**Customer Interview**

**Overview**

|  |  |
| --- | --- |
| **Date** |  |
| **Interview lead** |  |
| **Team attendees** |  |
| **Objective** | *Define the goal of the interview and what you want to learn.* |
| **Relevant links** | *Reference any links or records that will be discussed in this interview.* |
| **Customer attendees** | Company name: Customer name: Job title: Email address: Phone number: |

**Discussion**

|  |  |
| --- | --- |
| **Section** | **Questions and answers** |
| Introduction | Can you tell us about yourself and what you do? |
| Body | What problem are you trying to solve?  How are you trying to solve the problem today?  What tools are you using to solve the problem?  Have you fully solved it? |
| Closing | Thank you for your time. Is there anything else you would like to share? |

**Analysis**

|  |  |
| --- | --- |
| **Overview** | Summary of the problems shared by the customer: |
| **Action items** | Next steps based on the interview: |