

Project: Automation Engine SaaS Usage Project

Interview Type: Structured

Date:

Permission:

Time:

Transcript Sent:

Location:

Answers Logged:

Interviewer:

Follow Up Sent:

Interviewee:

Interviewer Instructions for Automation Engine SaaS Usage Interview

Preparation:

1. Familiarize yourself with [Software Name]'s key features and common use cases.
2. Review the interviewee's role and department to understand their context.
3. Ensure your recording device (if used) is fully charged and functioning.
4. Have a notepad and pen ready for additional notes.

Interview Structure:

1. Introduction (2-3 minutes)
 - Greet the interviewee warmly and thank them for their time.
 - Briefly explain the purpose: "We're gathering insights to improve Automation Engine SaaS."
 - Assure confidentiality: "Your responses will remain anonymous"
 - Ask permission to record (if applicable).
2. Questions (5-10 minutes per question but do not stop if it goes over)
3. Closing (2-3 minutes)
 - Thank the interviewee for their time and insights.
 - Remind them they'll receive a transcript and can request changes.
 - Ask if they have any final thoughts or questions.

General Guidelines:

- Maintain a conversational tone throughout the interview.
- Use open-ended questions to encourage detailed responses.
- Listen actively and ask follow-up questions for clarification.
- Stay neutral – don't agree or disagree with their opinions.
- Keep the interview on track, but allow for relevant tangents.
- If the interviewee struggles with a question, rephrase or provide examples.

Post-Interview:

1. Review your notes immediately after the interview.
2. Highlight key insights or recurring themes.
3. Ensure all recording files (if used) are properly saved and labeled.
4. Schedule time to transcribe the interview or send for transcription.

Remember, the goal is to gather honest, detailed feedback about [Software Name]. Your role is to facilitate a comfortable conversation that yields valuable insights.

Questions for Automation Engine SaaS Usage Interview

Introduction Questions:

1. Your prepress experience

2. Your time at RLG

3. Your experience with Automation Engine

Automation Engine SaaS Usage Questions:

4. How did you feel the transition from onprem Automation Engine to SaaS Automation Engine went?

5. Do you feel the Automation Engine SaaS solution as a whole the needed solution?

6. Why or Why not?

7. Tell me about a time when you couldn't finish a project using the standard workflows.

8. What would an alternative solution to using the standard workflows.
What would that look like-how would it work?

9. If you could change something what would it be?

10. For what else do you imagine you could use another workflow for?

Training Questions:

11. Did you receive enough training to do your job in the most efficient manner?

12. What type of training would you like to see offered?