

Objective

Actual, real-life feedback from our existing user will help us

1. Summarise some basic user needs and wants for photo printing
2. Set up data-based personas to keep product decision grounded
3. Provide insights for prioritisation process

Use Needs & Wants

§. Be able to print photos sent to me

<https://nix.zendesk.com/agent/tickets/1185100>



james shine Apr 01 05:32 am

Hi Nixplay,

Is there any way I can print the odd photo of if so how!

Thanks for your help

Jim Shine



james shine Monday 04:59 am

Hi Nixplay Team,

I would request that you do not close this ticket until you have provided me with a means of printing the screen your suggestion that I can print from my camera

Is not relevant as the pictures are not from my camera but sent to me from the USA and are not available for me to print.

Thanks in advance for your development.

James Shine

EMAIL jkwshine@tiscali.co.uk

USER ID 640637

SIGNED UP 23 Oct 2018 at 5:31

LAST SEEN 8 Mar 2019 at 18:21

SESSION COUNT 2

UNSUBSCRIBED FROM EMAILS false

USERNAME popsshine@mynixplay.com
REGISTEREDCOUNTRY United Kingdom
PLAYLISTS 1
PHOTOS 175
FRAMES 1
FRIENDSAPPROVED 3

§. Be able to print album photos into a photo book

<https://nix.zendesk.com/agent/tickets/1086677>



Renee Proto Feb 18, 2018 01:11 pm



Is there a method for me to take the album that I have in nixplay(playlist)
Off and **print** it?

Sent from my iPhone



Renee Proto Feb 18, 2018 03:11 pm



There's are 353 photos in my albums. I'd like o **print** of of them into s
book. How can I do that without doing one at a time

Sent from my iPhone

EMAIL renee_proto@yahoo.com
USER ID Unknown
SIGNED UP 9 Feb 2018 at 22:52
LAST SEEN 28 Mar 2018 at 23:20
SESSION COUNT 7
UNSUBSCRIBED FROM EMAILS true
USERNAME reneepro@mynixplay.com
REGISTEREDCOUNTRY United States
PLAYLISTS 2
PHOTOS 4
FRAMES 0
FRIENDSAPPROVED 0

§. Be able to print individual photos in different size e.g. 8x10, 4x6, 5x7

<https://nix.zendesk.com/agent/tickets/1131418>



Bob Johansson Oct 19, 2018 08:00 am



I would like to have individual photo prints to put in separate frames. IE: 8x10, 5x7, or 4x6

How can I order those prints, if I can at Nixplay?

Thank you



Bob Johansson Oct 24, 2018 02:34 pm



I did call back yesterday. I asked for you specifically because I had a gentleman that I could not understand because he could not speak sufficient English. It took me at least five times for him to understand what I was trying to ask about. I will explain this on this email and if you can respond via email thank you I have ordered albums from you from my photos on many occasions. What I would like to do now is print individual photos through NIXPLAY example one 8 x 10, two 4 x 6, 4three 5 x 7. I tried to go on your website to see if I had that option The person I spoke to yesterday said that could not be done. It looks like I will do this through Walgreens locally. Then The person I spoke to yesterday said that could not be done. It looks like I will do that through Walgreens and locally. vane I asked for you at least twice and got no response. So once again, all I would like to know is if I can do individual photos in different sizes through your website instead of an album? Hope to hear from you. I was very disappointed in the person I spoke to you. Thank you, I ask for you at least twice and got no response. So once again, all I would like to know is if I can do individual photos in different sizes through your website instead of an album? Hope to hear from you. I was very disappointed in the person I spoke to you. Thank you, BOB

EMAIL bobjohansson@gmail.com

USER ID 6357

SIGNED UP 31 Jul 2014 at 8:53

LAST SEEN 30 Dec 2018 at 5:33

SESSION COUNT 35

UNSUBSCRIBED FROM EMAILS true

USERNAME bobjohansson@mynixplay.com

REGISTEREDCOUNTRY United States

PLAYLISTS 4

PHOTOS 713

FRAMES 0

FRIENDSAPPROVED 0