

Name	Area	Notes
sales guy	contacts - adding	wants to be able to import contacts
sales guy	contacts - adding	wants to add people to groups from contacts and assign groups to a contact
biz ops mgr	contacts - adding	hover action over contact that gives more info would be useful
Marcom mgr	contacts - icons	round icons show whether user is online, available, etc.
Marcom mgr	contacts - icons	finds presence unreliable - only useful when immediate response is needed
sales guy	contacts - icons	understood all icons on right as click to chat, click to dial, etc.
Ops mgr	contacts - icons	green = available, red = don't talk to me/busy
Ops mgr	contacts - icons	assumes that clicking on phone will initiate a call, chat icon to initiate chat, etc.
Ops mgr	contacts - icons	understands purpose of availability drop down menu - for changing his own status
biz ops mgr	contacts - icons	green = availability, red = not available
Marcom mgr	contacts - initiate contact	wants to initiate contact by clicking enter on keyboard (when a contact is selected), and choosing from a list of available contact methods
Marcom mgr	contacts - initiate contact	moving between keyboard and mouse is awkward - good to initiate contact with only keyboard strokes
Marcom mgr	contacts - initiate contact	doesn't want to click on icons
		understands that displayed icon shows preferred contact method, but
		understood that could initiate contact using other communication icons in upper
sales guy	contacts - initiate contact	right corner
		establish communication by double-clicking on contact name - assumes that it
Ops mgr	contacts - initiate contact	will launch a chat by default
Ops mgr	contacts - initiate contact	assumes that icon showing is contacts communication preference
		always chats first to ask if person can talk by phone despite any displayed
Ops mgr	contacts - initiate contact	preferences by the contact
Ops mgr	contacts - initiate contact	understands use of other icons to escalate to different communication format
sales guy	contacts - sorting	expects that dividing line separates people who belong to different groups
		why is there no scroll bar - wants to browse for easier name recognition - even
		typing in search for last name starting with C may bring up too many results to fit
sales guy	contacts - sorting	on one screen without scrolling
		wants to press one button to launch web-ex session - understood that this icon
sales guy	conversations - escalation	is available on this screen.