

Interview 11 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

Interviewer

Great, thank you. To start off, could you please introduce yourself and your connection to this project?

Stakeholder

I am Nancy, owner of the hair dressing shop and I manage the staff

Interviewer

Thank you, Nancy. It's nice to meet you.

Could you describe your project in two to four sentences?

Stakeholder

I want a system for my salon, which does offer a booking system for clients to make appointments. Additionally, it should keep track of my business records (receipts, expenses, wages, GST, etc.). It should keep track of supplies and notify me when supplies are running out and should be ordered. And it should provide data in form of reports to run the business more efficiently.

Interviewer

Thank you for that overview, Nancy.

Can you describe the current process or system you use for managing appointments, business records, supplies, and reports?

Stakeholder

I have a reservation diary for my appointments. My day's takings are recorded in a cashbook, which I then give to my accountant. The supplies needed are recorded in another book, once a week I go through this book and place an order with my suppliers. At the moment I don't have any reports of data collected.

Interviewer

Thanks for explaining your current systems, Nancy.

Let's delve deeper into the features you hope to get from the new system. What current processes do you want to change or improve, or what are the specific features you hope to see in this project?

Interview 11 Transcript

Stakeholder

I want to automate the book keeping functions using the widely used packages FAST ACCOUNTS so I can cut down on the work the accountant does. Also, I want a digital diary so I can keep track of customer demand and. All in all I want to run my business more efficiently.

Interviewer

Understood, Nancy. To ensure I have a complete picture, the features you're looking for include: an integrated booking system for appointments, an automated bookkeeping system using FAST ACCOUNTS, an inventory management function, and detailed business reports. Is that correct?

Are there any other features you'd like to see in this project or anything specific you want each of these features to accomplish?

Stakeholder

That is all.

Interviewer

Great, thank you. Let's move on to prioritizing and detailing each of these features. Among the booking system, the FAST ACCOUNTS integration, the inventory management, and the reporting feature, which one do you consider to be the top priority?

Stakeholder

The booking system has the top priority

Interviewer

Thank you for prioritizing that, Nancy. Let's dive deeper into the booking system.

Could you please elaborate on what specific functions or features you want the booking system to have? For example, do you need it to send confirmation emails to clients or allow them to reschedule their appointments online?

Stakeholder

Yes these both things sound good. Also, I want to know when the busy times are so that I can roster sufficient staff on duty.

Interviewer

Got it. So, the booking system should have the following features:

1. Allow clients to book appointments online.
2. Send confirmation emails to clients after booking.
3. Allow clients to reschedule their appointments online.

Interview 11 Transcript

4. Provide insights or reports on busy times to help with staffing rosters.

Is there anything else you'd like to include in the booking system, or any specific details you want to add to these features?

Stakeholder

Thats all

Interviewer

Great, thank you. Next, let's talk about the integration with FAST ACCOUNTS.

Could you please explain what specific bookkeeping tasks you want the system to automate and how you envision this integration working?

Stakeholder

I want to prepare records on my computer and email them to my accountant who will prepare the tax return.

Interviewer

Thank you for clarifying. So, the bookkeeping system should:

1. Enable you to prepare records digitally.
2. Allow easy export and email of these records to your accountant.

Are there any specific types of records or data points you want to ensure are included in this system, such as daily takings, expenses, employee wages, etc.?

Stakeholder

Yes, receipts, expenses, wages and Goods and Services Tax should be included

Interviewer

Got it. So, the FAST ACCOUNTS integration should handle:

1. Receipts
2. Expenses
3. Employee wages
4. Goods and Services Tax (GST)

And you should be able to prepare and export these records to email to your accountant.

Interview 11 Transcript

Is there anything else you'd like to add or any other specific requirements for this feature?

Stakeholder

no

Interviewer

Thanks, Nancy. Let's move on to the inventory management function.

Can you describe what specific requirements you have for the inventory management system? For example, how frequently you want to be notified about low supplies or any particular details about the tracking process.

Stakeholder

I want to be notified weekly.

Interviewer

Understood. So, the inventory management system should:

1. Track supplies.
2. Send you notifications weekly when supplies are running low.

Is there anything else you'd like to include in this inventory management system, or any specific way you'd like the notifications to be delivered (e.g., email, SMS, in-app notification)?

Stakeholder

by email

Interviewer

Thank you for specifying. So the inventory management system will:

1. Track supplies.
2. Send you weekly notifications via email when supplies are running low.

Is there anything else you'd like to add regarding the inventory management feature, or shall we move on to the reporting feature?

Stakeholder

no

Interviewer

Alright, let's move on to the reporting feature.

Interview 11 Transcript

Can you describe the kind of reports you need the system to generate and any specific data points or insights you're looking to gain from these reports?

Stakeholder

I want to know when are the peak times of my salon

Interviewer

Thank you, Nancy. So, for the reporting feature, you need the system to generate reports that:

1. Identify peak times in the salon.

Are there any other types of reports or data insights you need, or is identifying peak times the primary focus for this feature?

Stakeholder

what could be other?

Interviewer

Here are a few additional reports that might be beneficial for running your salon more efficiently:

1. **Revenue Reports:** Track daily, weekly, or monthly revenue.
2. **Expense Reports:** Monitor your expenses over different periods.
3. **Customer Reports:** See which customers visit most frequently, what services they book, etc.
4. **Staff Performance Reports:** Evaluate which employees are handling the most appointments or generating the most revenue.
5. **Inventory Usage Reports:** Understand which supplies/materials are being used most frequently.
6. **Appointment Statistics:** Analyze the number of appointments, cancellations, and rescheduled appointments.

Would any of these additional reports be beneficial for your business?

Stakeholder

Yes the customer and staff performance reports

Interviewer

Great choice, Nancy. So, the reporting feature should include:

1. **Peak Times Report:** Identifying the peak times in the salon.
2. **Customer Reports:** Tracking frequent visitors and the services they book.
3. **Staff Performance Reports:** Evaluating staff based on the number of appointments handled and revenue

Interview 11 Transcript

generated.

Is there anything else you'd like to add, or do these cover your primary needs for the reporting feature?

Stakeholder

no

Interviewer

Excellent, Nancy. We have now covered the priority features for your project. To summarize:

1. **Booking System:**

- Allow clients to book and reschedule appointments online.
- Send confirmation emails to clients.
- Provide insights on busy times for better staff rostering.

2. **FAST ACCOUNTS Integration:**

- Manage receipts, expenses, wages, and GST.
- Export and email records to the accountant.

3. **Inventory Management:**

- Track supplies.
- Send weekly email notifications when supplies are running low.

4. **Reporting:**

- Generate peak times reports.
- Produce customer reports.
- Create staff performance reports.

Who else do you think has valuable insights into the project, and whose needs need to be considered, and why?

Stakeholder

my staff

Interviewer

Thank you, Nancy. Involving your staff could provide valuable insights, especially regarding the booking system and staff performance reports.

To wrap up, is there anything else you'd like to add or any other aspect of the project you think we should cover?

Interview 11 Transcript

Stakeholder

no

Interviewer

Thank you for your valuable insights, Nancy. We will follow up with any additional questions or clarifications needed.

Based on our discussion, I will prepare a detailed summary and share it with you for review.

Have a great day!

Stakeholder

you too

Interviewer

Thank you, Nancy. Have a great day!