

USER INTERVIEW SYNTHESIS · JULY 2026

New teams need a clear first win

Themes, representative quotes, tensions, and actions tied back to the source interviews.

INTERVIEWS

18

new
administrators

EVIDENCE
EXCERPTS

74

source-linked

THEMES

5

reviewed

TENSIONS

3

kept visible

EXECUTIVE READ

Participants do not struggle because every individual step is hard. They struggle because they cannot tell which setup path matters for their goal or whether they are making progress toward a useful result.

01

Progress is invisible

"I completed three screens, but I still did not know if the workspace was ready."
· P07 · 14:22

02

Examples create momentum

"The sample workflow was the first moment I understood what to build." · P12 · 09:41

03

Control builds trust

"Show me what will happen before the first run. After that I am happy to automate it."
· P03 · 21:08

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Evidence, decisions, and a usable handoff

The complete file keeps the working structure editable and the review points visible.

THEME	PARTICIPANTS	EVIDENCE	TENSION	ACTION
Visible progress	13 / 18	22 excerpts	Experts want speed	Guided status
Useful example	11 / 18	18 excerpts	Must fit role	Role examples
Pre-flight control	9 / 18	16 excerpts	Adds a step	Review screen
Invite timing	6 / 18	8 excerpts	Team-dependent	Delay prompt

DECISION / NEXT REVIEW

Prototype a goal-based setup path with visible progress, one role-relevant example, and a pre-flight review before the first run.

QUALITY NOTE

Illustrative sample · fictional company and data. Values, names, and links in this sample