

Supply Translator – Ingest & Prep Workflow User Testing

5/30/19

Interview Protocol

1. Introduction of goals and participants
2. Workflow demonstration
3. Follow-up questions

Introduction

Thank you for taking the time to participate in this interview. In this session, we want to learn about you and your work, especially your process of getting content ready to send to clients.

We will be walking you through the proposed workflow. You can't do or say anything wrong here. We'd like you to "think aloud" as much as possible. By that, we mean that we'd like you to speak your thoughts as often as you can. Please feel free to chime in with any comments or questions as you see fit in order to better help us understand your work. Our ultimate objective here is to see how your workflow can be improved with the new interface we are designing.

We will also be recording your voice and your screen during this session. These recordings will definitely be confidential and used only for research purposes by our team.

Follow-Up Questions

1. How do you feel about the new Ingest and Prep modal?
 - a. Does it suit your everyday needs?
 - b. Is the bulk apply intuitive?
 - c. Is there anything that would prevent you from completing your workflow?
 - d. Is there anything that can be added to improve your workflow?
2. How do you feel about the new Notes/Edits view?
 - a. Does it suit your everyday needs?
 - b. Is it intuitive?
 - c. Is there anything that would prevent you from completing your workflow?
 - d. Is there anything that can be added to improve your workflow?

3. How do you feel about the new GMO workflow?
 - a. Does it suit your needs?
 - b. Is there anything that would prevent you from completing your workflow?
 - c. Is there anything that can be added to improve your workflow?
4. What is your overall feedback of the proposed workflow?

Conclusion

Thank you for taking the time to share your work and process with us. You really helped us understand your role and gave us a lot of good insights and takeaways as to what could be improved in the process. Is it possible that we contact you if we have follow up questions?

we have any follow-up questions in the future? If you think of anything you forgot or think we should know after this session, please shoot us an e-mail at kennix.lee@nbcuni.com. Thanks again!