Interview transcripts

This document represents the meeting minutes of each individual interview.

Interview 1:
Date: May 29th, 2020
Setting: Personal home
Present: Student and client

Student: "Could you please introduce yourself and state your profession? This is for the purpose of the record of the interview"

Client: "Of course, my name is Sanita Šabotić and I am a licensed Dentist."

Student: "You have recently opened up a dental clinic, correct me if I am wrong?"

Client: "Yes, I have opened it up with the two of my colleagues, Dr Ema Koljenović and Dr Anita Šaljić."

Student: "Managing a dental clinic must be difficult. Have you been facing any issues with your management platform?"

Client: "Well yes, you are actually right. Due to financial reasons, we have been unable to have an electronic platform, so we had to resort to a paper-back storage system. This has, however, proved to be very inefficient, as there are three of us, meaning that there are many patient records we have to store. Sometimes it is very difficult to access specific information resulting in loss of time and large queues of patients. Moreover, we also encountered a problem with our billing system, as we don't have a centralized database, so everything that is billed has to be manually recorded. Additionally, every bill is hand written, resulting in even more time inefficiencies. Another issue we have faced is our appointment scheduling. There

are three of us and two chairs, which lead to many appointment clashes and losing precious time.

<u>Student:</u> "Have you tried using any free online management software in order to solve these issues?"

<u>Client:</u> "Yes, we have. Unfortunately, due to our very specific needs with the appointment system, we have yet to find any viable solution. A lot of the free online software has restrictions and is built for a broader audience. Moreover, we would prefer an unique platform which accounts for all the issues I have mentioned earlier. What we require is very specific and is hard to find."

<u>Student:</u> "So, correct me if I am wrong, what you require is a managerial platform accounting for patient record, automatic bill creation and storage, and an appointment scheduler accounting for doctor, time slot, date, and chair availability?

<u>Client:</u> "Yes, you are absolutely correct."

<u>Student:</u> "Okay then, thank you. We will meet again soon. Goodbye".

<u>Client:</u> "You're welcome, goodbye".

Date: June 29th, 2020
Setting: Personal home
Present: Student and client

Preliminary GUI Design is shown on the computer screen. Both the client and student are in front of the computer.

Student: "Okay, so this is the preliminary GUI design. Do you have any extra specific requirements? I would also appreciate feedback on what has been done already."

Client: "I would prefer having a warmer color across the whole programme. The grey interface makes it seem a bit dull. I would also prefer my home page to have a logo. If you could design a simple logo I would greatly appreciate it"

Student: "Allright, I will forward you a palette of colors which and whichever you choose will be implemented. About the logo, any specific requests?"

Client: "I do not need anything fancy or complex. A simple tooth with a small spark on the top edge combined with my "Dr Sara Dental Clinic" would be sufficient."

Student: "Okay, are there any other improvements needed?"

Client: "I would also appreciate it if invoice creator and it's database are both close and easily accessible. Everything else is perfect "

Student: "Thank you for the feedback! I will be sending you the final design with the chosen palette of colors and the logo. Thank you and have a great day."

Client: "You are very much welcome! I look forward to seeing it! Have a great day too."