Client Interaction Report

SNAPVALET

Team No. 3

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1.1 List the questions that you asked and were asked by the clients.

Client Interaction Day 1

Questions asked by team to client:

1) What's the idea behind SnapValet?
2) What is the purpose of such an app?
3) Under what assumptions is the model correct?
4) What are the different users and what are their roles?
5) What is the current valet process? How will it change after the app?

Questions asked by client to team:

1) Why did you join SE?

Client Interaction Day 2

1) What is your business process model?
2) What are the value propositions?
3) What are the goals that should be achieved?
4) Who are the beneficiaries?
5) What are the key activities for successful operation of SnapValet?
6) Who are the stakeholders?
7) What are the costs involved?
8) Can you identify the tangible and intangible benefits?
9) What kind of establishments will support SnapValet?
10) How will users interact with each other and with the SnapValet app?
11) Is there a use of user's location in SnapValet and how will it be utilized?

Questions asked by client to team:

1) What are the implementation differences between Android and iOS?
2) How difficult will it be to port the system from Android to iOS?
3) How has the team perceived the concept of SnapValet?
4) How do we plan on executing SnapValet on top of the current process model?
5) How are QR codes implemented?
6) When/how will developers need to be connected to graphic designers?

1.2 Current Infrastructure

Since SnapValet is a startup, there is no pre-defined infrastructure that the client is using. The team will design the infrastructure in coordination with the client through the course of the project.

However, the current valet infrastructure involves two facets:

1. Valet Companies
2. Venue Managed Valet Operations

The differences are in the management of the valet process and the payment mechanisms. With Valet companies, venues contract with valet companies which dispatch valet operators to venue locations. Under this model, a valet company can manage the valet process of several venues simultaneously. The process is outlined in section 1.4. Under venue managed valet operations, the establishment manages its own valet service. They oversee the hiring, scheduling, training, and payment of valet operators. This practice is more common in venues such as hotels. Usually, payment is automatic under these operations

1.3 Current Artifacts

The client had several artifacts which were shared during the meeting:
1. Investor Presentation – The client shared the presentation SnapValet has used to garner interest by investors and venture capitalists
2. Program Model – The client had performed a similar program model analysis that was presented within the investor presentation
3. SnapValet Branding – The client presented SnapValet's logo along with a verbal description of her previous market analyses

Additionally, the team discussed client delivery of user analysis. We discussed the viability and benefits to be derived from the client engaging potential app users to gather user desired features. The delivery date is 9/26/2014

1.4 Current Business Workflow

Since SnapValet is a startup it technically has no current business workflow. However, SnapValet seeks to automate pieces of a very manual process, valet parking. In this section, we will document the current business workflow of valet parking at a venue with an externally managed valet operation.

```mermaid
flowchart TD
    Start((Start))
    Start --> A[Driver Arrives]
    A --> B[Initiates Valet Process]
    B --> C[Ticket Stub and keys exchanged between valet and driver]
    C --> D[Driver enters venue]
    C --> E[Valet parks car]
    D --> F[Driver leaves venue and requests valet for pickup]
    E --> F
    F --> G[Valet matches ticket stub with key]
    G --> H[Returns vehicle]
    H --> I[Payment done by cash]
    I --> Finish((Finish))
```

Start

Driver Arrives

Initiates Valet Process

Ticket Stub and keys exchanged between valet and driver

Driver enters venue

Valet parks car

Driver leaves venue and requests valet for pickup

Valet matches ticket stub with key

Returns vehicle

Payment done by cash

Finish