University American College Skopje

Group Interview Report:

Sales Manager (Mr. Bean):

1. Erol: What are the main challenges you face in managing vehicle inventory?
- Managing vehicle inventory is tough - keeping track of what's in stock, predicting what's needed, and making sure everything's up to date.
2. Prohor: How do you currently handle customer inquiries about available vehicles?
- For customer inquiries, we use a CRM system to quickly give info on available cars, prices, and specs.
3. Tristan: Can you describe the process of adding new vehicles to the inventory system?
- Adding new vehicles means putting details like make, model, VIN, and price into our system after checking them physically.
4. Jovan: What features do you think would improve the dealership's efficiency in sales operations?
- Features like automatic inventory updates, personalized customer service, easy sales processes, and sales analytics would make our work smoother

Finance Manager (Ms. Johnson):

1. Erol: How do you manage financial transactions related to vehicle sales, loans, and leases?
- Handling payments, loans, and leases involves using our accounting software to make sure everything's correct and legal.
2. Prohor: What are the key financial reporting requirements for the dealership?
- Key financial reports, like profits, losses, cash flow, and sales forecasts, help us make smart decisions and follow the rules.
3. Tristan: Can you describe any challenges or pain points you encounter in the current financial management system?
- We face issues like manual errors, slow reconciliations, and compliance risks with our current system.
4. Jovan: What functionalities do you believe are essential for improving financial efficiency and compliance?

– We need functions like automatic payments, quick financial reports, audit trails, and links to our bank to work more efficiently.

Service Technician (Mr. Rodriguez):

1. Erol: What are the main tasks involved in vehicle maintenance and repair?

– Fixing cars is about checking them, doing regular maintenance, and dealing with big repairs to keep them safe and running well.

2. Prohor: How do you currently schedule service appointments and track service history?

– We book service appointments online and track each car's history to know what it needs.

3. Tristan: Are there any tools or functionalities you wish were available in the service department's software system?

– It'd be great to have better diagnostic tools, easier parts ordering, and mobile access to manuals and guides.

4. Jovan: Can you describe any challenges faced in integrating service operations with other dealership functions?

– Integrating service with other departments is hard because of different systems, missed communication, and manual mistakes in records.

Justification of Stakeholders:

1. Mr. Smith (Sales Manager): Mr. Smith is a key stakeholder as the sales manager at the dealership. His role involves overseeing vehicle sales and managing the sales team. He provides insights into the dealership's sales processes, customer interactions, and inventory management, which are crucial for developing a software solution that enhances sales effectiveness and customer satisfaction.
2. Ms. Johnson (Finance Manager): Ms. Johnson's role as the finance manager involves managing financial transactions related to vehicle sales, loans, and leases. Her insights into finance-related functionalities such as payment processing, loan approvals, and financial reporting are essential for ensuring compliance and efficiency in the dealership's financial operations.
3. Mr. Rodriguez (Service Technician): As a service technician, Mr. Rodriguez plays a vital role in vehicle maintenance and repair. His perspective on service-related functionalities, such as appointment scheduling and service history tracking is invaluable for ensuring the software system meets the needs of the service department and enhances overall service efficiency.

Individual Reflection Documentation:

As a team of developers involved in the requirements process for our car dealership system software project, we gained valuable insights that have shaped our development approach and understanding of stakeholder needs. The experience of conducting interviews with stakeholders, particularly the sales manager from the dealership, has been instrumental in refining our project requirements and priorities.

One of the most positive aspects of the requirements process was the opportunity to engage directly with stakeholders who possess firsthand knowledge of the dealership's operations. For example, during the interview with the sales manager, we gained insights into the specific challenges faced by the sales team in managing vehicle inventory and customer inquiries. These insights directly influenced our software's feature set, guiding us towards prioritizing functionalities such as accurate tracking of vehicle specifications and intuitive user interfaces.

However, the process also presented challenges, particularly in the development of the concept for our project. Despite these challenges, the interviews themselves provided unexpected revelations. For instance, conflicting requirements and priorities among stakeholders highlighted the need for careful consideration and compromise in software design. Balancing these perspectives required adaptability and open communication to ensure that our solution adequately addresses the needs of all stakeholders.

Overall, the requirements process underscored the importance of effective communication and collaboration in software development. By actively listening to stakeholders, adjusting our approach based on their feedback, and maintaining open lines of communication, we were able to gain a deeper understanding of the project requirements and refine our development roadmap accordingly.

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Date: 28.04.2024