

Email Template [Usability Study]

Hello *_name of user_*,

The purpose of this session (conducted virtually) will be to run through a series of tasks within the Customer Service Workspace in order to identify user pain points. Please be prepared to share your screen during this session.

With your permission, we would like to record the interview to help us decide how to improve the workspace. Recordings will only be shared with project team members for the scope of this project. If this is a concern, please inform us ASAP.

If you have any questions, please contact (anjali.trivedi@bnymellon.com)

Thank you,
GOT User Experience Team