

This survey aims to help the design team identify the data to be showcased on both the ICOM Portal's dashboard and the App. Additionally, it seeks to establish the most optimal visual representation for this data.

Please respond thoughtfully and thoroughly to help the design team build a scalable leads page.

**Start**

press **Enter** ↵

🕒 Takes X minutes

1 → Please provide your name, team, and position.\*

*Description (optional)*

Type your answer here...

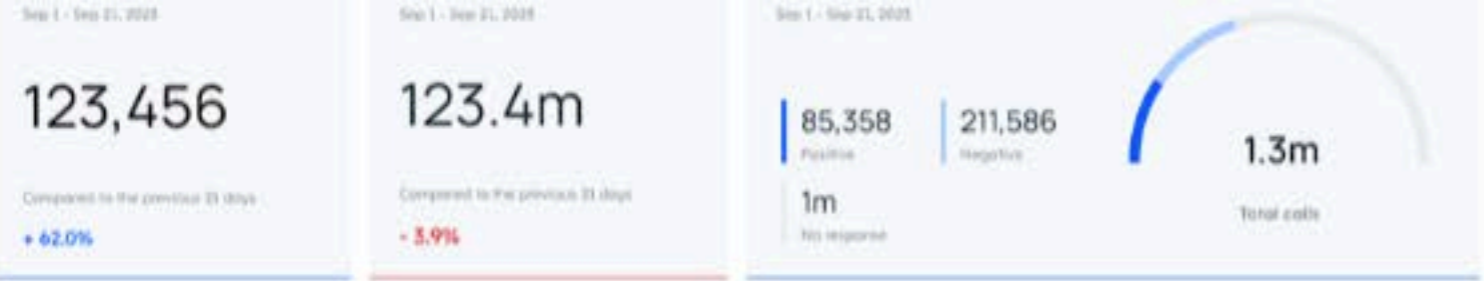
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## First set of questions ☕

The first part will focus on gathering insights about the data showcased on the ICOM dashboard

**Continue**

press **Enter** ↵



2 → In summary, the ICOM dashboard consists of this current data:\*

Please rank from 1 being the most important to 7 being the least important.

Drag and drop to rank options

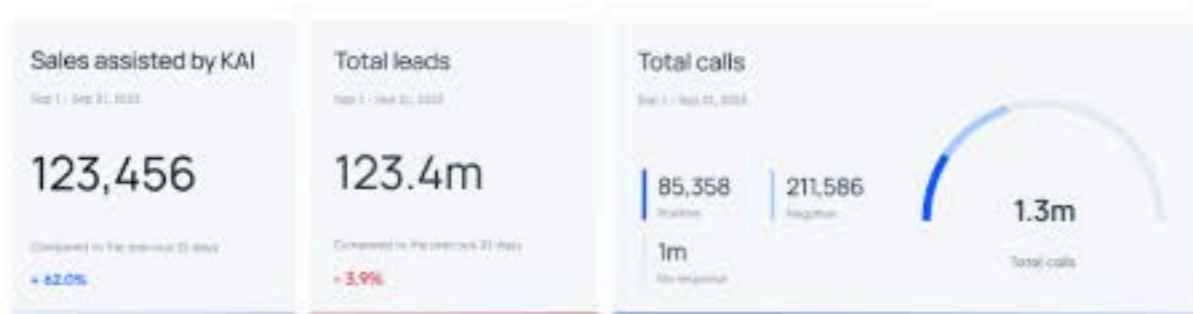
- Sales Assisted by Konect.ai ⋮
- Total Leads ⋮
- Total Calls ⋮
- Positive Replies ⋮
- User Ranking ⋮
- Inbound ⋮
- Outbound ⋮

Add choice

User ranking

Name	Cars sold	Leads	Answered
Juliette Oconnell Campbell Koch	125	1,456	78%
Newton Melendez	125	456	39%
Dewit Morrison	125	456	12%
Reid McCullough	1,239	456	97%
Derrick Spencer	125	456	85%





3 → What insights can you gather from these three graphs and what benefits does this provide for your team?\*

Share your initial thoughts without overthinking

Type your answer here...

#### User ranking

Name	Cars sold	Leads	Answered
Juliette Oconnell Campbell Koch	125	1,456	78%
Newton Melendez	125	456	39%
Dewitt Morrison	125	456	12%
Reid McCullough	1,239	456	97%
Derrick Spencer	125	456	83%

#### User ranking accumulation



4 → What insights can you gather from these two graphs and what benefits does this provide for your team?\*

Share your initial thoughts without overthinking

Type your answer here...



5 → What insights can you gather from these three graphs and what benefits does this provide for your team?\*

Share your initial thoughts without overthinking

Type your answer here...

6 → Would you like to see notifications on the dashboard?

If yes, please list specific categories.

Type your answer here...

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7 → In summary, are there any important features or categories that we are missing from the Dashboard?\*

Feel free to include any links here...

Type your answer here...

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8 → Do you have a particular style or brand in mind that you'd prefer the Dashboard page to follow?\*

Feel free to include any links here...

Type your answer here...

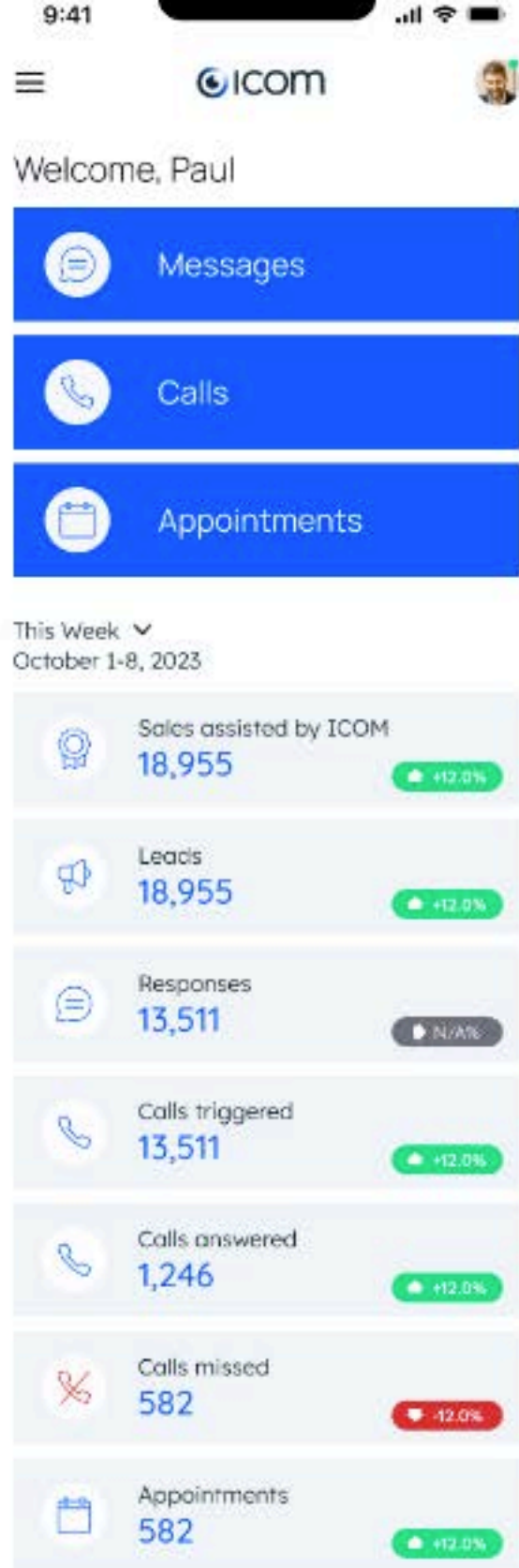
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Take a break if needed ☕

The next set of questions is related to the accessibility and visual information of the ICOM App. (You only need to answer these questions if you use the app)

**Continue**

press **Enter** ↵



9 → The updated ICOM App currently displays this data:\*

Please rank from 1 being the most important to 7 being the least important.

Drag and drop to rank options

- Sales Assisted by ICOM
- Leads
- Responses
- Calls triggered
- Calls answered
- Calls missed
- Appointments

[Add choice](#)

Welcome, Paul



Messages



Calls



Appointments

10 → What are your thoughts on conveniently accessing messages, calls, and appointments on the ICOM App's home screen?\*

Share your initial thoughts without overthinking

Type your answer here...

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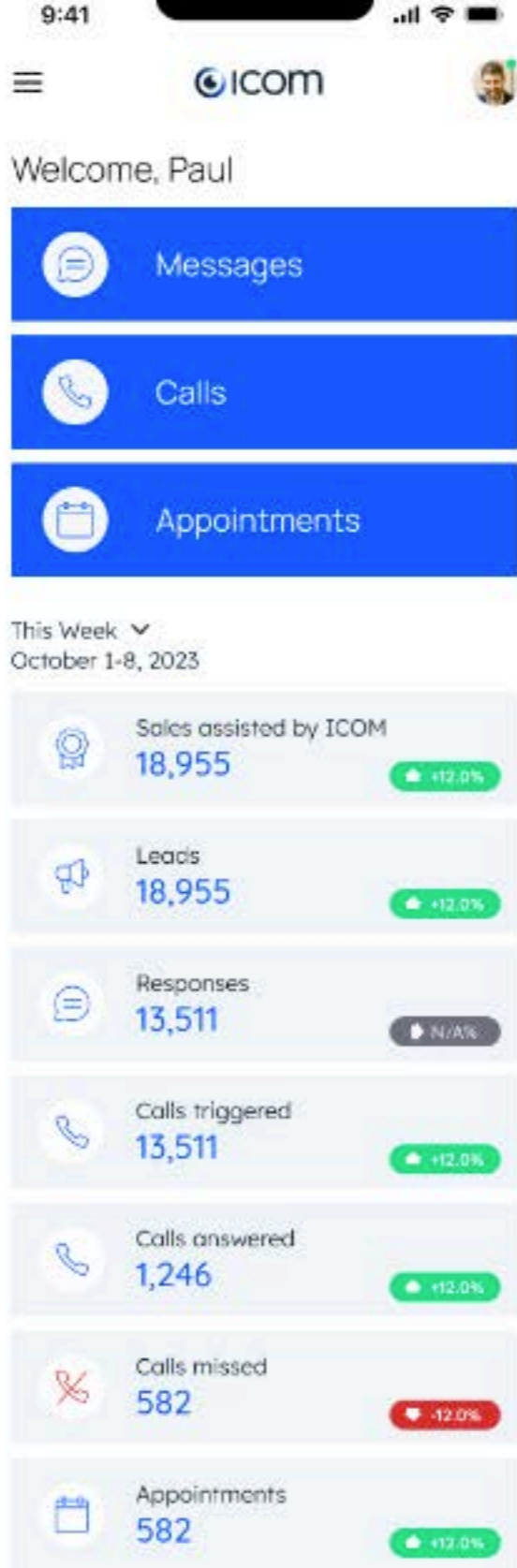


11 → What are your thoughts on easily accessing this data on the home screen within the ICOM App?\*

Share your initial thoughts without overthinking

Type your answer here...

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12 → What features do you think the ICOM App is lacking?\*

Please list and be specific as possible

Type your answer here...

Shift ⬆ + Enter ↵ to make a line break

OK ✓

press Enter ↵



## Push Settings

	All notifications	<input type="checkbox"/>
	Incoming leads	<input checked="" type="checkbox"/>
	Engagement notification	<input checked="" type="checkbox"/>
	Lead allocation	<input checked="" type="checkbox"/>
	Missed call	<input checked="" type="checkbox"/>
	Appointment	<input checked="" type="checkbox"/>
	Call request	<input checked="" type="checkbox"/>
	Fallback notification	<input checked="" type="checkbox"/>
	Response notifications	<input checked="" type="checkbox"/>

13 → Please rate the importance of each notification type in the ICOM App if you have it.

*Description (optional)*

Drag and drop to rank options

- Responses
- Appointments
- Missed calls
- Engagement notifications
- Lead engagement
- Incoming leads
- Lead allocation
- Call request
- Fallback

14 → Do you have a particular style or brand in mind for the ICOM App?\*

Feel free to include any links here...

Type your answer here...

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15 → How could we improve our product to better meet your needs?

*Description (optional)*

Type your answer here...

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16 → Lastly, would you be open to communicating with the Vancouver Design team for further questions or inquiries?\*

Agreeing means that we might contact you during our design process to clarify any recommendations you have replied within this survey (which is a good thing!). This will be done through Slack messages.

Yes

No