

## Client Interaction Summary

- Our interactions with our clients have been fairly straightforward throughout the project and there have been no real conflicts, troubles or differences of opinion
- Initially they were quite helpful giving feedback on our vision and stories and adding and voicing their own
- They were generally fairly relaxed and willing to roll with more or less what we had chosen to do in regards to stories and acceptance criteria but added some concerns and input at times
  - Olivia and Matthew exchanged multiple emails and Facebook messages in regards to user stories, to ensure everyone was on the same page
- When we presented our suggested release plan they were happy for us to go with that without amendment or edits
- During our sprint 1 presentation they eagerly interacted with the product and engaged by asking questions and testing completed stories up to that point
- Following sprint 1 they presented us with a business letter which was extremely positive and listed concern only for the site's cosmetic appearance
- Some extracts of the letter are as follows:
  - "Your team's development efforts are of an excellent standard and we are highly satisfied."
  - "We believe that your team is well-equipped to accomplish further tasks with these foundations in place."
  - "In line with the expectations we have for this project so far, the development team have been able to satisfy the user stories that were presented to us in the first sprint plan."
- We have not had any need to contact them to renegotiate the content of our first release, and look forward to presenting Release 1 to them in the coming days