Personalized Shopping Assistant

Team 4

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1.1 Context

For the personal assistant project we set up meetings every other week with our customers, because of COVID we had to have this meeting in a remote setting using Google Meet.

1.2 Methods

1.2.1 Brainstorming

For the first meeting, our goal as a team was to figure out what is the main goal of the project, identify the stakeholders and get an idea of the scope of the project. For this project the stakeholders where imaginary, they were potential users.

To achieve this we set up the meeting in a way that each of the people involved in the project introduce themselves and tell us what kind of experience they have, so we have an understanding of the technical knowledge each of them has and also so we can balance the technological terms used during the conversation.

Once we establish this we have a baseline vocabulary that we used during the entire project.

We try to figure out what kind of role they are fulfilling in the project, one of them responds better to businesses wise questions, another one has technical expertise regarding architectural decision, one is good at identifying edge cases and have creative ways to solve problems and the other has more technical knowledge regarding security.

We discover this by enabling them to talk freely about what is the goal of the project, and each of them focus on a particular area of the project, when a conversation about a particular subject takes place one of them usually jumps in.

In the following meetings once we confirm the requirements from the previous meeting we have time to brainstorm about the possible solutions and implementations of the feature they would like to include in the project.

1.2.2 Interviews

From the second interview onwards, we take the input from the previous meeting and we create a set of questions that we send to the client 2-3 days before the meeting so they have time to discuss.

These questions are created mostly to answer some questions that arise while we were analysing the information the client provided in previous meetings or to provide some clarification either use case or requirement validation.

Not only that but these questions help us to stay on scope during the meeting, once we are in the meeting we start reviewing the questions one by one and ask more information for clarification, and depending on the use case we move the conversations towards how to validate them or what quality attributes they would expect from the use case.

If the client does not have the answer to a particular question we skip that question and go to the next one, so we can use the time more efficiently. Once we finish with the questions we backtrack to the questions that they did not have an answer and we start brainstorming about possible solutions.

While we are doing this brainstorming session we validate right away, how can we verify those requirements and also we evaluate if those are feasible or not, sometimes in the conversations some edge cases arise and we think about possible solutions for those edge cases.

Once the meeting ends we take notes of all the answers they provided and we start analyzing them.