles, please list at least one for each):