

Team Peaches

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Summarized Customer Notes #4

During our final meeting with John, we were able to present our WordPress site and explain how it functions. Even though he really seemed excited about our site, he still had some suggestions that would help us improve our site.

One of his questions to us was how our site would determine the number of hampers an individual or a household can receive. We answered this by stating that this determination would be given to us by the foodbank and that we would have to integrate it into our site. For example, John said that one individual can get one hamper which would be packed to last one or two weeks. He also said that a household of four might receive two hampers and so on.

The other question he had for us was about the live chat plugin that we used on our website. His question to us was whether the live chat is automated or if there is an agent on the other side. We answered this question by saying that our live chat system wasn't automated and it was going to be through an agent. We adopted this method of live chat

so that the customers can talk directly to a representative and get solutions to their problems as soon as possible.