

USER INTERVIEWS

The 2020 UX Research Tools Map

User research can touch on a dozen different job functions in practice, and it seems like each one has at least 5 different SaaS tools vying for your attention. Design tools, research tools, prototyping tools, video conferencing tools—the list goes on.

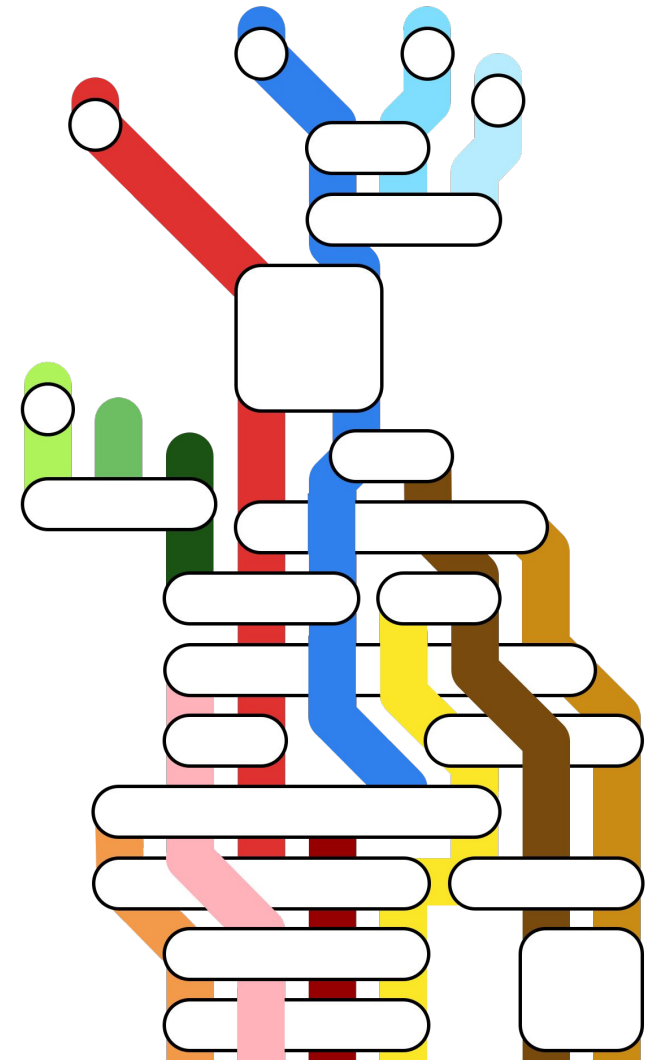
So what's a researcher to do? Go with a one-size-fits-all platform that boasts tons of features, but maybe not the 1 feature you really need? Or piece together a custom stack of products that might not always play nice with each other? And how do you even find tools that cover your whole stack, work smoothly with what you already have, and fit your team's workflow well enough to actually use?

Enter our UX Research Tools Map, 2020 style.

Taking inspiration from classic subway maps, each “line” represents a type of feature or functionality, and each “stop” contains logos for tools that deliver those features. Connections between lines give a sense of where your tools overlap and serve multiple purposes.

Our 2020 version includes 47 new tools, tighter categorization, and even a lightweight version you can use in presentations to help show stakeholders where you need support in your stack, since many of you wrote us to say that's how you were using last year's map.

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