Usability Contextual Inquiry Research Plan & Discussion Guide

InQuira System

By Theresa Wilkinson

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Overview

InQuira is a knowledge management system that support web self-service, agent-assisted service, and customer communities.

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 CSR calls are InQuira-related. If the CSR cannot find the solution, they must call the Help Desk and wait for the answer, usually calling their customer back.

Methodology

Contextual inquiries are one-to-one discussions with individuals within the target audience. The interviews are designed to discover underlying needs and requirements.

Goals

- 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

Research Questions

- How do Nationwide Claims CSRs use InQuira?
- What problems do they have using the system?
- How do they solve them?
- What are the top InQuira questions?
- What ideas for the CSRs have for improvement?

Tasks

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

Participants

- 8 participants in Columbus Ohio

Total #	8
	4 women
	4 men
Age	18+
Work Experience	>1 year

Schedule

The interviews will be conducted for in October 2014.

Discussion Guide

Introduction to Interview

Hi, (participant name). Thank you for your time. I would like to observe you as you work taking calls and using the InQuira system. I will ask you questions during the breaks between calls.

My goal is to answer the following questions:

- What are you trying to get done? Why?
- How do you currently do this?
- What could be better about how you do this?

Do you have any questions before we start?

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?

Closing Questions

- What did you like about the application?
- What didn't you like about the application?
- What haven't we asked you today that you think would be valuable for us to know?
- May I contact you if we have any other questions or for possible further research for this project?

Thank you very much for your input today. You have helped us understand the usability of this application your answers and narrations during your calls. I appreciate your time.