

Interview 7 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

Im in scope

Interviewer

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

Stakeholder

We are Nancy and Jim and we have a hair dressing salon with 12 employees. We are the owners of this salon.

Interviewer

Thank you, Nancy and Jim. It's nice to meet you. Could you please describe the project you're planning in two to four sentences?

Stakeholder

We want to introduce a computer system. Currently we are working completely manual. For a number of reasons we'd like to digitilize.

Interviewer

Thank you for that overview. Can you describe the current process or system you use in your salon for managing appointments, customer information, and employee schedules?

Stakeholder

Currently we are using a reservation diary to record customer appointments. Each week we decide who works at what hours and write them into that diary. When a customer calls or comes and request a particular hairdresser, we can instantly see who is when available.

The day's takings a recorded in a cashbook manually. This is given by us to our accountant, who calculates revenue and tax. Further, the supplies needed are recorded in another book. Once per week we go through that book and place an order for these supplies.

Interviewer

Thank you for the detailed description. It sounds like you're managing a lot of information manually. What specific processes do you want to improve or automate with the new computer system?

Stakeholder

We want to improve:

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The booking process for making appointments,
the track keeping of business records like receipts, wages, expenses, GST...
keeping track of supplies and when to order new supplies
Further we would like to have reports to run the business more efficiently

Interviewer

Thank you for outlining the key areas for improvement. Just to confirm, you are looking to enhance the booking process, track business records like receipts and GST, manage supply inventories, and run reports for better business efficiency. Is that correct? Are there any other features you would like to see in this project, perhaps something that has not been the primary focus so far?

Stakeholder

so far these are all requirements

Interviewer

Understood. Based on your description, do you think features like employee scheduling, customer reminders for appointments, or an integrated payment system should also be included?

Stakeholder

Yes employee scheduling should be included with a high priority, as we need a lot of time to do that manually. The other two functions are good but optional

Interviewer

Got it. Thank you for that input. Now, let's prioritize the features. Based on your earlier responses, it seems like the priorities are:

1. Employee scheduling
2. Improving the booking process for making appointments
3. Tracking business records (receipts, wages, expenses, GST)
4. Keeping track of supplies and when to order new supplies
5. Generating reports for business efficiency
6. Optional: Customer reminders for appointments
7. Optional: Integrated payment system

Does this list reflect your priorities accurately, or would you like to adjust them?

Stakeholder

it reflects our priorities

Interviewer

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Great! Now, let's delve into each feature to gather more detailed requirements. Let's start with the highest priority: employee scheduling.

Can you please elaborate on what you want the employee scheduling system to accomplish? Specifically, any details about preferences, flexible hours, or roles that need to be considered?

Stakeholder

we have 8 full time and 4 part time employees. We want to make scheduling and rostering staff easy. By having a digital diary we hope to know when busy days are coming to have enough staff

Interviewer

Thank you for the details. To clarify and ensure we're covering everything:

1. You want the system to manage schedules for 8 full-time and 4 part-time employees.
2. You'd like the system to have a digital diary feature to assist with scheduling.
3. You want it to predict busy days to ensure adequate staffing.

Is there any additional functionality or specific constraints we should consider for the employee scheduling feature?

Stakeholder

this is correct, no other features

Interviewer

Great, thank you for confirming. Let's move on to the next priority: improving the booking process for making appointments.

Can you describe in more detail what you envision for the new booking process? For example, would you like online booking capabilities, automated confirmations or reminders, or customer preferences to be noted?

Stakeholder

we want to keep track of busy times, make appointments for some special service only on days, where an employee is available that can do these service. Everything else is optional

Interviewer

Thank you for the specifics. Just to summarize the requirements for the booking system:

1. Track busy times to assist in optimal scheduling.
2. Ensure appointments for special services are made only when qualified employees are available.

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Do you have any preferences regarding how the system should track busy times and manage special service appointments?

Stakeholder

No

Interviewer

Understood. Let's proceed to the next priority: tracking business records, including receipts, wages, expenses, and GST.

Could you please provide more details on what you want the system to accomplish in terms of business record-keeping? For example, how would you like to handle data entry, and what specific reports or outputs do you need?

Stakeholder

we would just like to have valuable information in the end that helps us run the business better. Everything that has to go to the accountant should be easily sent via email.

Interviewer

Thank you for clarifying. To encapsulate the requirements for business record-keeping:

1. The system should assist in generating valuable information to improve business operations.
2. All necessary financial information (such as receipts, wages, expenses, and GST) should be easily compiled and sent to the accountant via email.

Do you have any specific types of reports or insights you'd like from this financial data to help run the business better?

Stakeholder

No this is good

Interviewer

Great, thank you. Let's move on to the next priority: keeping track of supplies and when to order new ones.

Can you provide more details on how you would like the system to manage your supply inventory and ordering process? For example, would you like the system to alert you when supplies are low or to automate the ordering process?

Stakeholder

we want to keep track of supplies and be notified when supplies are running out and should be ordered

Interviewer

Understood. To summarize the requirements for managing supply inventory:

1. The system should track the inventory of supplies.

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2. Notifications should be sent when supplies are running low and need to be reordered.

Any specific preferences on how these notifications should be delivered (e.g., email, SMS, in-app alerts)?

Stakeholder

can you recommend something?

Interviewer

Certainly! Based on common practices and ease of use, I would recommend two options for notifications:

1. ****In-app alerts****: These can provide instant notifications while you are actively using the system.
2. ****Email notifications****: This allows you to receive alerts even when you are not actively using the system, which can be particularly handy if you are on the go.

Would you prefer one of these, or would you like to use both methods for notifications?

Stakeholder

both methods

Interviewer

Great choice. So for the supply inventory management, the system should:

1. Track the inventory of supplies.
2. Notify you via both in-app alerts and email when supplies are running low and need to be reordered.

Let's move on to the next priority: generating reports for more efficient business management.

Can you describe the type of reports you'd like to generate and any specific metrics or data points you want included in these reports?

Stakeholder

we just hope there is valuable information, can you give us some ideas?

Interviewer

Certainly! Here are some report ideas that could be valuable for managing your hairdressing salon more efficiently:

1. ****Sales Reports****:
 - Daily, weekly, and monthly sales summaries.
 - Revenue by service type (e.g., haircuts, coloring, special treatments).

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2. ****Appointment Reports****:

- Number of appointments per day/week/month.
- No-show and cancellation rates.
- Peak booking times.

3. ****Employee Performance Reports****:

- Services performed by each employee.
- Sales and tips earned by employee.
- Customer feedback ratings for employees.

4. ****Financial Reports****:

- Profit and loss statements.
- Expense tracking (e.g., wages, supplies, utilities).
- Tax summary (GST, income tax).

5. ****Inventory Reports****:

- Current stock levels.
- Usage rates of supplies.
- Upcoming supply needs and reordering schedules.

6. ****Customer Reports****:

- Most frequent customers.
- Customer preferences and service history.
- Birthday and special occasion reminders.

Would these types of reports meet your needs, or do you have any additional suggestions or preferences?

Stakeholder

this is good

Interviewer

Fantastic! To summarize, the system for generating reports will include:

1. Sales Reports
2. Appointment Reports
3. Employee Performance Reports

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4. Financial Reports
5. Inventory Reports
6. Customer Reports

Now, let's briefly touch upon the optional features: customer reminders for appointments and integrated payment system.

For customer reminders, do you have a preference for how these should be delivered (e.g., email, SMS)? And for the payment system, are there specific payment methods or services you'd like integrated (e.g., credit card processing, mobile payments)?

Stakeholder

customers should be reminded by email. Payment should be available by card, mobile and cash

Interviewer

Thank you for the additional details. To summarize the optional features:

1. ****Customer Reminders for Appointments****:
 - Reminders should be sent by email.
2. ****Integrated Payment System****:
 - Accept payments by credit card, mobile payments, and cash.

Now that we've covered all the main features and requirements, do you think there are any other stakeholders who should be consulted for additional insights or needs?

Stakeholder

we could consult our employees and some customers

Interviewer

That sounds like a great idea to get a comprehensive view of needs and expectations. To wrap up our interview, here's a summary of the key points we've discussed:

1. ****Employee Scheduling****:
 - Manage schedules for 8 full-time and 4 part-time employees.
 - Digital diary to predict busy days and ensure adequate staffing.
2. ****Booking Process****:

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- Track busy times.
- Ensure special services are scheduled with available qualified employees.

3. **Business Record-Keeping**:

- Generate valuable information for business operations.
- Financial data should be easily compiled and sent to the accountant via email.

4. **Supply Inventory Management**:

- Track inventory of supplies.
- Notify via in-app alerts and email when supplies are low.

5. **Reporting**:

- Sales, Appointment, Employee Performance, Financial, Inventory, and Customer reports.

6. **Optional Features**:

- Customer reminders via email.
- Integrated payment system to accept card, mobile, and cash payments.

Would you like to add or adjust anything in this summary? And, do you have any final thoughts or questions?

Stakeholder

nothing to add

Interviewer

Thank you for your valuable time and insights, Nancy and Jim. Based on our discussion, I will prepare a detailed summary and share it with you for review. If we need any further clarifications, I will follow up with additional questions.

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

Stakeholder

nothing to add

Interviewer

Great! Thank you again for your valuable insights. We will follow up with the detailed summary and any additional questions if needed. Have a wonderful day!