

# User Interview Discussion Guide

## Ascend Driver App

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### Project Background

Thank you for participating in this user research interview for the Ascend - Driver Mobile app. This app is designed to help fleet drivers manage their routes, vehicle assignments, and communication with fleet managers more effectively. Your insights are crucial in shaping the features and functionality of this app to better serve your needs and improve your overall experience!

### Warm-Up Questions

- Can you tell us a bit about yourself and your role as a driver?
- How long have you been working as a driver?
- What are the main challenges you face in your day-to-day work as a driver?

### Current Workflow

- Can you walk me through your current workflow for managing routes and vehicle assignments?
- How do you currently communicate with fleet managers and receive updates or changes to your routes?

### Technology Usage

- Do you currently use any apps or tools to help you with route planning or navigation?
- What features or functionalities do you find most useful in these apps, and are there any limitations or areas for improvement?

### Wrap-Up:

- Do you have any additional comments or feedback you would like to share about your experience as a fleet driver?
- Would you be interested in participating in future testing or feedback sessions for this app?

### Thank You and Next Steps:

Thank you once again for your time and valuable insights! If there are any follow-up questions or updates regarding the app development, we will reach out to you using your preferred contact information.