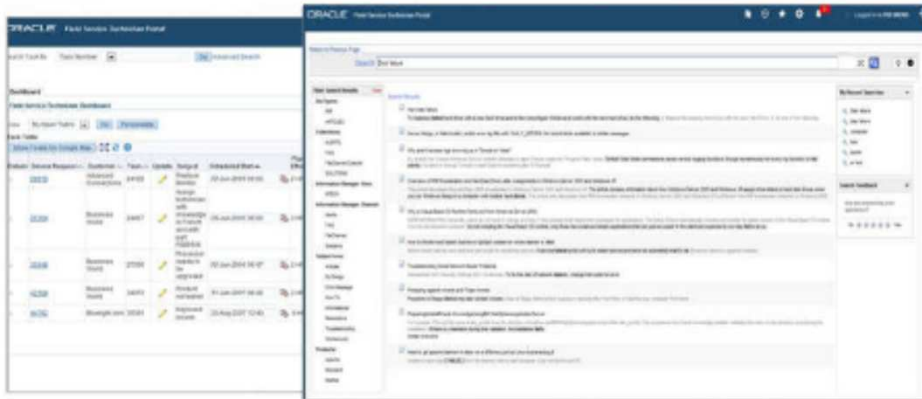# InQuira

Contextual Inquiry Research Results

Presented by Theresa Wilkinson

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Contextual Inquiry Results

Agenda

1. Executive Summary

2. Feedback from Interviews

3. Appendix

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EXECUTIVE SUMMARY

- The current InQuira system is difficult to use and the search is not effective
- It currently takes 203 seconds to find a search term in the system
- Fifty percent of support calls are InQuira-related
- If the CSR cannot find the solution, they must call the Help Desk and wait for the answer then call the customer back

Use InQuira Search

- 60% (14 of 23) No
- 40% (9 of 23) Yes

Find Information

- 43% (10 of 23) PLMR Subscriptions
- 30% (7 of 23) Shared PowerPoint decks
- 13% (3 of 23) Screen-saver with PLMRs
- 9% (2 of 23) Call Help Desk
- 4% (1 of 23) Post-It Notes with PLMRs

Use InQuira PLMR Subscriptions

- 80% (18 of 23) Yes
- 20% (5 of 23) No

Pain Points

- The InQuira system is challenging to use, and the search function is ineffective.

- Finding information in the system takes 203 seconds, and it may not even be the correct information. This impacts on the CSR's Average Call Time (ACT).

- Fifty percent of support calls require information that is only available in the InQuira system.

- If the CSR cannot find the solution, they must call the Help Desk and wait for the answer, which also impacts on the CSR's Average Call Time (ACT).

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EXECUTIVE SUMMARY

Like about InQuira

- 65% (15 of 23) Nothing
- 38% (8 of 23) When found, information is good

Dislike about InQuira

- 39% (9 of 23) Usability
- 35% (8 of 23) Stability/Reliability
- 26% (6 of 23) Performance

Sharing Information

- Inexperienced or new CSRs are very insecure about searching and more likely to abandon search and call Help Desk.
- CSRs have daily "huddle meetings". PLMRs subscriptions are shared during these meetings.
- Experienced CSRs email their subscription lists to new CSRs.

Recommendations

- Redesign InQuira so that it is easier to search and find information (See UX Recommendations).
- Create iterative prototypes and test with CSRs. Implement feedback.

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Study Overview
Interview Questions

APPENDIX

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Study Overview

Overview

- The current InQuira system is difficult to use and the search is not effective
- It currently takes 203 seconds to find a search term in the system
- Fifty percent of support calls are InQuira-related
- If the CSR cannot find the solution, they must call the Help Desk and wait for the answer then call the customer back

Goals of Study

- Identify how the CSRs use the current InQuira system
- Identify main objectives and motivations
- Identify pain points
- Identify areas for improvement as it relates to key business requirements and usability

Tasks

- Participants will be observed for several hours performing their every-day tasks of taking support calls and using InQuira to answer questions
- Questions pertain to auto, home, business, rental property, motorcycle, boat and RV claims

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Interview Questions

Introduction Questions

- What does your typical weekday look like?
- What is your role at here?
- How long have you worked here?

Specific Product Questions

- How much time do you typically spend using InQuira?
- Tell me about the last time you tried to search?
- What do you like about how you currently use InQuira?
- What is the biggest pain point related to using InQuira?
- What type of work arounds have you created to help you with this?
- What's the hardest part about using InQuira?
- What are you currently doing to make this task easier?
- What do you like or dislike about InQuira?
- What's the hardest part about using InQuira?
- Was there anything surprising or unexpected about InQuira?
- What could be done to improve this product?
- Was there anything missing from InQuira that you expected?

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