PointLift customer discovery

I.   Hypotheses

Our customer wanted a web application that can automate the following tasks:

1. Manage physical plan's requests from students and faculty
2. Accept requests and put them on the schedule
3. Manage drivers and fleet
4. Assign drivers and vehicles to approved requests
5. Free drivers and vehicles after a task has been completed

II.   Customer discovery

After couple interviews, our customer was satisfied with the functionality of the product but the display was too simple. Also, they wanted to see more information about the vehicles. For example, when a vehicle is due for inspection.