

## Discovery phase interview results:

Interviewee Name: Dominic Addae

Occupation: Zoom technician

Relation: Met at Queens College during Firstlove church's missionary

Context (Flight background information):

Flew around 30-40 in his entire life and there were around 5 delays but no more than 10 delays he has experienced. Casual Flyer who infrequently take flights for vacation and for the past year flown 4 times all personal 3 for Firstlove, all three of his flights got delays, two international to Ghana, one local to Colorado and the flight to Houston have some effect due to late arrival.

### 1. Introduction

### 2. What is your Flight Frequency?

Infrequently flew 2-3 times per year for personal reasons and it is mainly domestic but sometimes has international flights.

### 3. What are your gripes about flying?

When the flight gets delayed especially when you just get there and they tell you it has been delayed and you are just sitting there doing nothing but waiting for a long time. (MAIN ONE)

### 4. Where do you get your information?

Air line app or airport mostly

### 5. Have you heard of the Flighty app before?

Has not heard of this app before

### 6. Is this Flight delay prediction App idea a good concept where you would definitely use it? If so, how much would you pay for it and would you 100% recommend it to someone?

Very good idea, would pay for it if he is a frequent flyer but would get free if he is not, he would recommend to everyone 100%.

### 7. What do you think is the target audience for this app if not you?

People who fly regularly and if their flight is important in anyway they would definitely use this app

### 8. Takeaways:

What are the features of this app that you would want if this app is made?

- To be able to track my flight to be on time or not
- If there were to be delays how long will it be
- Reasons for delay
- All features that other app of this kind is not necessary, learn more to practically of the main feature and although not necessary but it is fun to have
- Yes he would want to use it if the app were to be made, he 100% be thinking about using this app as it will help a lot for his flights and even more to people who frequently flight uses this app for accurate information if it is possible.

Transcript: