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 November 19, 2021, 10:00 A.M.

Interview Location

<https://cmu.zoom.us/j/98544931508?pwd=OUh2bSt3ZUhvUFlTYUoxT3RzaS84Zz09>

Interview Records

--recording:

<https://cmu.zoom.us/rec/share/8YD9q2Eh_0msJD8LpwbeFqSETCKE3wg9SBxC-xKyc_lVEB0FMD3JNcdY_2WZMe2g.d23z7N07kipcF7DF>  
Password: @32=uRtH

--artifacts: none

**Part 3. Key Findings**

Here’s what we discovered from our interview:

**1 - Nesli mentioned that most courses remain the same, just some details get changed for them.** If this is true, then our solution will be even more useful as the Program Administrators will just have to input the changed information. Otherwise, a pre-generated schedule will be available to them based on previous semesters data, using our algorithm.

**2 - She seemed highly interested in the visual aspect of the solution.** She had multiple questions of how the UI would look for multiple courses on the same day/ timing and what a conflict looked like. This showed to us a clear preference of hers towards the visual aspect of the solution. This helps us validate the fact that the visual related features of our solution, to which we gave a high preference, were indeed an important part of our solution conception.

**3 - She loved the idea and thinks getting all the stakeholders to update the calendar with course details in realtime will help save a lot of time.** She things this and a few other collaborative features will help easily replace the current systems of MS Excel and emails, especially as a lot of faculty forgets to timely reply to emails.

**4 - Her excitement about our product showed in her involvement in the solution discussion.** She showed a lot of interest in discussing the features we had planned and even suggested many improvements. This level of enthusiasm means that we are on to something and that the solution will actually be of benefit to Program Administrators like Nesli.

**Part 4. Improvement Opportunities**

1 - We could have prepared a few more visuals to help her understand our solution faster. We spent a lot of time responding to her questions and giving her a conceptual walk-through of our solution. We could have saved time if the visuals were there to support our explanation.

2 - We could have tried getting an estimate for pricing, as we will need to add it in our presentation.