COMP3111/3111H User Requirement Interview Template

Topic: Travel Agent

Participant:

Team Member:

Client Representative:

Date : Venue:

Client’s Business Requirement:

Their Current Business Operation and System

|  |
| --- |
| (described by words / diagram) |

Current Problem they are facing:

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|  |

Client’s expected Business Requirement:

|  |  |  |
| --- | --- | --- |
| **#** | **Business Requirements:** | Remarks |
| 1 | Greet a customer politely |  |
| 2 | Answer FAQ |  |
| 3 | Handle tour enquiry with live data. |  |
| 4 | Calculate tour fee for the customer |  |
| 5 | Allow the customer to book a tour on the bot |  |
|  | **For COMP3111H-groups** |  |
| 6 | Inform all customers about a tour is cancelled. |  |
| 7 | Inform all customers about a tour is confirmed. |  |
| 8 | Build a webpage that allows an employee to view the live data, with a user friendly interface. |  |
|  | **Other Wanted Features:** |  |
| 9 | Based on some information recommend some tours to the customer. |  |
| 10 | Able to understand from English sentence input |  |
| 11 | Record and analysis customers question to improve the business competitiveness. |  |

Functional Requirements:

(Produce a list of requirement based on the communication with the client, should cover all BR # 1-5 (1-8 for H groups))

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| Features | Address BR # | Approval  (by clients /  TA) |
| (e.g.) Echo “Hello” when customer say hi | 1 |  |
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Draft Notes

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