Interview Script (60-min Session)

Time	Moderator Actions & Questions
0-5 min	**Warm-up & Context•** "Thanks for joining—reminder this is about the *internal* Admin side, not merchants." redesigning our merchant onboarding process into a comprehensive platform that will automate tasks, capture richer data, and provide every team member with a clearer view of the onboarding process for merchants. To ensure the new experience truly supports your work, we're conducting a brief round of one-on-one research interviews with colleagues from across the company, both those who actively complete onboarding tasks *and* those who primarily review progress in a read-only capacity. Knowledge transfer(onboarding and training from artifacts[logs, audits, notifications]) What's your current role and how long have you been doing it?

5-15 min	Current-State Walkthrough
	1. "Walk me through the last merchant onboarding you worked on—from first e-mail to 'go live'."
	2. "Which tools/screens did you open? Can you show me?" (screen-share if possible)
	3. "Where do things usually slow down or break?"
	4. "What are your insights interest you, bottlenecks, and areas of struggle during the onboarding process for new merchants?"
15-25 min	Pain-Point Deep Dive
	• "Tell me about the last time you had to *chase* a lender or merchant , or internal admin for something."
	• "If you had a magic wand to remove one step tomorrow, what would that be?
	"Accessibility probe: "Any moments where small font, color-coding, or screen layouts get in your way?"
25-35 min	Future-State Reactions (Show Mid-Fi Prototype / Wireframes)*If you have the Admin queue prototype ready:*
	1. "First impression—what's the *very* first place you'd click?"
	2. "Find a merchant who needs lender credentials—how would you proceed?" (time how long)

	3. "What's missing for you to feel confident you're 'done' with that merchant?"
35-45 min	**Terminology & IA Check (Card Sort Lite)** • Show list: 'Pipeline', 'Exception', 'Credential', 'Provisioning', 'QA', 'Audit'. • "Group these into buckets that make sense to you—talk aloud." • Note mismatches ("Exception" ≠ "Stipulation"?)
45-50 min	**Edge Cases & Accessibility** • "Describe the most complicated onboarding you ever handled." • "How would the new system need to support that?" • "How do you currently figure out what programs can go together? Or what partners already work together? " • "Any adaptive tech or shortcuts you rely on (screen-reader, keyboard-only)?"
50-55 min	**Wrap-Up** • "If this tool launched tomorrow, what's the *first* training or cheat-sheet you'd ask for?" • "Anything we didn't cover that you think is critical?"
55-60 min	**Thank & Next Steps**

| | • Share timeline: synthesis next week; follow-up usability test in July. |
| | • Ask permission for quick Slack/email follow-ups if clarifications needed. |