CMS Article Workflow User Interview

Ask to record the the interview - video - quicktime
Ask for picture

1. Who is the user -
   - Which brands do you write for?
   - Do you have different requirements for different brands?

2. What are your / teams business objectives when you write a piece of content?

3. Demonstrate creating an article to us and talk us through what you are doing as you create the article. (Question for clarity during the walkthrough)

4. Do you have needs that are not currently present in the CMS when creating an article?

5. Was there ever a time you couldn't publish an article because of a CMS problems?

6. Do you find yourself making the same mistake over and over?

7. How much time do you spend in the CMS per day? How long does it take to create an article?

8. What is the most time-consuming part to creating an article?

9. How do you publish an article? What is the approval process?

10. Do you ever edit or publish on a mobile device?

11. Can you think of something that would make the process easier for you to publish an article?