

Script [Usability Study]

Intro

Hello, thank you for taking time out of your schedule for this meeting. My name is *_moderator intro_* and I will be your moderator for this usability session. My name is *_notetaker intro_* and I will be your note taker for this usability session.

I will be asking you a series of questions to help identify pain points within the Customer Service Workspace.

Please keep in mind we are not testing you; we are testing the design of this application. This session will be recorded for internal purposes, so please think aloud and voice all your thoughts, and keep your mic unmuted. If you don't have any questions, we can go ahead and start recording.

Questions

Before we get started, we want to first ask about your role within BNY. Can you tell us what your position is and how you use the Customer Service Workspace?

Do you find that you experience pain points while using the CSW?

Now can you share your screen and walk us through these pain points and how they interfere with your daily tasks?

(If they don't mention) How has your experience been with using the template functionality?

Closing Remarks

Are there any new features you'd like to see in the system?

Thank you again for all your feedback, we appreciate your time and hopefully we can use this information to alleviate the pain points within this project.