

Summary of Customer Interview

Project Team Team 4

Part 1. Interviewing Team

Interview Facilitator Pranav Prasad, Product Manager, TartanWorks Inc.
Interview Recorder Abhinaav Singh, Product Manager, TartanWorks Inc.

Part 2. Customer Interview

Customer Nesli Ozdoganlar, Sr. Acad. Program Manager for MS E&TIM

Interview Date/Time October 7, 2021, 12:30 P.M.

Interview Location

<https://cmu.zoom.us/j/98544931508?pwd=OUh2bSt3ZUhvUFITYUoxT3RzaS84Zz09>

Interview Records

--recording:

https://cmu.zoom.us/rec/share/MF1_gnluvsv7_tmofx0amuY6NCd1vENmWqAe_snH8FdvLevYXDxsBnJkCbzlvk6a.SC1b-3zhxRMuZebZ

Password: rK66Yb%4

--artifacts: none

Part 3. Key Findings

Here's what we discovered from our interview:

1 - She currently uses an excel sheet to store the courses. Even-though she does not have a lot of courses to schedule (She has to schedule about 6-8 courses every semester. In comparison, EPP department has about 40), she uses an excel sheet to do the same. This is what we expected too, as excel sheets make it hard to collaborate with others.

departments, and hence their problems have little overlap. Nesli also helped us understand this.

Part 4. Improvement Opportunities

1 - We could have probed harder to get a better understanding of the metric for success. It was admittedly hard to gather it as she was unclear about it herself, but we could have spent more time on this.

2 - We could have spent more time on introductions. It helps to establish rapport and we spent less time on it.