**CUSTOMER ENGAGEMENT**

* Client group emailed to us a reasonable list of primary and secondary functions they wanted for their project. This list was quite brief.
* We discussed this internally deciding which objectives were possible - and translated them into user stories
* We created some more user stories amongst ourselves that we thought may be beneficial to the project - this was shown to the client team and they didn’t not show disagreement.
* After the first sprint for the project we had a low fidelity prototype to present to the client team. Even though this was not any representation of our vision for the final project - it at the very least demonstrated the core function framework that was outlined in the primary objectives - and that we would improve upon until final iteration. The client team did not have many questions to ask - so we assumed acceptance and pleasure at what we had produced.
* We agreed that we would have a more reasonable design by the first release. We roughly outlined to the client team what they should expect in the following week.
* By first release we had developed a much better prototype than we had previously. We presented this to the client team, and advised them that not all the features were implemented yet - but would be. Not many words were exchanged and they seemed happy or at the very least - indifferent to what we had produced.

*N.b our interactions with the client group were quite limited due to the language barrier. There was not much negotiation done in regards to project vision and iteration, this was largely due to the difficulty in communication. This is why the whole of the client-developer interaction for this project has been fairly basic.*