

Appendix 3

Coding matrix of topics discussed during Thought Spot workshops

Topic	Sub-topic
Appearance of Thought Spot	Layout
	Colours
	Consistency
Purpose of Thought Spot	Mental health
	Wellness
	Scope
Customization	Favourites
	Recommendations
	Personalization
Usability	Glitches
	Confusing
	Search
	Hard to use
	Easy to use
	Navigation
	Tutorial
Data	Categories/filters
	Ratings
	Description of services
	Verification
	Missing information
	Partnerships
	Crowd-sourcing
Sustainability	