

Interview 8 Transcript

Interviewer

Hello, I'm GPTREI, your requirements elicitation assistant. Today, I will be gathering detailed information about your project needs to ensure we understand all requirements clearly. Before we begin, are you in line with the scope of this interview or do your expectations of this interview differ?

Stakeholder

Yes, I'm in line.

Interviewer

Great! Let's get started. Can you describe, in a few sentences, what your business or project is about?

Stakeholder

I have a hair dresser salon with twelve employees and a lot of customers. Due to the thriving business, I want to do certain processes digital to become more efficient. These involve my booking systems for making appointments, recordings receipts, expenses and more data related to book keeping and the tracking of my supplies. Moreover, the system should create reports so I can discover problems or sub processes which can be done more efficiently.

Interviewer

Thank you for that overview. Let's dive into more specifics. Can you tell me about the current process for making appointments and what challenges you are experiencing with it?

Stakeholder

Right now I have a reservation diary which I use to record the appointments. Each week I schedule who is working that week. Creating the schedule takes more time since the number of employees increased. Moreover, we have customers who prefer a certain employee. If they schedule an appointment much earlier, I have to take the appointment with that employee into consideration when making his or her schedule for that week. In addition, we also have part time employees. And not every employee can do every service we offer.

Interviewer

Thank you for this detailed explanation. To better understand your needs, could you describe how you currently handle record-keeping for receipts, expenses, and bookkeeping? What are the pain points or inefficiencies you encounter in these processes?

Stakeholder

I record them into a book which I give my accountant

Interviewer

Got it. Could you explain how you currently track your supplies, such as inventory levels, ordering, and usage? What specific issues or challenges do you face in this aspect?

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Stakeholder

These are recorded into another book. And I need to keep an overview which supply is still available and which is running out and needs to be bought soon

Interviewer

Thank you for that information. Considering the inefficiencies you've mentioned, what kind of reports are you envisioning the new digital system to generate? Can you give examples of the types of insights or data you are looking to glean from these reports?

Stakeholder

I would like to get an overview which days of the month and week have been the busiest and moreover, which hours. This could help scheduling the staff. Furthermore, I need to see which services are booked the most. An overview of the amount of each supply that has been used would also be good

Interviewer

That sounds very helpful. To ensure that this digital system meets your needs, how would you prefer to access and manage this data? For example, are there any specific devices or platforms (like mobile phones, tablets, or computers) you envision using? And would you need access to this information remotely or only on-site?

Stakeholder

I don't have any device in my hair salon yet, but I could imagine that a tablet would be very handy. At home, I have a computer and I'd like to check the data there as well on weekends

Interviewer

Thank you. That's helpful to know. Regarding user access, who else aside from yourself would need to use the system? What levels of access or permissions would be required for different users, such as your employees, accountant, etc.?

Stakeholder

I want to send the accountant only a report, so he does not need any access. For now, only I will need access. However, it would be nice if the customer could schedule their appointments themselves in the long run. And the employees should be able to use it too for scheduling their vacation days etc

Interviewer

Understood. Let's focus on the customer-facing part for a moment. How do you envision customers interacting with the system to schedule their appointments? For example, would this be through a website, a mobile app, or both? What specific features or functionalities would you like the customer booking interface to have?

Stakeholder

A website would be nice which also works well on the mobile phone. They should choose a day, if they want in an employee and which services they want to book

Interviewer

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That sounds like a solid plan. Now let's move on to the employees. Could you describe what specific functionalities you would like the system to have for the employees? For example, how they would request vacation days, view their schedules, or manage appointments?

Stakeholder

So they should see their schedule. They should get a notification if this schedules changes. They should have the possibility to ask for a time frime for their vacation days which I need to allow then.

Interviewer

Great, thank you for those details. How do you envision the backend of this system? For example, how would you like to manage and update schedules, track inventory, and generate reports? Are there any specific functionalities or features in mind to simplify these administrative tasks?

Stakeholder

It would be nice if the system could make a suggestion for a schedule and I could adapt it. The rest should be as described before

Interviewer

Thank you for that clarification. Given all these functionalities and your current workflow, do you have any existing software or tools you use for other parts of your business that you would like this new system to integrate with?

Stakeholder

No I don't

Interviewer

Understood. Now, thinking about the future, do you foresee any additional features or scalability requirements that this system might need to accommodate as your business continues to grow or evolve?

Stakeholder

I might have more employees. Or maybe even more saloons. It would be also good if in the future the employees could retrieve all their data from that system

Interviewer

Thank you for sharing that forward-looking perspective. To wrap up, can you tell me about any specific concerns or priorities you have regarding data security and privacy, especially since this system will handle sensitive customer and employee information?

Stakeholder

It is important that only I see the data. The employees should not see any data from other employees or customers

Interviewer

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Thank you for emphasizing that. Your responses have provided a comprehensive understanding of your needs and vision for the project. Is there anything else you would like to add or any other specific requirements or features you think we haven't covered?

Stakeholder

I don't think so

Interviewer

Great, I believe we have gathered quite a detailed set of requirements. I'll compile all this information, and we can proceed to outline the next steps for turning your vision into a functional system. Thank you for your time and insights!