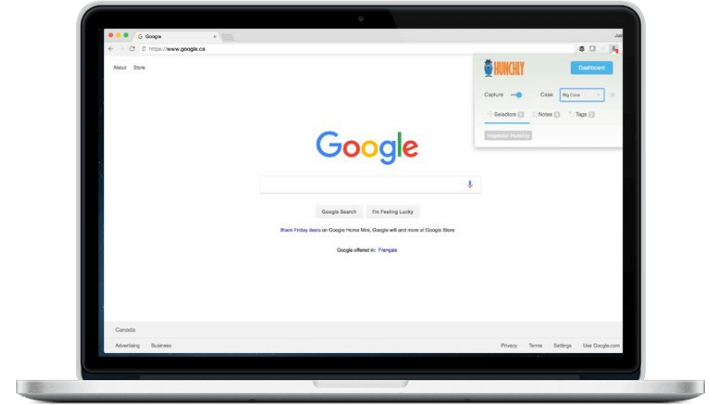# Hunchly 2 Report Builder Case Study

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What is Hunchly?

Hunchly 2 is software for documenting and organizing online investigations.

It creates accurate offline copies of webpages that can be easily shared, and even admitted as evidence.

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Image retrieved from hunch.ly

Project overview

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The problem:

Hunchly's users reported that the Report Builder feature was too limited, as well as being difficult to learn and frustrating to use.

The goal:

Improve the Report Builder so that even new users can quickly generate reports based on their Hunchly case files.

My role

- User research
  - Identify pain points
  - Evaluate new designs

- Design
  - Create low- and high-fidelity mockups
  - Assemble prototypes for users to test

- Validation
  - Quality assurance and testing

Pain points

1

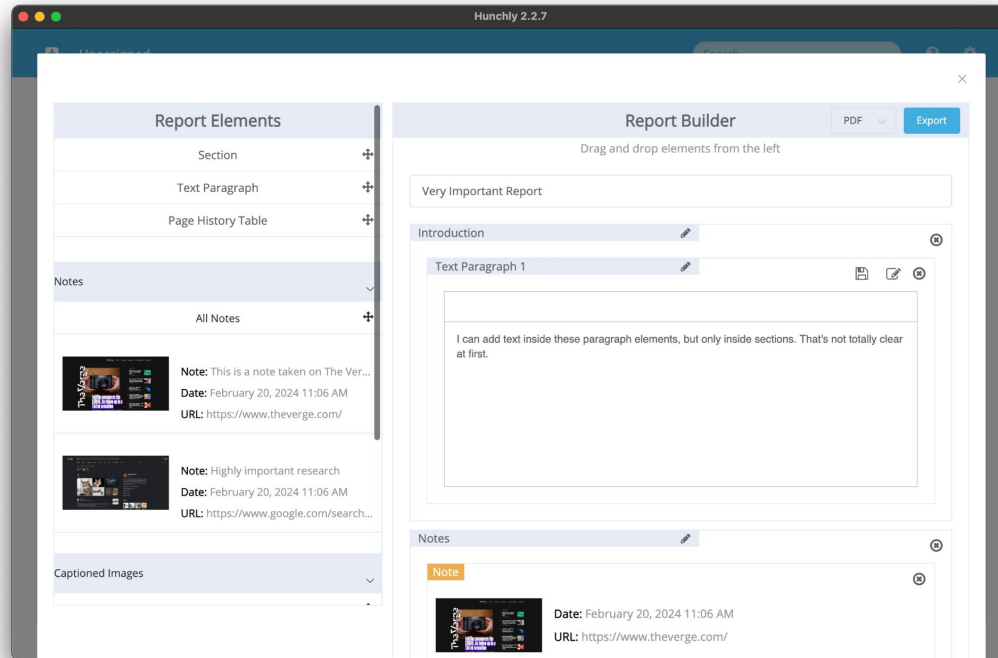Difficult to locate and select a particular item within a large case

2

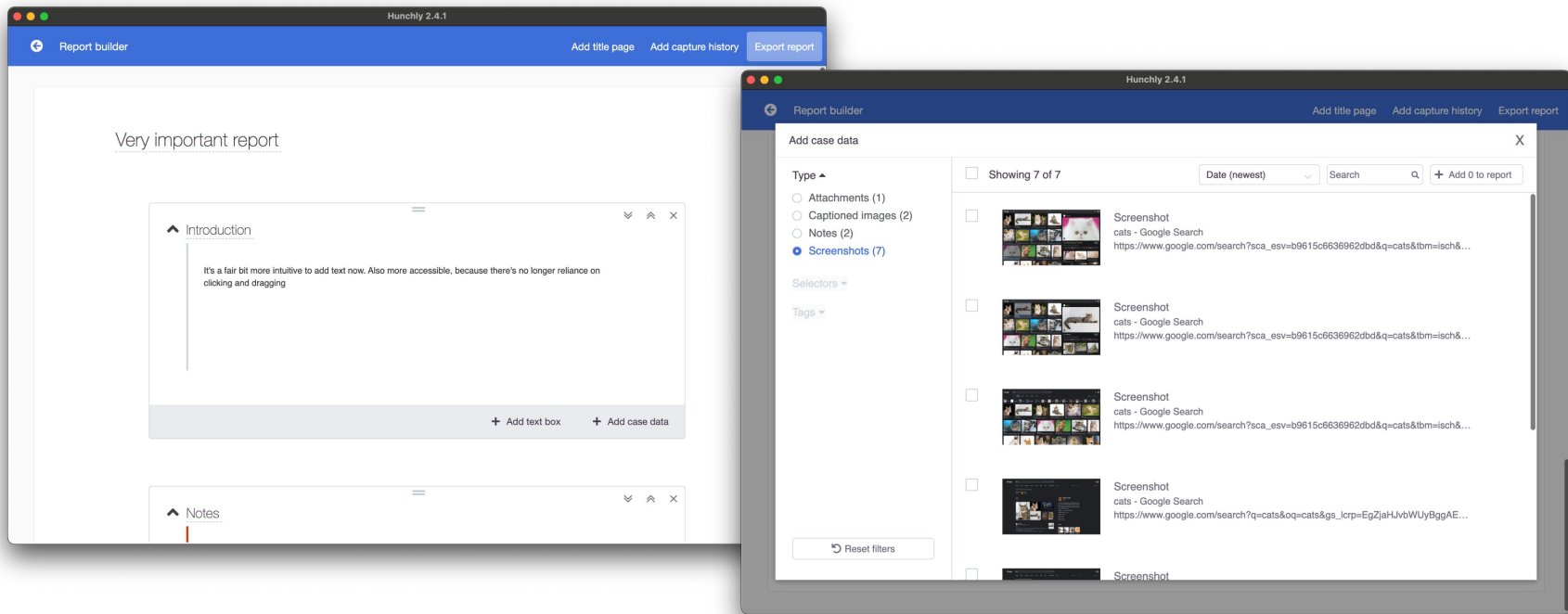Adding elements to report sections with click-and-drag is inconsistent and unintuitive

3

Unable to add page captures directly to reports

Based on insights gathered from interviews with 5 users, and from social media (Twitter/X, Signal)

Before

Hunchly 2 Report Builder - 2021

After

Hunchly 2 Report Builder - 2022

Lessons learned

1. User studies that assessed designs before implementation were highly valuable
   - Conducting user interviews at multiple points from low-fidelity mockup through high-fidelity prototype caught invalid assumptions early

2. Beware scope creep! Embrace the minimum viable product (MVP)
   - Delivery date pushed back as implementation grew more complex - team enthusiasm *has* to be reigned in
   - Cutting partially completed features late in development really sucks
   - Releasing in parts allows for more feedback from more users, and sooner

3. Implementation is best done in the smallest reasonable pieces
   - Allows for more regular dialog and review
   - Miscommunications caught late in development are more expensive to fix

Hungry for more?

I'd love to chat! You can reach me over email at me@phil.city

Visit phil.city for my CV, social media links, and to view my other work.