

Musgrave Empathy meeting-20260428_105535-Meeting Transcript

28 April 2026, 09:55am

5m 24s

● **Desmond Leo** started transcription

DL **Desmond Leo** 0:03

On the topic of online discussion forums, can you walk me through the situation or the last time you actually needed to amend a topic when the discussion forum was already launched?

KC **Kennedy, Cliona** 0:05

Mmh.

Yeah.

And.

Mm.

Oh my god.

I think probably it was early.

DL **Desmond Leo** 0:34

You.

KC **Kennedy, Cliona** 0:38

Earlier this year.

We had put one up in January or like say if we had put one up in January, we forgot to ask him about the February bank holiday. So I had to add a piece into it about the February bank holiday coming up.

DL **Desmond Leo** 0:57

In that situation, were you adding a piece? Sorry, were you adding a topic or you amending and kind of clarifying a topic?

KC **Kennedy, Cliona** 1:01

Okay.
Adding a topic.

DL **Desmond Leo** 1:07
Mm.

KC **Kennedy, Cliona** 1:07
I would about to add a topic, yeah.

DL **Desmond Leo** 1:09
Okay.
Is it likely that you would also need to amend a topic as well? Like maybe you phrased something incorrectly and we're getting the wrong response.
Yeah.

KC **Kennedy, Cliona** 1:22
Yeah, sometimes if we're not getting the responses that we improve, we just probably simplify the language.

DL **Desmond Leo** 1:30
Have you ever needed to edit someone's response?

KC **Kennedy, Cliona** 1:33
Nope.

DL **Desmond Leo** 1:35
No.

KC **Kennedy, Cliona** 1:37
Nope.

DL **Desmond Leo** 1:37
Because in your situation, you don't do group responses, you do like one-to-one responses.

KC **Kennedy, Cliona** 1:39

Okay.

Yeah, yeah.

DL **Desmond Leo** 1:42

Okay.

If you were, I mean, have you ever considered doing group responses or no?

KC **Kennedy, Cliona** 1:49

No.

We can't.

DL **Desmond Leo** 1:53

Can you, sorry, can you explain that a little bit more?

KC **Kennedy, Cliona** 1:55

I think it's because of GDPR.

DL **Desmond Leo** 1:58

Okay, so you just cannot have other people know what other people are saying.

KC **Kennedy, Cliona** 2:01

Yeah, and like, because it's B2B, they're all competition, so we can't.

DL **Desmond Leo** 2:06

Got it. Okie doke.

Have you ever needed to...

midfield upload a new group of people to then participate? Or do you have everybody at the beginning?

KC **Kennedy, Cliona** 2:16

Nope.

Have everyone at the beginning.

DL **Desmond Leo** 2:20

Okay.

Do you foresee a world in which that it would you would need to?

Midfield.

Add a new list, yeah.

KC **Kennedy, Cliona** 2:33

Probably not.

No, probably not.

No, I don't. To answer my question, no.

DL **Desmond Leo** 2:40

Perfect. Okay, that answers all of the questions that we have, because it impacts how we design or what we release in the initial design, but no new audience, yes to amending topics, yes from adding topics, no to editing responses.

KC **Kennedy, Cliona** 2:44

And.

Yeah.

Mm-hmm.

We don't need to edit their responses. Okay.

DL **Desmond Leo** 3:04

The last time you, but when you were using.

KC **Kennedy, Cliona** 3:08

Vision Drive.

DL **Desmond Leo** 3:10

Visions Live.

KC **Kennedy, Cliona** 3:11

Yeah.

DL **Desmond Leo** 3:13

Was your expectation that as soon as you amend the topic, it goes live immediately? Or was there a process in a flow that says, I'm going to amend the topic, have some people run through it, verify, and then we push launch?

KC **Kennedy, Cliona** 3:25

It goes immediate, immediately live revisions live. There is no test. Option like Empathy has.

DL **Desmond Leo** 3:34

What is what is your preference?

KC **Kennedy, Cliona** 3:36

Test.

DL **Desmond Leo** 3:38

So you would prefer that we go through some sort of test workflow to make sure that the...

Thing is updated first before you then push live, or are there some changes that you you're like, you know, that's a small enough change from just adding context? I don't need to to test it.

KC **Kennedy, Cliona** 3:46

Yeah.

It probably realistically would be a small enough change anyway.

But I suppose having that, I'm so used to having the test featured there in the survey.

DL **Desmond Leo** 4:08

That you can just expect it.

KC **Kennedy, Cliona** 4:09

Yeah.

Yeah, maybe it would still be handy to have in the discussions also as well.

If we are going to be training people over time to learn how to use it, the test feature

is probably the handiest one.

Just so that if there is a mistake after our mistake after, do you know what I mean?

It's not, it's easily.

remedied rather than it going live straight away to consumers.

Hey, Leo.

DL **Desmond Leo** 4:39

In that scenario, I just want to dig that a little bit, into that a little bit further. Would it be, would there potentially be a situation, this is a bit leading, I'm going to, I don't care. I'm going to ask it anyways, where you'd say to a junior, update this for me.

KC **Kennedy, Cliona** 4:43

Mhm, mhm.

Yeah, we need.

It was a green screen, or something like that.

DL **Desmond Leo** 4:58

And then before you actually launch it, you're like, okay, you then check to see if it's implemented properly and then hit launch.

KC **Kennedy, Cliona** 5:05

Mm-hmm.

DL **Desmond Leo** 5:06

Yeah.

KC **Kennedy, Cliona** 5:07

I did that anyway, because control freak.

DL **Desmond Leo** 5:11

Yep. Yep.

Excellent. Perfect. This is all we needed to know. Thank you so much.

KC **Kennedy, Cliona** 5:17

OK, perfect. Thank you, Lizzy.

DL **Desmond Leo** 5:19
Okay, bye.

● **Desmond Leo** stopped transcription