

## Interview 1 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

I am in line with the scope of this interview

Interviewer

Great, thank you for that confirmation. To start off, could you please introduce yourself and your connection to the project?

Stakeholder

Sure! I am Mary Smith, the owner of the Cool Ski Resort company.

Interviewer

Thank you, Mary. It's great to meet you. How would you describe this project in two to four sentences?

Stakeholder

The aim of this project is to increase the visibility of my resorts to a large number of customers and restructure the whole business with digital solutions. Therefore, a website should be created with reservation, booking and payment option. Additionally, a social media connection with the website should be established (Twitter, Facebook, Instagram). The website should be connected with a centralized database that keeps track of reservations, bookings, hires and inventory in each resort.

Interviewer

Thanks for that overview, Mary. Could you please describe the current process or system you use for handling reservations, bookings, and payments at Cool Ski Resort?

Stakeholder

Currently all the resorts have a simple system for all reservation and hire by telephone and fax. The payments are handled semi-manually and are stored in a local database of each resort.

Interviewer

I see, thank you for the explanation. What current processes do you want to change or improve, and what are the features you hope to get from this project?

Stakeholder

I want to have a centralized database that keeps track of reservations, bookings, hires and inventory in each resort instead of a local database in each resort. I want the database to be connected with a website where reservation,

## Interview 1 Transcript

booking and payment is possible online instead of having a simple system for all reservation, hiring by telephone and paying at the resort. I want financial and business reports to be generated easier than assistants keeping track of financial aspects.

Interviewer

So, to confirm, the main features you want for this project are:

1. A centralized database for reservations, bookings, hires, and inventory.
2. An integrated website with online reservation, booking, and payment options.
3. Easier generation of financial and business reports.

Is that correct, or are there any other features you would like to add?

Stakeholder

I would like to add:

- Promotion through social media
- Query weather and snow condition forecasts for customers staying at resort
- Intuitive and well structured website for customers to see what is available in each resort

Interviewer

Thank you for adding those features, Mary. So, to summarize, the main features you want for this project are:

1. A centralized database for reservations, bookings, hires, and inventory.
2. An integrated website with online reservation, booking, and payment options.
3. Easier generation of financial and business reports.
4. Promotion through social media.
5. Weather and snow condition forecasts for customers.
6. An intuitive and well-structured website to display available options at each resort.

Are there any other features we should consider, or does this cover everything you have in mind?

Stakeholder

This covers everything. Please note that these features all refer to the new website

Interviewer

Understood, all the features mentioned will be included in the new website. Now, let's prioritize these features. Which of these features would you consider the most critical to implement first, and which can be considered lower priority?

Stakeholder

The most critical to implement first are feature 1 and 2. Then 4 and 6. Lower priority is 3 and the lowest priority is 5

Interviewer

Got it. Thank you for helping prioritize the features. To reiterate:

## Interview 1 Transcript

1. Most critical: Centralized database and integrated website with online reservation, booking, and payment options.
2. Next priority: Promotion through social media and an intuitive and well-structured website.
3. Lower priority: Easier generation of financial and business reports.
4. Lowest priority: Weather and snow condition forecasts for customers.

Now, let's dive into the details of each prioritized feature. Starting with the centralized database, can you please elaborate on what you want this centralized database to accomplish?

Stakeholder

It should keep track of reservations, bookings, hires and inventory in each resort.

Interviewer

Thank you for that clarification. For the centralized database:

- Can you describe the specific types of data that need to be stored for reservations, bookings, hires, and inventory?
- Also, what level of access control or security measures would you like to have in place for this centralized database?

Stakeholder

For reservation, the time span, room, and personal data of the customer needs to be stored. For bookings of training classes the time, the skill level and the personal data of the customer needs to be stored. For inventory the shoe size, size, skill level and personal data and the booked equipment needs to be stored.

For the personal data a high security level is needed

Interviewer

Thank you for the detailed information. It's clear that the centralized database will need to be robust and secure to handle various types of data efficiently.

Now, moving on to the second critical feature, the integrated website. Could you please elaborate on your specific requirements for the online reservation, booking, and payment options? What functionalities or user interactions would you expect?

Stakeholder

The users should see what is available in each resort. For the reservation, they should be able to see the different rooms and if they are available for their desired time. For the booking of the classes they should see what different classes there are (skill level, times, ..). For the payment options they should be able to pay with credit card or paypal.

Interviewer

Thank you for those details. So, for the integrated website:

- Users should see current availability and book rooms with specific time frames.
- They should be able to view and book different training classes categorized by skill level and times.

## Interview 1 Transcript

- Payment options should include credit card and PayPal.

Let's now talk about the additional critical feature, promoting through social media. Can you explain what kind of social media integration you are looking for? What specific actions or promotions would you like to achieve?

Stakeholder

I would like the website to be connected with social media which will help in advertising on various platforms like Twitter, Facebook and Instagram. Users of the platform should get advertisement about the resorts and about special offers.

Interviewer

Understood. So, for the social media integration:

- The website needs to connect with platforms like Twitter, Facebook, and Instagram.
- Users should receive advertisements about the resorts and special offers.

Next, let's discuss the requirement for an intuitive and well-structured website. Could you elaborate on what you envision an intuitive and well-structured website to be? For example, any specific design elements, user interface preferences, or features that improve user experience?

Stakeholder

There should be nice pictures of our beautiful resorts. The website should not have too much text but rather show all important information in a well structured way. On the homepage, the different options should be visible (Reservation, Booking of classes,...). Then the user can click on the subject he is interested in / wants to inform about.

Interviewer

Thank you for that detailed description. For an intuitive and well-structured website:

- High-quality pictures of the resorts should be prominently displayed.
- Minimal text with a focus on structured presentation of essential information.
- A homepage with visible options (Reservation, Booking of classes, etc.) that users can click on to navigate further.

Now, moving on to the requirement of generating financial and business reports. Can you describe the specific types of reports you need and any particular data points or metrics that should be included in these reports?

Stakeholder

The reports should, for sure, only be accessed by me and my team. I want to have nice overviews of financial aspects in the time spans: week, month, year, so that I can analyse our financial situation easier. Plus, I want to be able to see which customer already paid.

Interviewer

Thank you for those specifics. For financial and business reports:

- Access control limited to you and your team.
- Reports should provide overviews in weekly, monthly, and yearly time spans.

## Interview 1 Transcript

- Capability to analyze the financial situation.
- Ability to see which customers have already paid.

Finally, let's discuss the weather and snow condition forecasts. Can you describe what data or features you'd like customers to see? For example, real-time updates, specific weather metrics, or integration with particular weather services?

Stakeholder

The weather forecast for the next two weeks and the snow condition for the day. Best is from wetter-online.

There should be the real-time view of the live-cam that is situated on the mountains next to my resorts

Interviewer

Thank you for those details. For weather and snow condition forecasts:

- Display the weather forecast for the next two weeks.
- Show the snow condition for the current day.
- Integrate data from "wetter-online" for accuracy.
- Provide real-time views from live cameras situated on the mountains next to the resorts.

Let's wrap up by summarizing the key points discussed:

1. **Centralized Database**: Track reservations, bookings, hires, and inventory, with high security for personal data.
2. **Integrated Website**: Online reservation, booking, and payment options (credit card and PayPal), displaying availability.
3. **Social Media Integration**: Connect with Twitter, Facebook, and Instagram to advertise resorts and special offers.
4. **Well-Structured Website**: High-quality images, minimal text, structured information, and visible options on the homepage.
5. **Financial Reports**: Overview of financial aspects with weekly, monthly, and yearly reports, and tracking of customer payments.
6. **Weather/Snow Conditions**: Two-week weather forecast, current day snow conditions from "wetter-online," and real-time live cam views.

Is there anything else you would like to add or any adjustments to these points?

Stakeholder

no

Interviewer

Great, thank you for your thorough input, Mary. This will help us tremendously in understanding and meeting your project needs.

## Interview 1 Transcript

To complete our discussion, who else do you think has valuable insights into the project and whose needs need to be considered, and why?

Stakeholder

my assistants

Interviewer

Understood, it's important to include your assistants' perspectives as well. Thank you for highlighting that.

To wrap things up, we will prepare a detailed summary based on our discussion and share it with you for review. If any additional questions or clarifications are needed, we'll follow up.

Thank you for your valuable insights, Mary. Your input is crucial for the success of this project.