

Project Name: **TCCL**

App / Version: **TCCL / ver 1.4**

## Abbreviations

**TCCL** = *Thamizhaga Cable TV Communication Pvt Ltd*

**SMS** = *Subscriber Management System*

## Questions

### 1. General Background

- 1.1 Can you briefly describe your role and responsibilities at TCCL?
- 1.2 How long have you been using the current SMS system?
- 1.3 What are the main tasks you perform in SMS?

### 2. Workflow

- 2.1 Can you walk me through a typical workflow or process you use the SMS for?
- 2.2 What are the key steps involved in your daily tasks?
- 2.3 Are there any specific features or modules of the current SMS that you find most valuable?
- 2.4 Least valuable?

### 3. Challenges and Pain Points

- 3.1 What are the most significant challenges you face when using the current SMS system?
- 3.2 Are there any tasks or processes that you find particularly time-consuming or complex?
- 3.3 Can you describe any instances where the current SMS system didn't meet your needs or caused difficulties?

### 4. Interface and Experience

- 4.1 How user-friendly do you find the current SMS system's interface?
- 4.2 What improvements would you like to see in terms of navigation and overall user experience?

### 5. Needs

- 5.1 What improvements or new features would you like to see in a redesigned SMS system for TCCL?
- 5.2 Are there any specific metrics or insights you regularly need but find challenging to extract from the current system?
- 5.3 How do you envision the ideal SMS system that would significantly improve your work processes?