

What's Next at User Interviews

Spring 2025



Who you will hear from today



Zoe NagaraSenior Director,
Product Marketing



Paolo Appley
Group Product
Manager



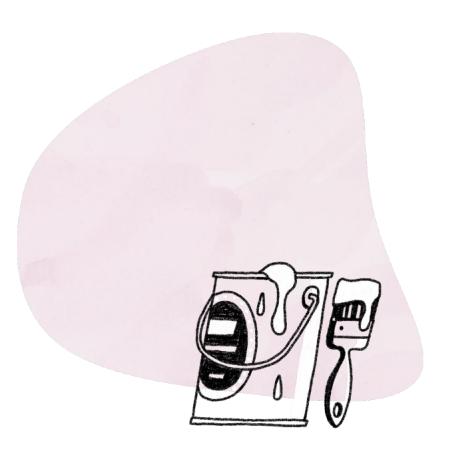
Claire Mai
Senior Product
Manager



INTRO

Agenda

- Top 4 Recent Releases
- Top 4 Coming Soon
- Teams & Panels Walkthrough







WHAT'S NEW

Top 4 Recent Releases



Backend Panel Quality Systems

LAUNCHED

Improved participant quality with behind-the-scenes signals on suspicious behavior.

- Improved fraud detection system and ML models
- Ability to restrict application activity based on project fraud risk





98% of sessions receive positive feedback today

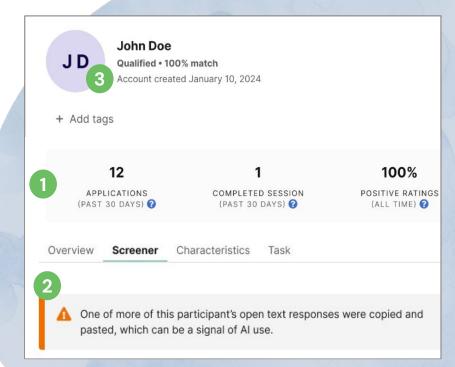


Researcher-Facing Quality Signals

LAUNCHED

Offer insight to researchers on suspicious participant behavior.

- Researcher tools to assess and control candidate quality
- Flagged responses with potential Al use
- Metadata on participant activity & behavior



Tools to assess candidate quality



98% of sessions receive positive feedback today



TOP RECENT #3

Screener Best Practices Guide

LAUNCHED

Screener quality has a direct impact on participant quality and we have a lot of data points about what good screeners look like

- Avoid "over-screening"
- Setting up screeners that are more resilient to fraud
- Ensure improved completion rates



Last year we did analysis of **over 42,000 screeners** to understand what levers might impact drop-off rates

₹≣ Screener best practice guide Tips to screen for the right participants and pro

If you're looking for a more in-depth walkthrough of best practices, check out our UX Research



Keep it clear and concise

- Before building your screener, identify the must-have characteristics of people who your research questions and use the previous Recruitment criteria step to cover an
- To prevent drop-off, try to keep your screener to 10 questions or fewer and limit it to haven't already covered with Recruitment criteria.
- Keep questions "to the point" and avoid overly technical language and jargon (unler requirement for participation).
- Open response questions are useful for gauging communication skills—but try not or two.



Make sure your logic checks out

- Organize your questions and utilize skip logic so irrelevant applicants are filtered of Example: Before diving into questions about how people use food delivery apps, fir of app in the first place – and skip them to the end if not.
- Include all potential answer options to a question, and provide "catch-all" options, s
 the above," or "I'm not sure."



Protect against fraud

- While it's helpful to give a general idea of the study topic, avoid giving away the speadience of your research.
- If you're looking for users of your company or product, don't reveal what it is to app
- Don't ask leading or loaded questions that may reveal how to answer the "right" wa Example: Instead of asking, "Are you concerned about internet privacy?", try, "White are concerning to you regarding internet use?"

TOP RECENT #4

Unmoderated Integrations

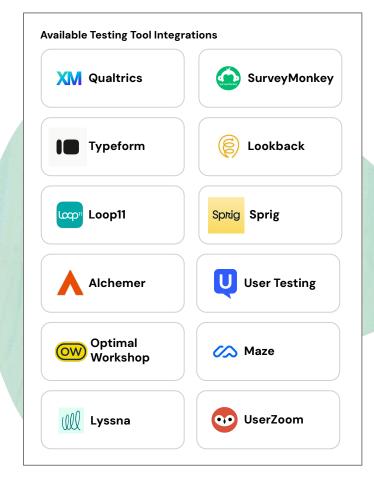
LAUNCHED

Integrate with best-in-class testing tools for seamless recruitment with any participants

- Integrations released: Maze, Optimal Workshop, Alchemer, Lyssna, UserTesting, UserZoom
- Support for redirects: Any testing tool that supports redirects will now work with User Interviews



Use a tool that you use that's not on our list? Let us know.





WHAT'S NEXT

Top 4 Coming Soon



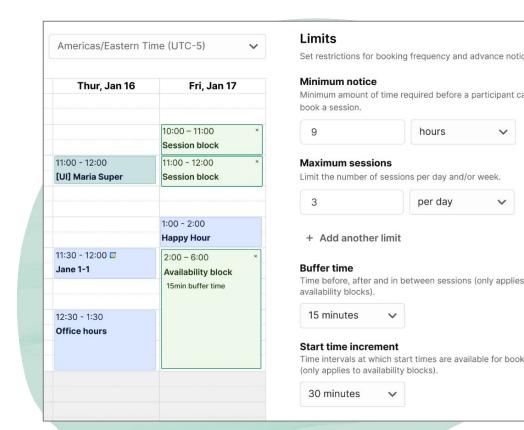
COMING SOON #1

Scheduling: Availability Blocks

Q2 2025

Create a block of availability to maximize scheduling options for participants while staying hands off

- More control than automatic scheduling
- Less oversight required than today's manual scheduling
- More scheduling options for participants





In-App Reporting

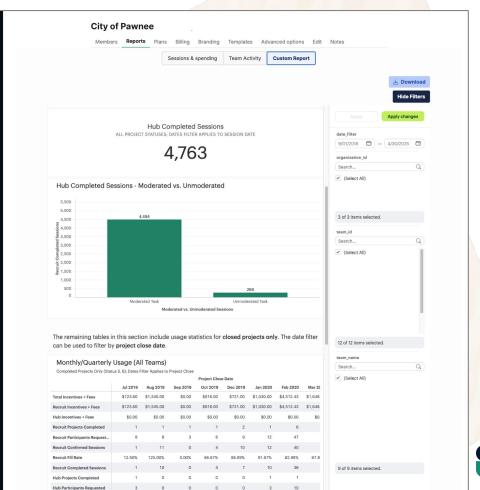
Q2 2025

Admins have global visibility into all activity across the organization.

- More powerful, cross-cutting reporting
- Track monthly and quarterly balances and usage across all Teams in your organization
- See billing info in aggregate or summarized at the invoice level



One of the **top requests** we hear from Admins



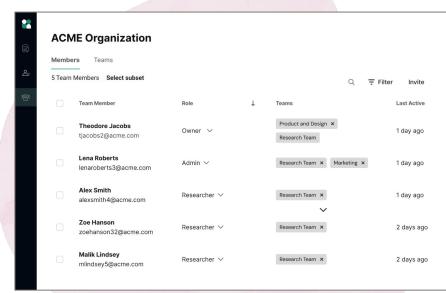


Teams & Panels

Q2 2025

Teams & panels **make it easy to govern research** and enable operations at scale.

- Create **Teams** to control access to panels, share assets, and customize settings.
- 2. Organize participants into **Panels** based on product line, region, opt-in status, or any other category.



Illustrative teams concept

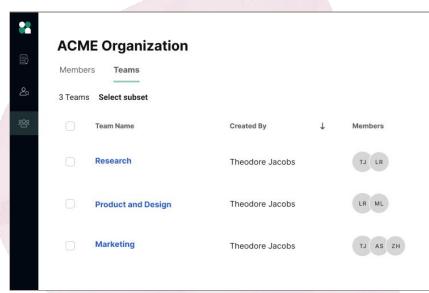


Team Management

Q2 2025

The **most flexible setup** that can be configured for any organization's needs.

- Members can belong to >1 Team
- Templates, branding, & other customizations can be made globally or team-by-team



Illustrative teams concept



COMING SOON #4

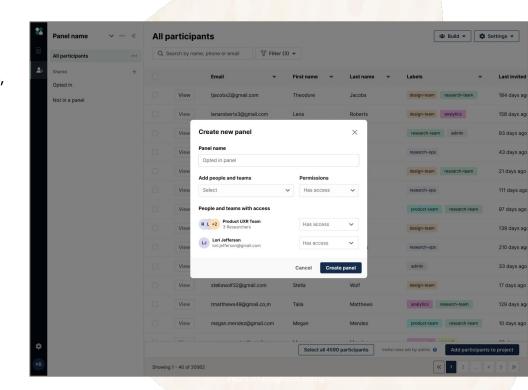
Panels

HUB

Q2 2025

Organize & manage access to participants, so that each team member has only the participants they need.

- Create an opt-in only panel
- Define panels by product or persona
- Permissions and access defined by individual researcher or Team







Poll: How might you use Teams or Panels to organize research at your company?

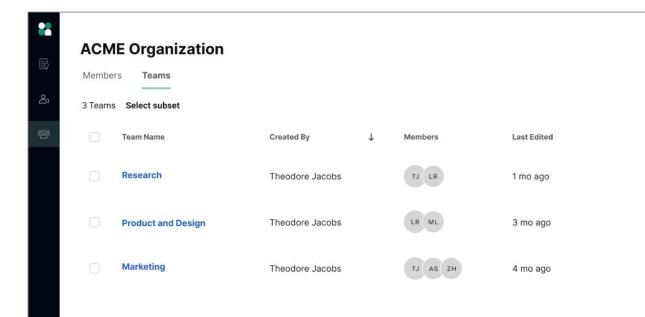




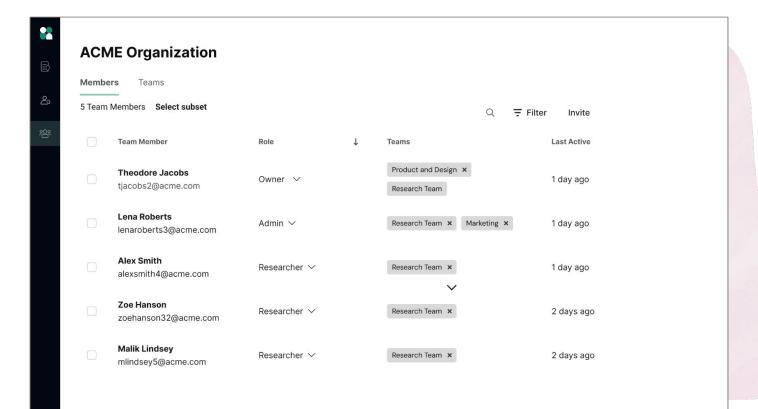
WHAT'S NEXT

Teams & Panels Walkthrough

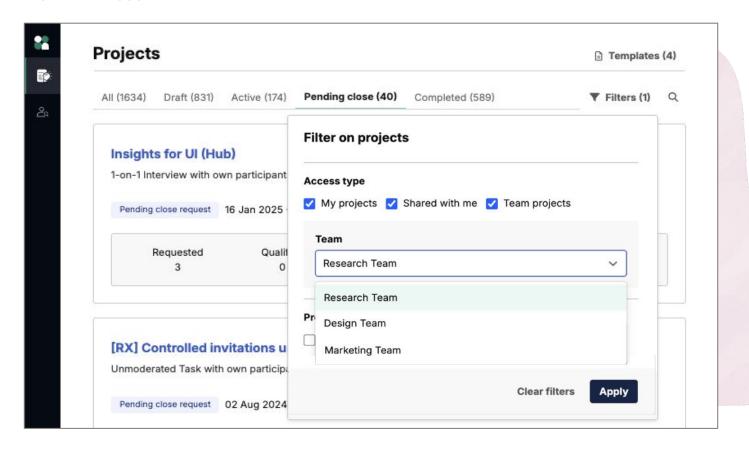




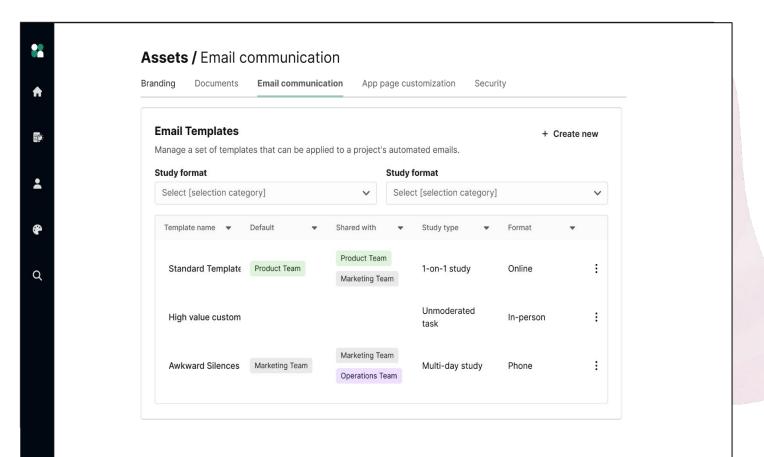




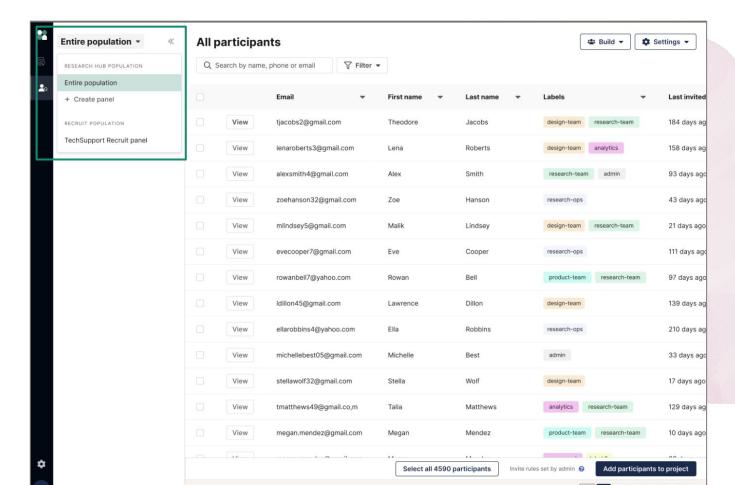




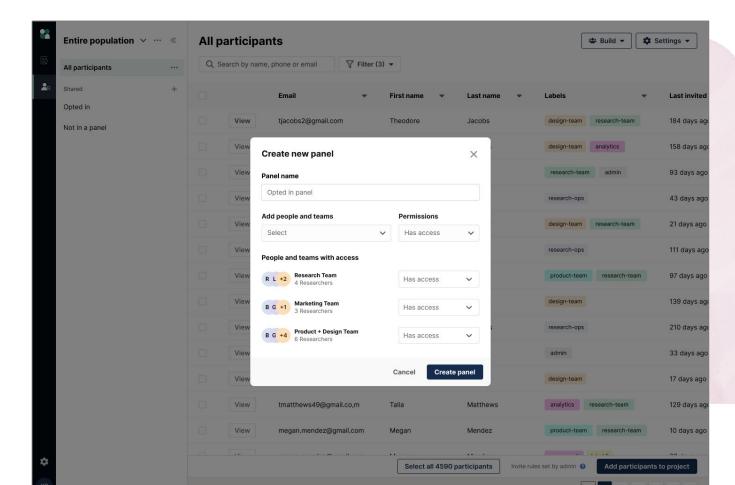




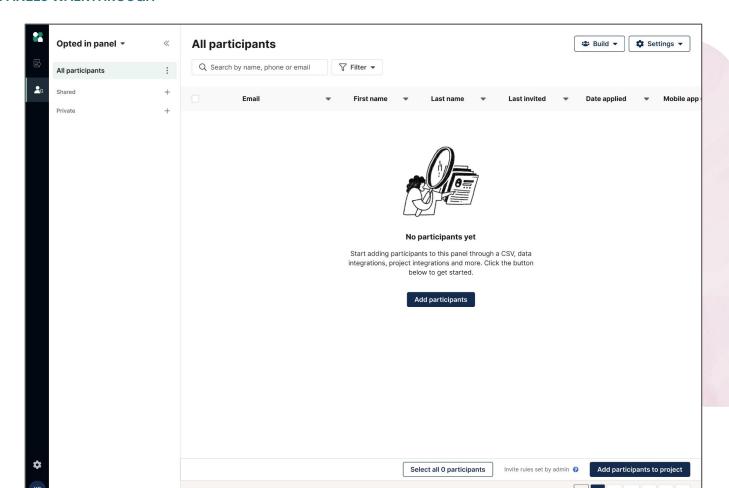




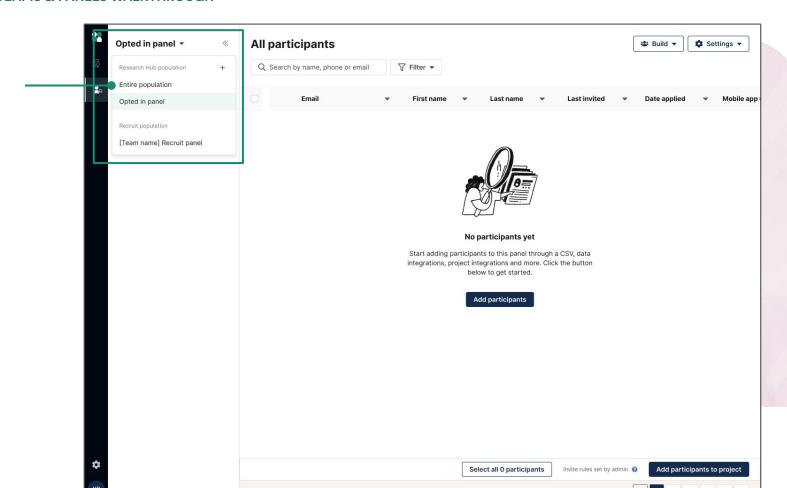




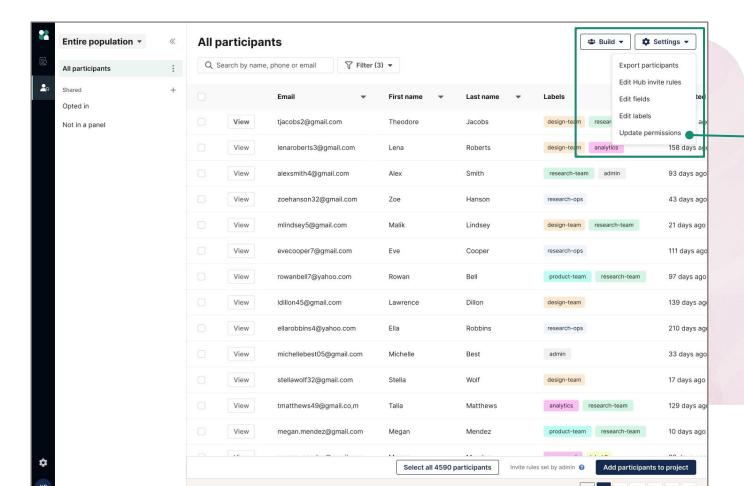




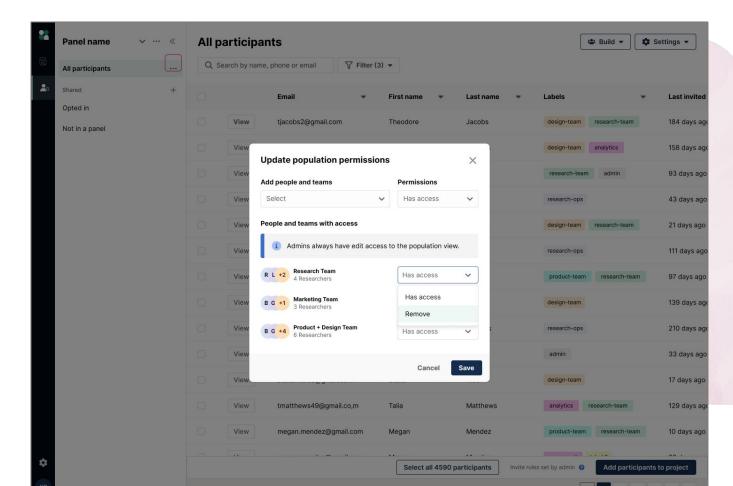




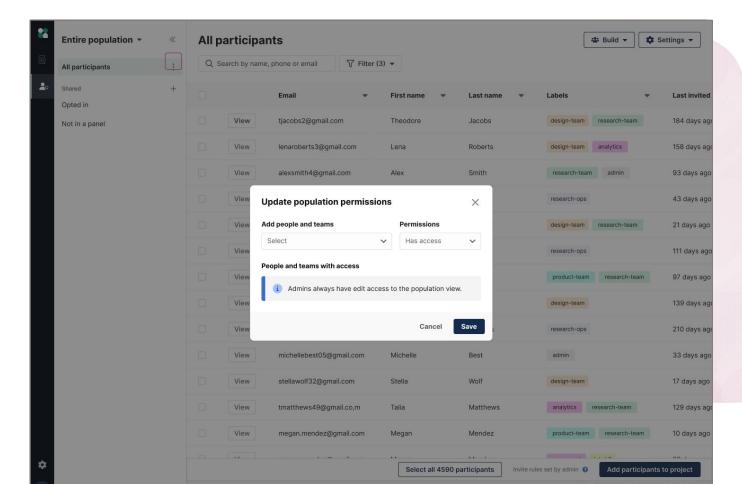




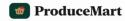






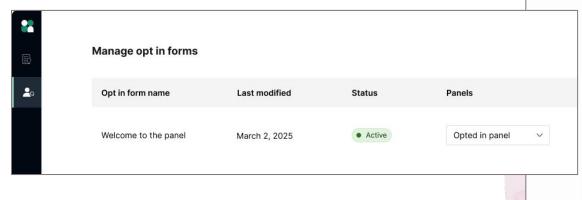






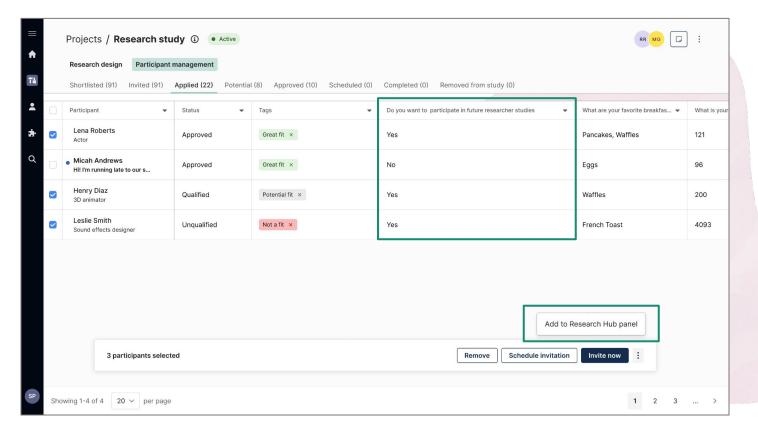
Join our panel

Please fill out the information below to provide valuable feedback on our products and services.

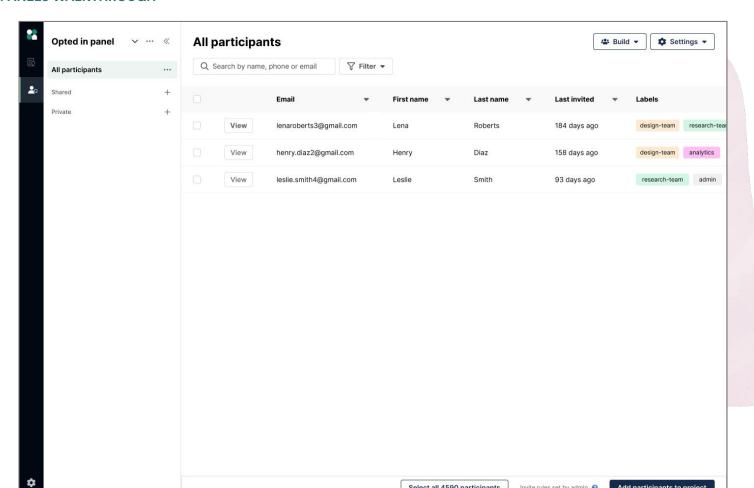


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| Tomatoes | |
| Lettuce | |
| Carrots | |
| ☑ Other | |
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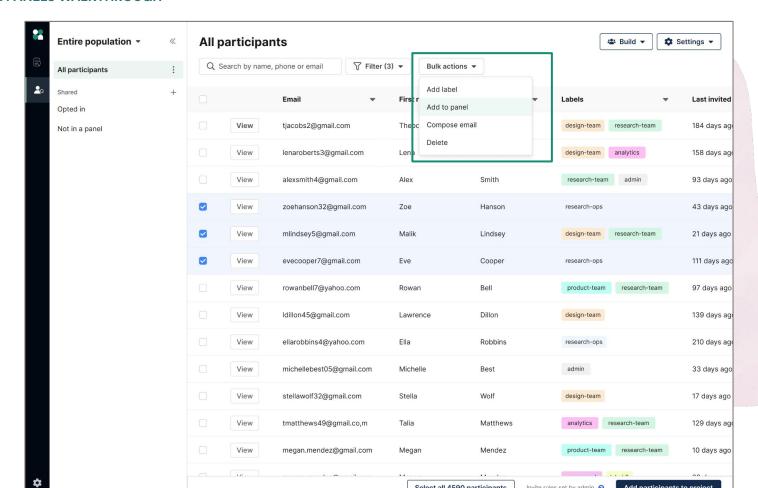












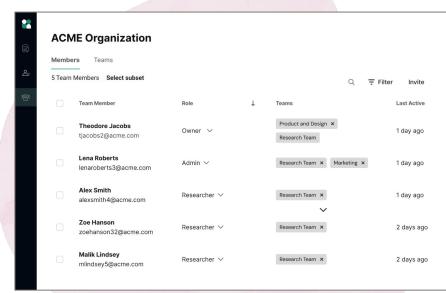


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