

Section 1: Creating rapport

- **Is software development the only tech job you have?**

Feel: No emotion

Say: Yes, software development is the only tech job I have

Think:

Do:

- **Could you describe your typical day as a software developer?**

Feel: No emotion

Say: After I wake up, I prepare myself for work (typically by 8 am) and then check my emails and my Jira project board to create my to-do list, and then I start work. I typically take a break by 2 pm and work till 5 pm.

Think:

Do:

Section 2: Finding out more about the research topic

- **Do you make your authentication codes or visit a library for download?**

Feel: No emotion

Say: Yes, I visit the library to download the authentication code

Think:

Do:

- **If yes, that they download their codes from the library, we ask, "how often do you download authentication codes?"**

Feel: No emotion

Say: Once in a while, at the beginning of a new project

Think:

Do:

- **Are these authentication codes easy to download?**

Feel: Satisfied

Say: Mostly, yes. There is a copy button I can use to copy the code snippet to my clipboard.

Think:

Do:

- **What Authentication website do you visit the most for code download?**

Feel: No emotion

Say: auth0.com is the authentication website I use the most

Think:

Do:

- **What challenges do you face when visiting other authentication code library websites?**

Feel: Dislike

Say: Poor navigation, poor search, poor code blocks design, lack of multiple programming language options to copy code for

Think:

Do:

- **What frustrates you the most on these authentication websites?**

Feel: Frustration

Say: Navigating around the sections on the library documentation

Think:

Do:

- **What is/are your favorite feature(s) on these websites?**

Feel: Fairly happy

Say: Copy Code feature

Think:

Do:

- **Are there any features you think they should have that they don't?**

Feel: Disappointment

Say: Yes, a sandbox environment to experiment or test the code samples. Also, being able to drop feedback about the ease of use after each library section or code section.

Think:

Do:

- **Have you ever had a terrible experience you wish to not relive on these websites in the process of getting authentication codes? If yes, “Kindly share.”**

Feel: No emotion

Say: No, I haven't had a terrible experience on these websites

Think:

Do:

- **If there were to be a new library for authentication codes, what features would you love to have on such an authentication website?**

Feel: Hopeful

Say: The same thing I mentioned above; I would love to have a sandbox environment to experiment or test the code samples

Think:

Do: