Users have to input all metadata manually.
Users Impacted 1/12
P01

"Extract" does not make users think of uploading something
Users Impacted 2/12
P03, P04, P06,P.08, P10, P11, P12

Users are confused by what some metadata fields are prompting them for
Users Impacted 2/12
P01,P02, P03, P05, P11,P12, P13

Users cant find the options they need in drop down fields
Users Impacted 5/12
P01,P02, P09

Required fields are too restrictive
Users Impacted 5/12
P01,P02, P04, P09, P13

The file upload does not seem easily accommodating to emails
Users Impacted 5/12
P02, P05, P10

The extraction process is taking too long
Users Impacted 5/12
P01,P02,P03,P11,P13

Users don't get expectations of how long the extraction process will take
Users Impacted 2/12
P01,P11, P04

Users don't know what to expect within the extraction process
Users Impacted 2/12
P01, P13

The imports don't organize themselves in a way that is clear
Users Impacted 2/12
P01, P09

The UI alone uses down compared to doing things manually
Users Impacted 2/12
P02, P08

This feels like the responsibility of someone else
Users Impacted 2/12
P03, P04

The naming conventions are unclear
Users Impacted 1/12
P03

Status labels are unclear
Users Impacted 1/12
P04

I can't check on my [QUESTION] while its uploading
Users Impacted 2/12
P07,P09

I don't quickly have the answers to the metadata fields
Users Impacted 1/12
P11

Workflow management columns have unclear information presented
Users Impacted 1/12
P11

1. Extract [Questions]

Extraction Kickoff

"Extract" does not make users think of uploading something
Users Impacted 7/12 : P03, P04, P06, P.08, P10, P11, P12

The file upload does not seem easily accommodating to emails
Users Impacted 3/12 : P02, P03, P10

Meta Data Fields

Users are confused by what some metadata fields are prompting them for
Users Impacted 2/12 : P01, P03, P05, P11, P12

Users have to input all metadata manually
Users Impacted 1/12 : P01

Users cant find the options they need in drop down fields
Users Impacted 3/12 : P01, P02, P09

Required fields are too restrict
Users Impacted 5/12 : P01, P02, P08, P09, P12, P13

Date
Product
Assignee Reviewer

The naming conventions are unclear
Users Impacted 1/12 : P03

I don't quickly have the answers to the metadata fields
Users Impacted 1/12 : P11

Extraction Processing

Users don't get expectations of how long the extraction process will take
...

The extraction process is taking too long
Users Impacted 5/12 : P01, P02,P10, P11, P13

I can't check on my Information Request while its uploading
Users Impacted 2/12 : P07, P09

The imports don't organize themselves in a way that is clear
Users Impacted 2/12 : P01, P09

Questions appear out of order once extracted
Users Impacted 1/12
P01

Seeing the whole pdf makes finding the question difficult
Users Impacted 2/12
P01,P02

The quality of the output depends on the difficulty of the uploaded document
Users Impacted 1/12
P01

It is difficult to figure out how to edit the highlighted question
Users Impacted 5/12
P01, P02, P03, P04, P12

Some metadata fields are unclear
Users Impacted 6/12
P01, P04, P08,P09, P09, P10, P12, P13

[AI Regulatory Response Tool] is extracting irrelevant content
Users Impacted 3/12
P01, P02, P04

Format of original document does not carry over once extracted, making it difficult to read
Users Impacted 1/12
P02

I want to pull up the document to check the work
Users Impacted 4/12
P02, P04, P06, P07

I don't know where the question went after review
Users Impacted 1/12
P03

The extraction did not transfer properly, creating typos
Users Impacted 1/12
P04

The formal review process is not obvious
Users Impacted 3/12
P04,P06,P10

Pain Points

2. Review [Questions]

Extracted [QUESTION] Results

Users felt that the output depended on the difficulty of the uploaded document
...

Seeing the whole pdf makes finding the highlighted question difficult
Users Impacted 2/12 : P01, P02

The extraction did not transfer properly, creating typos
Users Impacted 1/12 : P04...

[AI Regulatory Response Tool] is extracting irrelevant content
Users Impacted 3/12 : P01, P02, P04...

I want to pull up the document to check the work
Users Impacted 4/12 : P02, P04, P06, P07...

Format of original document does not carry over once extracted, making it difficult to read
...

Question Table Organization

Questions appear out of order once extracted
Users Impacted 1/12 :P01

I don't know where the question went after review
Users Impacted 1/12 :P03

Potential Option to Combine:
Organization of questions after completing tasks is not clear.
(page used for screenshot is the same)
Nice-to-Have

Reviewing [Questions]

The formal review process is not obvious
Users Impacted 3/12 : P04, P06, P10

It is difficult to figure out how to edit the highlighted question
Users Impacted 5/12 : P01, P02, P03, P04, P12

Some metadata fields are unclear
Users Impacted 6/12 : P01, P04, P08,P09, P09, P10, P12, P13

- Assignees
- Criticality
- Subtopic
- Is stats analysis needed
- On label Dashboard

Nice-to-Have

The hamburger button is not obvious
Users Impacted 7/12
P01,P02,P03,P04,P07,P08,P09

I expected the add button to be under the [QUESTION] or [DOCUMENT STORAGE] tabs
Users Impacted 1/12
P01

Download and reupload seems like the only pathway
Users Impacted 3/12
P01,P07,P10

The multiselect boxes make me think this is how I add them in bulk
Users Impacted 2/12
P01,P07

I expect to see an attachment button
Users Impacted 5/12
P01,P04,P07,08,P10

The advanced search is complicated to use
Users Impacted 1/12
P02

It is difficult to know how to properly search
Users Impacted 1/12
P02

It's hard to keep track of what question I am trying to find resources for
Users Impacted 3/12
P02, P10, P12

The search feature isn't providing relevant information
Users Impacted 2/12
P02, P11

The search has to be very specific to be effective
Users Impacted 1/12
P02

The flow of adding the historical [Questions] is unclear
Users Impacted 1/12
P02, P03, P08, P07, P08, P09, P11

The [DOCUMENT STORAGE] search does not provide relevant information
Users Impacted 1/12
P02

This is too much work just to get a response from AI
Users Impacted 1/12
P03

Definition precedent of «extract and export» is contradictory
Users Impacted 1/12
P04

My work doesn't have historical documents
Users Impacted 3/12
P04, P06, P12

I don't know what these questions are when adding historical [Questions] to Open [Questions]
Users Impacted 1/12
P07
Nice to Have

Spellcheck in the standard search bar would be helpful
Users Impacted 1/12
P02

would like to see question and search at the same time - unnecessary clicks
Users Impacted 1/12
P02

Set filter by user to only see user work
Users Impacted 1/12
P07

I expect AI to do this
Users Impacted 1/12
P03

Pain Points

3. Add References

Historical Search Tools

The advanced search is complicated to use
Users Impacted 1/12 : P02

The search has to be very specific to be effective
Users Impacted 1/12 : P02 , P11

The search features are not providing relevant information
Users Impacted 1/12 : P02 , P11

My work doesn't have historical documents
Users Impacted 3/12 : P04, P06, P12

Pathway of Adding Historical...

I expected the add button to be under the [QUESTION] or [DOCUMENT STORAGE] tabs
Users Impacted 3/12 : P01, P07, P10

Download and reupload seems like the only pathway
Users Impacted 3/12 : P01, P07, P10

The flow of adding the historical [Questions] is unclear
Users Impacted 7/12 :P02, P03, P06, P07, P08, P09, P11

This is too much work just to get a response from AI
Users Impacted 1/12 : P03

Clickable Features

The hamburger button is not obvious
Users Impacted 7/12 :P01, P02, P03, P04, P07, P08, P09

I expect to see an attachment button
Users Impacted 5/12 : P01, P04, P07, 08, P10

Definition precedent of «extract» and «export» is contradictory
Users Impacted 2/12 : P04

Information Management

It's hard to keep track of what question I am trying to find resources for
...

It is confusing that all open [Questions] appear when trying to to attach a historical document
...

Pain Points

The **[AI Tool]** button was not obvious
Users Impacted 1/12
P11

4. [AI Tool] First Draft

Clickable Features

The [AI Tool] button was not obvious
Users Impacted 1/12 : P11

The response is too long
Users Impacted 3/12
P01,P11,P12

The response gives unnecessary information
Users Impacted 3/12
P01,P04,P11

The response gives irrelevant information
Users Impacted 3/12
P01,P11,P12

There isn't enough info in [AI Regulatory Response Tool] to produce a quality response
Users Impacted 1/12
P01

[AI Tool] did not listen to prompt notes
Users Impacted 1/12
P01

I would have to do heavy editing to this draft
Users Impacted 6/12
P01, P02, P08, P09, P11, P12

The response is not in the format we would write it in
Users Impacted 2/12
P02, P09

This is not any faster than doing things manually
Users Impacted 2/12
P02,P12

I have to check where the information is sourced from
Users Impacted 5/12
P03, P04, P08, P09, P12

The title "[AI Tool] Workspace" is not intuitive
Users Impacted 1/12
P03

I have to go back and forth to see the question in relation to the response
Users Impacted 1/12
P03

"question" dropdown is confusing
Users Impacted 1/12
P03

"Generate first draft" button is not obvious
Users Impacted 2/12
P04,P11

It is not clear how long draft generation will take
Users Impacted 1/12
P04

The response formatting is messed up
Users Impacted 1/12
P08
Nice to Have

eAuth should react to feedback given
Users Impacted 1/12
P04

Pain Points

5. Generate Draft

[AI Tool] Output

The response is too long
Users Impacted 3/12 : P01, P11, P12

The response generates information I don't need
Users Impacted 3/12 : P01, P04, P11

[AI Tool] did not listen to prompt notes
Users Impacted 1/12 : P01

The quantitative data formatting is messed up
Users Impacted 3/12 : P02, P09...

The response is not in the format we would write it in
Users Impacted 3/12 : P02, P09

Feature Titling

The title "[AI Tool] Workspace" is not intuitive
Users Impacted 1/12 : P03

"question" dropdown is confusing
Users Impacted 1/12 : P03

Draft Generation Process

"Generate first draft" button is not obvious
Users Impacted 2/12 : P04, P11

It is not clear how long draft generation will take
Users Impacted 1/12 : P04

Human Intervention

I would have to do heavy editing to this draft
Users Impacted 6/12 :P01, P02, P06, P09, P11, P12

I have to check where the information is sourced from
...
Users Impacted 5/12 : P03, P04, P08, P

Potential Combination:
I have to cross reference input data with the output draft.
Nice-to-Have

This is not any faster than doing things manually
Users Impacted 2/12 : P02, P12

I have to go back and forth to see the question in relation to the response
...

Pain Points

I don't know the result of submitting the feedback
Users Impacted 1/11
P03

I want to be able to provide detailed feedback after a like response
Users Impacted 1/11
P11

I overlooked the thumbs
Users Impacted 1/11
P12

Nice to Have

Eauth should react to feedback given
Users Impacted 1/11
P04

I want a description when I hover over the button
Users Impacted 1/11
P11

6. Submit Feedback

Clickable Features

I overlooked the thumbs
...
Users Impacted 1/11 : P12

Feedback Response

I want to be able to provide detailed feedback after a thumbs up
...
Users Impacted 1/11 : P11

I don't know the result of submitting the feedback
...
Users Impacted 1/11 : P03

Pain Points

Copy button removes formatting
Users Impacted 7/11
P01, P02, P03, P04, P07, P11, P13

The two copy methods do not paste with the same formatting
Users Impacted 1/11
P02

Nice to Have

paste over in times new roman and 12pt.
Users Impacted 1/11
P11

7. Copy Draft

Formatting

Copy button removes formatting
Users Impacted 7/11 : P01, P02, P03, P04, P07, P11, P13

The two copy methods do not paste with the same formatting
Users Impacted 1/11 : P02

The database does not have enough information to generate a robust search
Users Impacted 1/11
P01,

Advanced search is difficult to use
Users Impacted 1/11
P01

I will still have to edit this draft
Users Impacted 2/11
P01,P09

The draft is too long
Users Impacted 2/11
P01,P02,P11

There is unnecessary information
Users Impacted 2/11
P01,P09

The workflow is not intuitive
Users Impacted 4/11
P02, P03, P04, P10

I expect there to be a workflow to add [Questions] via "review data and documents" page
Users Impacted 4/11
P02, P03, P04, P10

Pop up banner is not clear on how to generate draft after adding [Questions]
Users Impacted 1/11
P03

I don't know where this data is coming from (potential limitation of the study)
Users Impacted 4/11
P03, P08, P09, P11

I would rather manually link the [Questions] from [DOCUMENT STORAGE]
Users Impacted 2/11
P04, P07

I would be easier to produce a draft myself
Users Impacted 1/11
P05

The filter did not stay
Users Impacted 1/11
P04

It is not clear if a new draft is generated
Users Impacted 5/11
P01, P04, P07, P11, P13

There are grammatical issues
Users Impacted 1/11
P04

The version history button is not obvious
Users Impacted 1/11
P09

There are formatting errors
Users Impacted 3/11
P09, P11, P06

The draft generation is taking too long
Users Impacted 1/11
P11, P08

This task takes too much time
Users Impacted 1/11
P12

I need to double check this response
Users Impacted 2/11
P03, P08
Nice to Have

A mock session to train people
Users Impacted 1/11
P03

The column order should match the order within the filter tool
Users Impacted 1/11
P04, P08

A document ID search for when we already know what document we are looking for
Users Impacted 1/11
P08,P07

I would like to add multiple [Questions] at a time
Users Impacted 1/11
P07

Pain Points

8. Re-generate Draft

[AI Tool] Output

The response is too long
Users Impacted 3/12 : P01, P02, P11

The response generates information I don't need
Users Impacted 3/12 : P01, P09

I don't know where this data is coming from (potential limitation of the study)
...

There are grammatical issues within the response
Users Impacted 1/12 : P04

There are formatting errors in the quantitative data
Users Impacted 3/12 : P09, P11, P06

Pathway of Adding Historical...

I expect there to be a workflow to add [Questions] via "review data and documents" page
...

The flow of adding the historical [Questions] is unclear
Users Impacted 4/12 :P02, P03, P04, P10

I would rather manually link the [Questions] from [DOCUMENT STORAGE]

Historical Search Tools

The advanced search is complicated to use
Users Impacted 1/12 : P02

The database does not have enough information to generate a robust search
...

The filters did not stay applied after leaving the page
Users Impacted 1/12 : P04

Human Intervention

I would have to edit this draft
Users Impacted 6/12 : P01, P09

I need to double check this response
Users Impacted 2/12 :P02, P06

Draft Generation Process

Pop up banner is not clear on how to generate draft after adding [Questions]
...

It is not clear how long draft generation will take
Users Impacted 1/12 : P04

I would be easier to produce a draft myself
Users Impacted 1/12 : P07

It is not clear if a new draft is generated
Users Impacted 5/12 : P01, P04, P07, P11, P13

The draft generation is taking too long
Users Impacted 2/12 : P11, P06

Clickable Features

The version history button is not obvious
Users Impacted 1/12 :P09