

Welcome to Product Talk #13

A quarterly preview of new features from the product team at User Interviews

While we're waiting...



Introduce yourself in the chat

Share your name, role, and location



Use Q&A for questions

Ask and upvote questions



Look out for several audience polls

We'd love your input

| Welcome to Product Talk



Carol Guest
Sr. Director,
Product Management



Zoe Nagara
Sr. Director,
Product Marketing



Tucker Hutchinson
VP, Customer
Development

Top 5 Recent

Top 4 Coming Soon

Ahead in 2024



Chat: What is top of mind for you today?

While we're here: Set your chat to ***Everyone*** so everyone can see your responses.

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Top **5** Recent Launches

1 Team Auto-Scheduling

LIVE

Automate scheduling for your team. Connect your calendars, set preferences and roles, and leave the rest to us. We'll find time slots that suit the team and handle calendar invites and reminders. *Currently only available for Google calendars.*

Calendar interface showing a weekly view from April 30 to May 6, 2023. The calendar displays sessions for Mickey, Minnie, and Daisy. A settings panel is open, showing 'Scheduling type' set to 'Manual' and 'Session distribution' set to 'Automatic'. A tooltip explains the 'Automatic' option: 'Any available times that fit your scheduling rules will be available to participants.' Below this, the 'Manual' option is described: 'Click to define exact time ranges you would like participants to sign up for.' The settings panel also shows a list of participants: Daisy Duck and Donald Duck, both checked. At the bottom, there are checkboxes for 'Invite collaborators to confirmed sessions' and 'Show unconfirmed sessions on my calendar', both checked. The 'RULES AND LIMITS' section is partially visible at the bottom.

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2 New Screener Question Types

LIVE

Grid questions allow you to combine multiple questions into a single grid view. A powerful tool for asking participants related questions with the same answer scale, such as questions around customer experience or satisfaction.

The screenshot shows a user interface for creating a grid question. At the top, it says "Page 1". Below that is a large empty text box for the question text, with a "Pick Any - Grid" dropdown menu to its right. Below the text box are three input fields labeled "Column value". Below these are three rows, each starting with an input field labeled "Row value" followed by three buttons labeled "May Select". At the bottom of the grid area are two buttons: "+ Add row" and "+ Add column". Below the grid area, there is a note: "Edit qualification logic by clicking on the cells within the grid". At the bottom left, there are two checkboxes: "Required" (checked) and "Key screener question" (unchecked). At the bottom right, there is a button labeled "Add skip logic".

Top 5 Recent

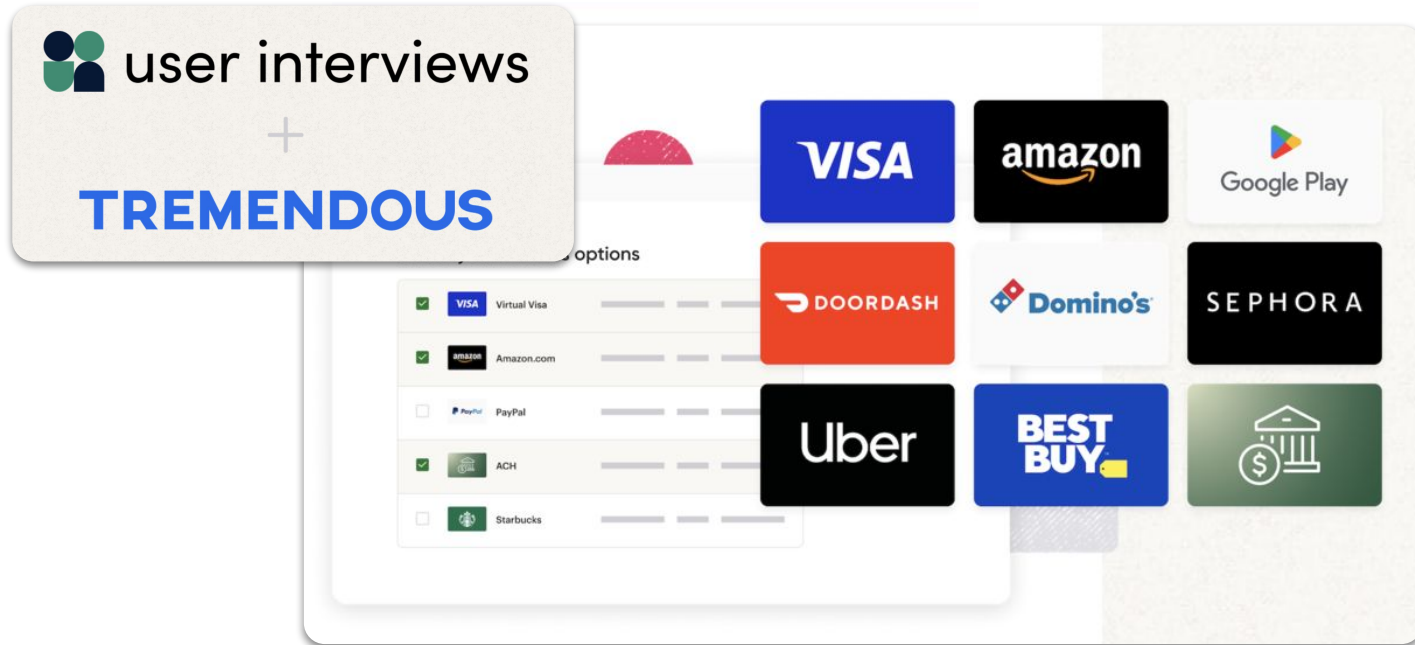
Top 4 Coming Soon

Ahead in 2024

3 More Incentive Options with Tremendous

LAUNCHED

We've partnered with Tremendous, so you can offer 1,700+ redemption options to participants in over 200 countries—including prepaid cards, Amazon gift cards, and charitable donations.



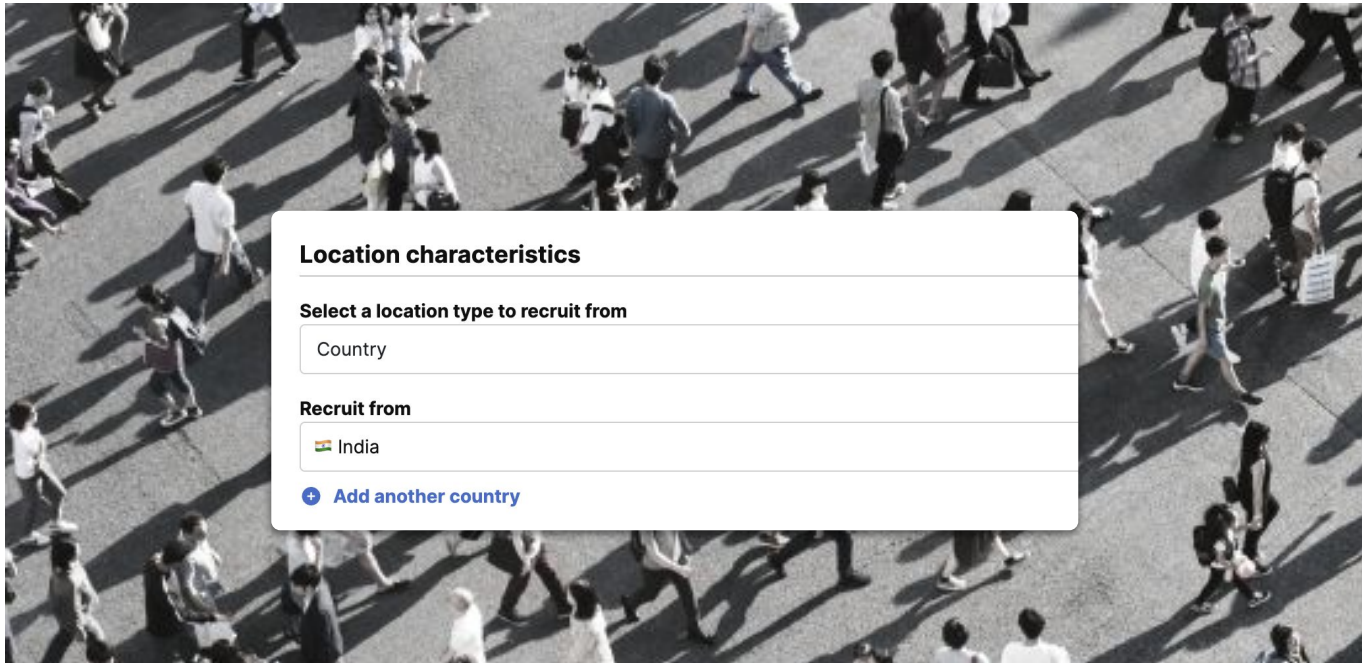
Brand	Redemption Option	Status
VISA	Virtual Visa	<input checked="" type="checkbox"/>
amazon	Amazon.com	<input checked="" type="checkbox"/>
PayPal	PayPal	<input type="checkbox"/>
ACH	ACH	<input checked="" type="checkbox"/>
Starbucks	Starbucks	<input type="checkbox"/>

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Our India panel is open for recruiting! We've expanded our international panel to include 80,000+ participants in India, so you can reach more perspectives around the world.

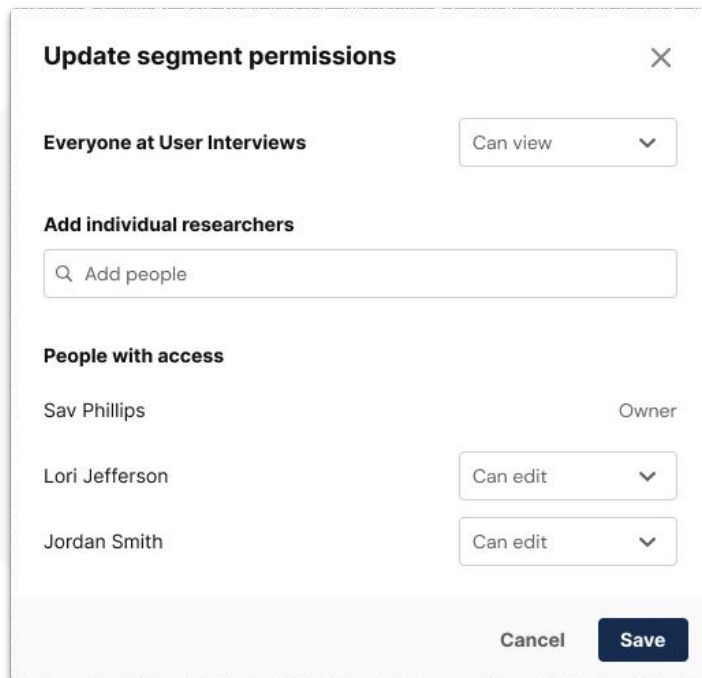
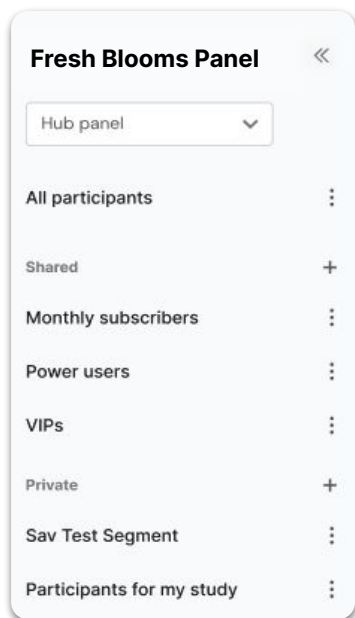


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Hub segment permissions allow you to control whether other team members can view or edit segments. Research leaders can define the best starting population for your team.



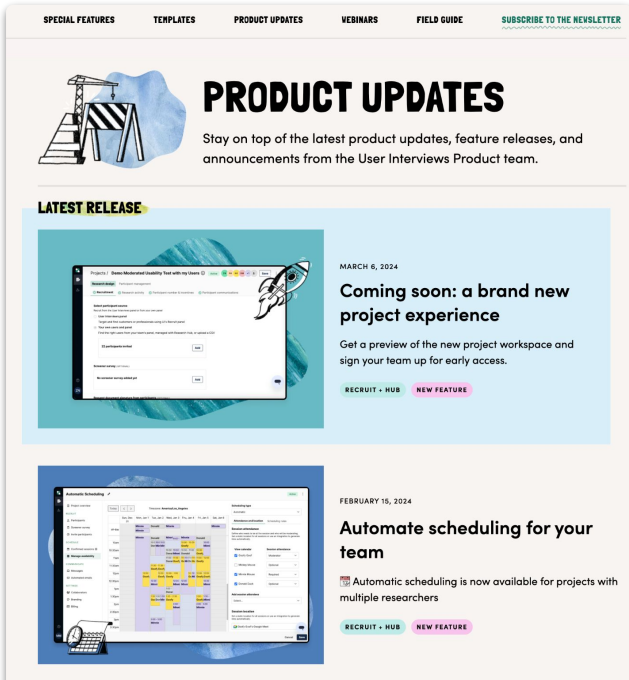
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Chat: Any feedback or successes to share on these new releases?



👉 Get all the details on our product updates blog:

<https://www.userinterviews.com/product-announcements>

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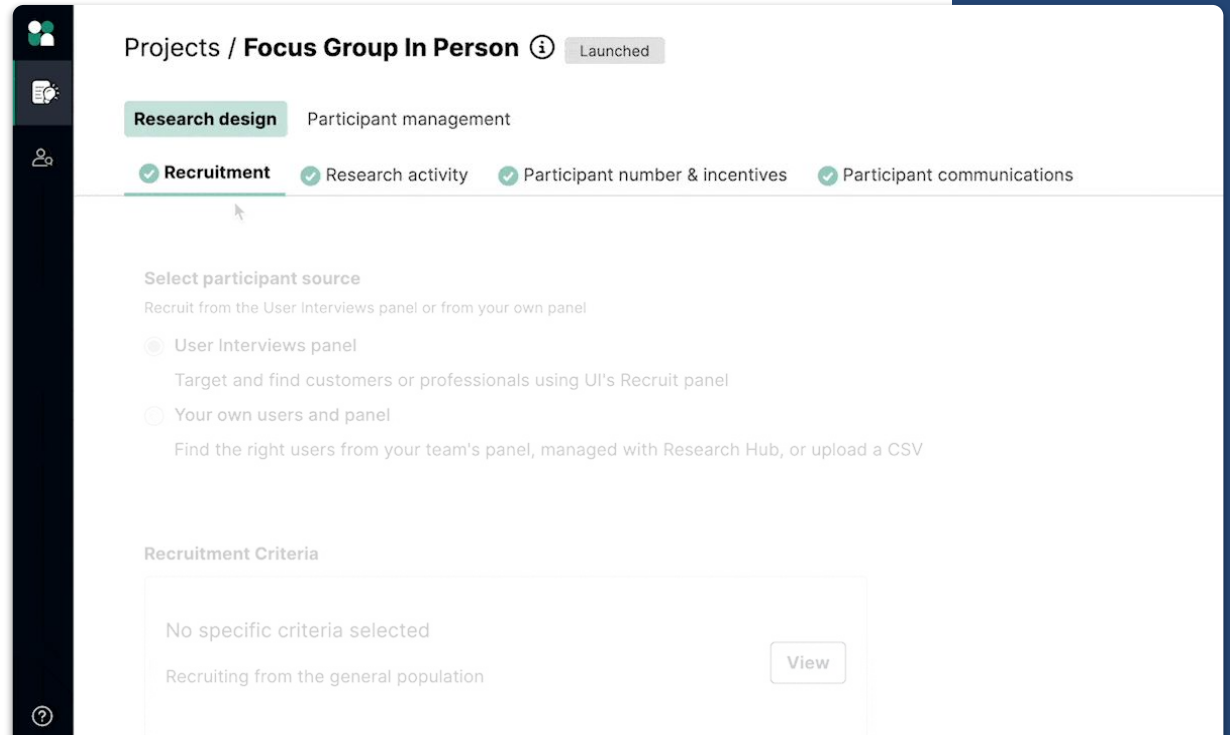
Ahead in 2024

 user interviews

Top **4** Coming Soon

We have redesigned the research creation experience from the ground up to make it fast, flexible, and intuitive for the whole team. Launching to all customers March 27.

- Simpler language and steps
- Collaboration from the start
- Edit projects after launch
- Review and edit participant communications

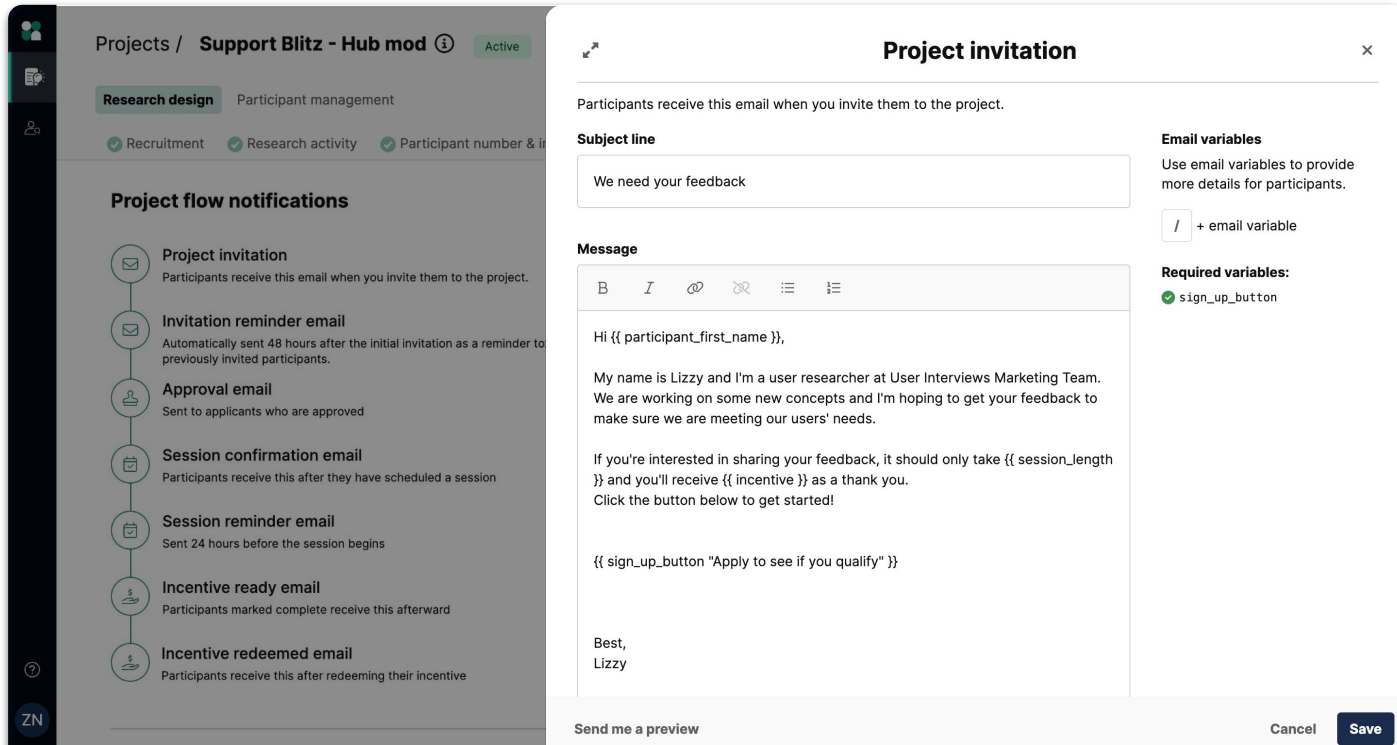


More visibility into participant communications. When recruiting your own users, you can review and edit the full sequence of communications while launching a project.

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The screenshot shows a web interface for configuring a 'Project invitation' email. On the left, a sidebar lists 'Project flow notifications' including 'Project invitation', 'Invitation reminder email', 'Approval email', 'Session confirmation email', 'Session reminder email', 'Incentive ready email', and 'Incentive redeemed email'. The main panel is titled 'Project invitation' and contains the following elements:

- Subject line:** A text input field containing 'We need your feedback'.
- Message:** A rich text editor with a toolbar (B, I, @, ✎, ☰, ☰) and the following content:

Hi {{ participant_first_name }},

My name is Lizzy and I'm a user researcher at User Interviews Marketing Team. We are working on some new concepts and I'm hoping to get your feedback to make sure we are meeting our users' needs.

If you're interested in sharing your feedback, it should only take {{ session_length }} and you'll receive {{ incentive }} as a thank you. Click the button below to get started!

{{ sign_up_button "Apply to see if you qualify" }}

Best,
Lizzy
- Email variables:** A section with the text 'Use email variables to provide more details for participants.' and a '+ email variable' button.
- Required variables:** A list containing 'sign_up_button' with a green checkmark.
- Footer:** 'Send me a preview' button, 'Cancel' button, and 'Save' button.

Researchers can review a video of participants answering a specific question prompt during the screening step, the fastest way to understand quality and fit.

EM Edna Mode
ednamode32@gmail.com
+1 555 555 5555
(-6:00) America / Chicago

design-team x

Overview Screener Characteristics Sessions

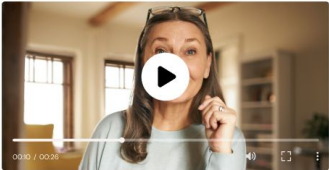
Participant overview

Status	Match percentage
Qualified	100% match
Date applied	Contact info
April 25, 2023	lenaroberts3@gmail.com

Video screening question

Please describe your current usage of the Produce Mart mobile app

Video Response



00:10 / 00:26

Transcript


I current use the Produce Mart mobile app to find grocery stores that carry my favorite fruits and vegetables when they are in season.

Key screener questions 2 ✓

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New researchers get started faster by setting their schedule and integrations during the sign up flow.

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Step 1

CALENDAR AND AVAILABILITY

Set up your scheduling preferences

Add your work hours to make scheduling research easy.


Google Calendar
 mickey@mouse.com Connected

What time zone are you in?

(-8:00) America / Los Angeles ▼

What are your typical work hours?

Sun Mon Tue Wed Thurs Fri Sat

9:00 am ▼ - 5:00 pm ▼


+ Add range


Step 2

MODERATED RESEARCH TOOLS

What video conferencing tool(s) do you use to moderate research sessions?

Automatically generate unique meeting links for every scheduled research session when you connect to User Interviews.

 Zoom

 **Google Meet**
 mickey@mouse.com Connected

Other

I'll do this later

Next



Poll: Which upcoming features seem most valuable to you or your team?

 user interviews

Ahead in 2024

| Ahead in 2024

Build a better panel with opt ins

We are making big changes to opt in forms to make them more flexible, powerful, and beautiful. ✨

- More question types and logic
- Easily update participant information
- A more beautiful participant experience

Summer 2024

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Join our panel

Please fill out the information below to provide valuable feedback on our custom clothing services and receive Atlanta Apparel gift cards for your time!

Email

First name

Last name

Phone number

I agree to receive text messages related to studies

Describe your clothing style.

Have you ever had a custom garment made by us?

Yes

No

Submit

| Ahead in 2024

Bring your team into research, without the overhead

Goodbye planning spreadsheet. 🙋

Soon, your teammates will be able to join research sessions easily with interview times, participant information, key resources, and a place to sign up all in one place.

Summer 2024

Recently Onboarded Users – Interview Schedule – Q1 2024								
Resources	Link to Res. Plan + Screener + Guide	Link to Hub project			Link to Miro notes board			
Day	Date	Time Block (Mountain Time)	Participant #	Zoom Link	Moderator	Notetaker	Session Status	Company Type
Mon.	2/20	2:30 - 3:30pm MT	1	https://us02web	Morgan	Claire	Complete	Enterprise
Tu.	2/21	8 - 9am MT	2	https://us02web	Claire	Becky G.	Complete	Enterprise
Tu.	2/21	2 - 3pm MT	3	https://us02web	Morgan	Katie	Complete	Mid-Market
Wed.	2/22	10:30 - 11:30am MT	4	https://us02web	Claire	Zoe	Complete	Mid-Market
Mon.	2/27	10 - 11am MT	5	https://us02web	Morgan	Claire	Complete	Mid-Market
Mon.	2/27	4 - 5pm MT	6	https://us02web	Morgan	Justin	CANCELED	Enterprise
Tu.	2/28	9:30 - 10:30am MT	7	https://us02web	Claire	Morgan	Complete	Enterprise
Wed.	2/29	10 - 11am MT	8	https://us02web	Morgan	Claire	Complete	Mid-Market
Th.	3/1	8 - 9am MT	9	https://us02web	Morgan	Carol	Complete	Mid-Market
Fri.	3/1	11am - 12pm MT	10	https://us02web	Claire	Sarah F.	Complete	Enterprise

A spreadsheet used for planning sessions at User Interviews today

| Ahead in 2024

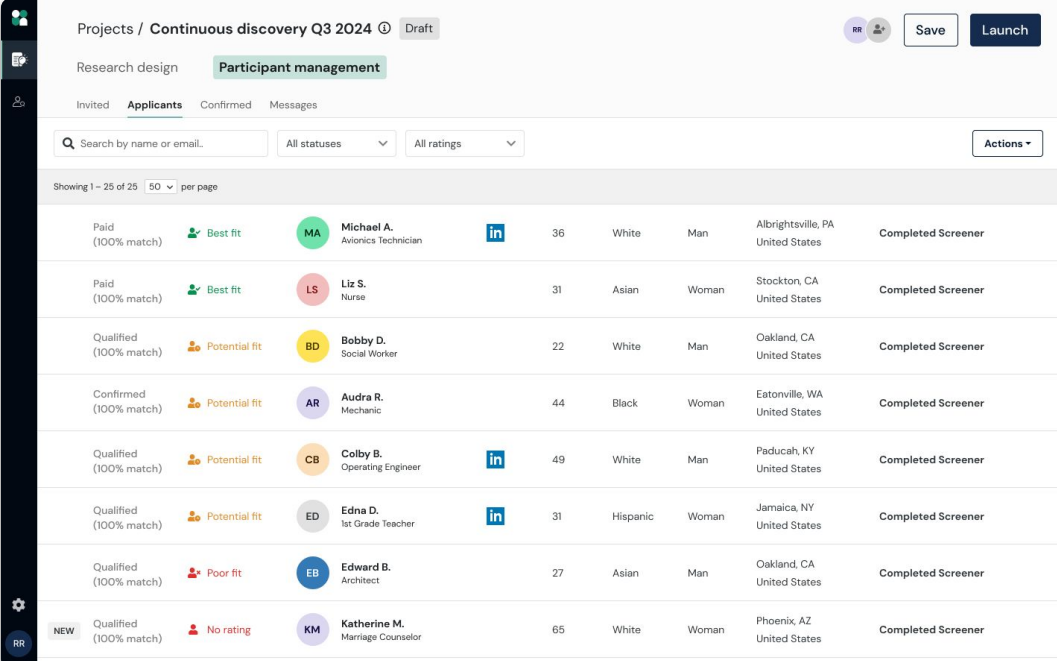
Fast and powerful participant review

Find a balanced pool of participants faster with a redesigned participant review page.

In consideration:

- Finding the best participants with filters and search
- Tracking participants with notes and labels
- Faster bulk actions
- Balancing populations and quotas

Fall 2024



The screenshot shows a web interface for participant management. At the top, it displays 'Projects / Continuous discovery Q3 2024' with a 'Draft' status and 'Save' and 'Launch' buttons. Below this is a 'Participant management' section with tabs for 'Invited', 'Applicants', 'Confirmed', and 'Messages'. A search bar is present with the text 'Search by name or email...'. There are also dropdown menus for 'All statuses' and 'All ratings', and an 'Actions' button. The main content is a table of participants with the following columns: Status (e.g., Paid, Qualified, Confirmed), Match (e.g., 100%, Potential fit, Poor fit, No rating), Fit (e.g., Best fit, Potential fit), Profile picture (with initials), Name and Title, LinkedIn icon, Age, Race, Gender, Location, and Role (e.g., Completed Screener). The table shows 8 rows of participant data.

Status	Match	Fit	Profile	Name & Title	LinkedIn	Age	Race	Gender	Location	Role
Paid	(100% match)	Best fit	MA	Michael A. Avionics Technician	in	36	White	Man	Albrightsville, PA United States	Completed Screener
Paid	(100% match)	Best fit	LS	Liz S. Nurse		31	Asian	Woman	Stockton, CA United States	Completed Screener
Qualified	(100% match)	Potential fit	BD	Bobby D. Social Worker		22	White	Man	Oakland, CA United States	Completed Screener
Confirmed	(100% match)	Potential fit	AR	Audra R. Mechanic		44	Black	Woman	Eatonville, WA United States	Completed Screener
Qualified	(100% match)	Potential fit	CB	Colby B. Operating Engineer	in	49	White	Man	Paducah, KY United States	Completed Screener
Qualified	(100% match)	Potential fit	ED	Edna D. 1st Grade Teacher	in	31	Hispanic	Woman	Jamaica, NY United States	Completed Screener
Qualified	(100% match)	Poor fit	EB	Edward B. Architect		27	Asian	Man	Oakland, CA United States	Completed Screener
Qualified	(100% match)	No rating	KM	Katherine M. Marriage Counselor		65	White	Woman	Phoenix, AZ United States	Completed Screener

User Interviews participant review page today

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Poll: Want to share your experience in these areas?

You know we're doing research on these upcoming topics. If these are of interest to you, let us know!

Audience Q&A

Thank You

We'll send the deck, recording, and write up shortly.

See you in June for Product Talk #14!