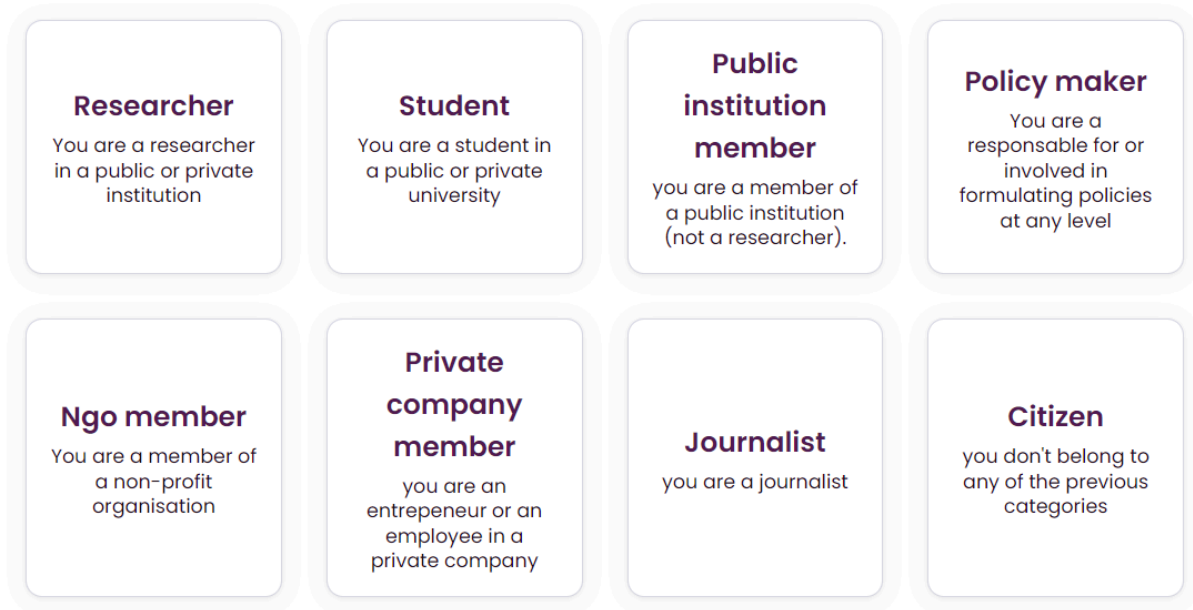


Working from the predefined goTriple user segments (researchers, students, public institution staff, policy makers, NGO members, private company professionals, journalists, and citizens), we used desktop research (including user guides and platform documentation) to map out hypothetical goals and workflows for each role. This gave us a theoretical foundation for how each user type *might* interact with digital discovery platforms. We then conducted interviews with real users to test these assumptions and gather additional insights. By analyzing both the desktop research and interview findings, we identified common patterns of use and challenges across different user types. This helped us pinpoint key user needs and translate them into concrete functionality recommendations for the platform.



Below is a summary table that aggregates the actionable insights and recommendations across all roles and associated [workflows](#).

Next: Group functionalities and identify either proprietary or open-source tools (especially those with robust APIs) to effect the desired capabilities?

| Role | Workflow | Actionable Insights & Recommendations |
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| Interview 1 | Integrated Translation & Summarisation | AI-assisted long-form summarization; machine translation with terminology extraction; human-in-the-loop validation; feedback-driven model refinement. |
| Interview 1 | Collaborative Translation & | Real-time collaborative translation; shared terminology repository; version control; structured audit trail. |

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| | Terminology Management | |
| Interview 1 | Integrated AI Summarization & Validation | AI-powered multilingual summarization; side-by-side comparison interface; user-driven correction workflows; transparency in data processing. |
| Interview 2 | AI-Enhanced Research Proposal Development | AI-assisted research proposal drafting; integrated literature search; automated citation & plagiarism checks; structured outlining tools. |
| Interview 3 | Integrated Data Organization & Reformatting | AI-assisted research structuring; document reformatting for readability; tabular data extraction; collaborative annotation & discussion tools. |
| Researcher | Exploratory Literature Review | <ul style="list-style-type: none"> • AI-powered semantic search; chat with docs; in-platform bookmarking and annotation; automated citation extraction; persistent identifiers for long-term access. |
| | Funding Application & Proposal Development | <ul style="list-style-type: none"> • Collaborative editing with version control; integrated data repository access; standardized proposal templates; automated citation management. |
| | Data Collection & Analysis | <ul style="list-style-type: none"> • Robust data upload & management module (supporting FAIR standards); AI-driven text/data analysis; collaborative data annotation; dynamic alerts for new data. Visualisations, EDA, stats. |
| | Writing, Review & Publication | <ul style="list-style-type: none"> • Unified, web-based collaborative writing environment; peer review and inline commenting; automated formatting and compliance checks; direct linking to FAIR repositories. |
| | Professional Development & Dissemination | <ul style="list-style-type: none"> • Integration with researcher identity systems (e.g., ORCID); networking hub; curated learning pathways; digital CV/portfolio features. |
| Student | Coursework & Seminar Preparation | <ul style="list-style-type: none"> • Modular content aggregation from institutional and public repositories; lightweight annotation and bookmarking; simple, intuitive interface. |

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| | Research for Assignments & Essays | <ul style="list-style-type: none"> • Open reference management integration (e.g., Zotero-like module); real-time collaborative writing editor; built-in quality and plagiarism tools using open NLP libraries. |
| | Group Project & Collaboration | <ul style="list-style-type: none"> • Centralized collaboration hub with real-time chat and document sharing; open-standard project management (Kanban or grid views); roster synchronization with LMS. |
| | Dissertation/Extended Research Project | <ul style="list-style-type: none"> • Integrated data analysis environment (leveraging open tools like JupyterLab); dynamic literature organization; supervisor feedback interface; FAIR packaging workflow. |
| | Continued Development & Transition | <ul style="list-style-type: none"> • Unified profile integration (with ORCID-like open system); lifelong learning hub with OER; digital portfolio builder; mentorship and networking modules. |
| Public Institution Member | Policy Landscape Analysis | <ul style="list-style-type: none"> • Open-access data aggregator (using APIs from public repositories); semantic analysis to extract trends; customizable, dynamic dashboards. |
| | Official Document Retrieval & Compliance Checks | <ul style="list-style-type: none"> • Centralized document repository with metadata extraction; automated compliance alerts; version control for tracking document changes. |
| | Planning Public Engagement & Outreach | <ul style="list-style-type: none"> • Integrated content management for case studies and multimedia; interactive presentation builder using open web standards; embedded feedback/survey tools. |
| | Cross-Institution Collaboration & Policy Briefs | <ul style="list-style-type: none"> • Real-time collaborative editing environment with version tracking; standardized template repository; secure access control per user role. |
| | Knowledge Management & Institutional Memory | <ul style="list-style-type: none"> • Open-source archival system (using open formats and PIDs); advanced search and tagging; continuous feedback and iterative learning modules. |

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| Policy Maker | Scanning the Policy Environment | <ul style="list-style-type: none"> • Open-source semantic search engine; dynamic dashboards for real-time trend visualization; trend extraction modules using NLP. |
| | Evidence Gathering & Stakeholder Consultation | <ul style="list-style-type: none"> • Integrated, open-access evidence repository; stakeholder feedback integration; standardized metadata and cross-linking capabilities. |
| | Drafting & Refining Policy Proposals | <ul style="list-style-type: none"> • Web-based, real-time collaborative editor; customizable policy proposal templates; versioning and audit trails. |
| | Approval, Implementation & Monitoring | <ul style="list-style-type: none"> • Automated approval pipelines and notification systems; real-time monitoring dashboards; rule-based compliance checkers. |
| | Knowledge Sharing & Continual Improvement | <ul style="list-style-type: none"> • Open archival system with faceted search and tagging; integrated discussion forums for feedback; iterative learning and analytics modules. |
| NGO Member | Researching Social/Environmental Issues | <ul style="list-style-type: none"> • Open-access data aggregator for academic and governmental sources; integrated annotation; semantic analysis for trend visualization. |
| | Campaign & Advocacy Planning | <ul style="list-style-type: none"> • Content management for compiling evidence; interactive presentation builder using open standards; embedded feedback channels. |
| | Partnering with Academics/Organizations | <ul style="list-style-type: none"> • Collaborative networking hub; shared project workspaces with secure access; interoperable data sharing via open APIs. |
| | Impact Assessment & Reporting | <ul style="list-style-type: none"> • Integrated analytics dashboard for KPIs; automated report generation using templated formats; feedback and audit trail systems. |
| | Building Organizational Knowledge & Capacity | <ul style="list-style-type: none"> • Open-source archival repository; learning resource hub with curated OER; community feedback loops for continuous improvement. |

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| Private Company Member | Market Research & Trend Analysis | <ul style="list-style-type: none"> • Open-access data aggregation from public and market sources; semantic analysis and dynamic dashboards for trend visualization; competitive benchmarking. |
| | Product/Service Development | <ul style="list-style-type: none"> • Idea management and collaborative prototyping tools; real-time product specification editing; research data integration via open APIs. |
| | Funding, Partnerships & Pitch Preparation | <ul style="list-style-type: none"> • Investor/partner aggregator module; customizable pitch deck templates; collaborative proposal editing with version control. |
| | Staff Training & Professional Development | <ul style="list-style-type: none"> • Open-source LMS integration; skill assessment tools; collaborative learning spaces with peer feedback and self-assessment features. |
| | CSR & Innovation Projects | <ul style="list-style-type: none"> • CSR project repository with open archival standards; public engagement tools (open surveys, forums); automated impact analysis dashboards. |
| Journalist | Story Ideation & Background Research | <ul style="list-style-type: none"> • Open-access news and academic content aggregator; semantic analysis and topic modeling; collaborative brainstorming tools (digital whiteboards, mind maps). |
| | In-Depth Investigation | <ul style="list-style-type: none"> • Integrated document repository for official records and reports; open fact-checking interface using NLP; data visualization components for complex investigations. |
| | Writing & Editorial Process | <ul style="list-style-type: none"> • Web-based, collaborative writing editor with version control; inline commenting and peer review; open citation management integration. |
| | Publication & Reader Engagement | <ul style="list-style-type: none"> • Open-source CMS for interactive, multimedia publishing; real-time engagement dashboards; modular social media integration for sharing and feedback. |
| | Building a Reputation & Expanding Portfolio | <ul style="list-style-type: none"> • Interactive portfolio builder using open web technologies; profile analytics integration; community forums for professional networking. |

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| Citizen | General Knowledge & Personal Research | <ul style="list-style-type: none"> • Open-access search integration; lightweight annotation and bookmarking tools; customizable personal reading lists with PIDs. |
| | Community Engagement & Local Projects | <ul style="list-style-type: none"> • Localized content aggregator via open data feeds; open discussion forums; shared project repositories for community initiatives. |
| | Fact-Checking & Informal Learning | <ul style="list-style-type: none"> • Open fact-checking module using multiple data sources; interactive annotation with community discussion; modular learning aids. |
| | Exploring Personal/Family History | <ul style="list-style-type: none"> • Integration with public archives and genealogical data via open protocols; interactive genealogical mapping; guided research workflows. |
| | Lifelong Learning & Personal Growth | <ul style="list-style-type: none"> • Centralized OER hub with curated resources; personal learning dashboard for goal tracking; social learning modules for community engagement. |

This table summarizes the core actionable insights and recommendations across all roles, providing a framework to begin searching for the right tools (proprietary or open-source with APIs) that can support these functionalities.