



Customers Notes 22/03/2024.

ENSE871: Usability Engineering

Customer Requests and Desires:

1. They request a demonstration of the profile picture functionality, emphasizing the ability to easily update details for low maintenance.
2. There's a preference for a dynamic website that adapts to current trends, particularly in relation to the displayed content.
3. The customer acknowledges significant improvements in functionality since the last presentation and expresses satisfaction with the delivered functionality.
4. They inquire about the frequency and triggering mechanism of the scraping process, suggesting a preference for time-based triggers for accuracy.
5. There's interest in expanding the scraping functionality to include other sources, such as SEO publications, and potentially allowing users to upload their own research papers via their profiles.
6. There's a suggestion to reorganize the webpage to prioritize interactive features that encourage user engagement and exploration.
7. The customer requests inclusion of the organization's mission, vision, and values on the site for clarity and alignment with users.
8. They highlight the issue of distorted profile photos and emphasize the need for prompt resolution to maintain a positive user experience.
9. The customer suggests improving the search functionality with features like smart search or auto-suggestions to facilitate easier navigation and discovery for users.
10. The customer acknowledges significant improvements in functionality since the last presentation and expresses satisfaction with the delivered functionality. This suggests that the customer is pleased with the progress and development of the website.

11. The customer provides positive feedback on various aspects of the presentation, including visuals, meeting expectations, and the responsiveness of the development team. This positive feedback indicates a level of satisfaction with the work done so far.