

## Interview 3 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

No, that's what I am expecting

Interviewer

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

Stakeholder

My Name is Nancy, I am the owner of a hair salon which is very popular. We have a lot of clients and I would like everything to be planned by a program instead of me writing it down. First I need a booking system with which clients can make appointments. Then I'd like the system to keep track of the business records like receipts, expenses, wages, ... and it should also track our supplies and notify me in advance when these are running out and I have to order new ones. The last requirement would be to provide data in form of reports to run the business more efficiently

Interviewer

Thank you for that introduction, Nancy. It sounds like you have a very clear vision for this project. Let's begin by talking more about the first feature you mentioned: the booking system. Can you describe in detail what functionalities and features you would need this booking system to have for your clients and your salon?

Stakeholder

There are 12 employees, 8 are full time and 4 are part time. I want a booking system for the clients to book appointments in advance to I know how many of my employees have to work that day. It should also show which employee works each day, because there are some clients that want a particular hairdresser to cut their hair

Interviewer

Understood, Nancy. It seems like the booking system needs to manage employee schedules, client appointments, and preferences for specific hairdressers. Could you please elaborate on how you'd like the booking interface to look for clients? For example, what kind of information should they provide and see when booking an appointment?

Stakeholder

It should have a simple look. They would have to provide information about their gender, the length of the hair, if they want the hair to be cut/ colored etc.

Interviewer

Got it. The booking interface should collect details such as gender, hair length, and service type (cut, color, etc.). Are there any other specific details or preferences that clients might need to enter, such as preferred date and time, or any additional notes for the hairdresser?

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Stakeholder

yes that should also be added

Interviewer

Great, thank you for clarifying. Now, moving on to the second main feature: tracking business records. Can you detail what specific records you need the system to keep track of, such as types of expenses, the format of receipts, and what kind of wage information you'd like it to handle?

Stakeholder

Currently I am having an accountant who gets a cashbook and who calculates the Goods and Service Tax, I want this to be done by The package FAST ACCOUNTS which I heard is widely used. I'd like to do it that way that I am preparing records on the computer and email these to the accountant who will then prepare the tax return

Interviewer

Understood, Nancy. So, you want the system to integrate with FAST ACCOUNTS for calculating Goods and Services Tax and handle the preparation of records which will then be emailed to your accountant. Could you specify what types of records you will be preparing on the computer, such as income from services, expenses, wages, and possibly others?

Stakeholder

I need all to calculate the service tax and the goods

Interviewer

Thank you for clarifying. It sounds like you'd like the system to keep track of all financial transactions including income from services, various expenses, and wages to ensure accurate calculation of service tax and goods tax.

Now, let's move on to the third feature: tracking supplies. How would you like the system to manage inventory and notify you when supplies are running low? Could you provide more details about the supplies you want to track and any specific notification preferences?

Stakeholder

currently I am having a supplies book where I am writing down which supplies I need. I check this once a week to order these. An example would be Shampoo and other hair products, Coffee, Water and some others if for example something is breaking (iron,...)

Interviewer

Thanks for the details, Nancy. So, you're looking to digitize the supplies tracking process you currently manage with a physical book. The system should track items like Shampoo, other hair products, Coffee, Water, and miscellaneous items such as broken equipment.

Would you also like the system to have a reminder or notification feature? For instance, it could alert you via email or notification at specific intervals, like once a week, to review and order necessary supplies.

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Stakeholder

yes thats nice

Interviewer

Great, thanks for confirming. Lastly, let's talk about generating reports to run your business more efficiently. What specific types of reports would you like to see? For example, are you interested in financial summaries, appointment statistics, inventory status, or some other metrics?

Stakeholder

I'd like to keep track of the customer demand so i know when there are busy times but I am interested in any information to run my business more efficiently

Interviewer

Understood, Nancy. It seems like you'd prefer to have detailed reports on customer demand to understand busy periods and any other information that can facilitate smoother operations and better decision-making.

To summarize, you've mentioned a booking system, financial records tracking integrating with FAST ACCOUNTS, inventory management with notifications, and comprehensive report generation as key requirements.

Is there anything else you would like to add or clarify about these features?

Stakeholder

Yes, going back to my first question there should be considered that We also do blow drying, style cutting, manicure and facial and that the latter of two services are by appointment only as they are carried out by the part time stuff. this should also be considered.

Interviewer

Thank you for that additional information, Nancy. So for the booking system, it needs to account for specific services like blow drying, style cutting, manicure, and facial services, with the latter two being by appointment only and handled by part-time staff.

To ensure everything is covered, let's proceed to prioritize these features. Could you rank the importance of the following features from most to least critical for the initial development phase?

1. Booking system (including specific services and client preferences).
2. Financial records tracking with FAST ACCOUNTS integration.
3. Inventory management with notifications.
4. Comprehensive report generation.

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This will help us focus on what's most essential for your salon.

Stakeholder

the first 3 are equally important and the last one is not as important but would also be nice

Interviewer

Thank you for prioritizing, Nancy. We'll focus primarily on getting the booking system, financial records tracking, and inventory management in place, followed by the reporting feature.

For the next step, let's dive deeper into each feature starting with the booking system. Can you describe what kind of user interface you would prefer for managing appointments and employee schedules on the salon side?

Stakeholder

it should be a mobile/ web application which is easy to use

Interviewer

Got it. You prefer a mobile/web application with an easy-to-use interface for managing appointments and employee schedules.

Let's move on to the financial records tracking. How do you envision interacting with the FAST ACCOUNTS integration? For example, would you like real-time syncing, periodic data exports, or another method?

Stakeholder

i don't know which is the best, you should choose the best one therefore

Interviewer

No worries, Nancy. Based on industry standards, real-time syncing with FAST ACCOUNTS would provide the most seamless experience, ensuring that your financial data is always up-to-date without manual intervention.

Now, let's discuss the inventory management feature. Would you prefer automated reordering through the system when supplies run low, or would you like to receive notifications to manually review and place orders?

Stakeholder

No i would like to order by myself. but i'd like to have the notifications

Interviewer

Understood, Nancy. You prefer to order supplies manually, but want to receive notifications when supplies are running low.

To wrap this up, let's summarize the key points of our discussion:

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### 1. **Booking System:**

- Manage client appointments and employee schedules.
- Account for specific services like blow drying, style cutting, manicure, and facials, with the latter two requiring appointments and carried out by part-time staff.
- An easy-to-use mobile/web application for both clients and salon staff.

### 2. **Financial Records Tracking:**

- Integrate with FAST ACCOUNTS for real-time syncing, ensuring accurate calculation and recording of service and goods tax, income, expenses, and wages.
- Prepare records for emailing to the accountant for tax returns.

### 3. **Inventory Management:**

- Track supplies such as shampoo, hair products, coffee, water, and equipment.
- Notify you in advance when supplies are running low, without automated reordering.

### 4. **Comprehensive Report Generation:**

- Generate reports on customer demand and other operational metrics to help run the business more efficiently (lower priority but desirable).

Is there anything else you would like to add or any other stakeholder who might have valuable insights into the project?

Stakeholder

no thats it

Interviewer

Great, Nancy. Thank you for providing such detailed information.

To summarize our next steps:

1. I will prepare a detailed requirements document based on our discussion.
2. I will share it with you for review and any further adjustments.
3. Once confirmed, we can proceed to the development planning stage.

Thank you for your valuable insights. We will follow up if any additional questions or clarifications are needed.

Is there anything else you need to address before we conclude the interview?

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Stakeholder

no thats it, thank you

Interviewer

You're welcome, Nancy. Thank you for your time and cooperation. We will be in touch soon with the requirements document. Have a great day!