

# Team 11 Project Binder

Meeting 0: online via discord

## To Do List

- Team introduction
- Prepare questions for interview on 2nd February
- Plan first Meeting
- Discuss team roles

Meeting 1: 6th February, Time: 1pm - 2pm

## To Do List

- Choose team name
- Create a team logo
- Pick 2 roles for each member (Primary and Secondary)
- Setting up appointments with consultant
- Pick date and time for next meeting

## Team name and logo

Team names and logos discussed

First suggestion was from Khalid:



Also Code Commanders and Tech Titans was suggested by hattice



However we decided to go as a team as Alt+F4 which was Tony Suggestion

### Team Roles:

**Manager:** Khalid

**Deputy:** Hatidzhe

**System Analyst** - **primary:** Aronica and Nasim  
**secondary:** Hatidzhe

**System Designer** - **primary:** Methusha  
**secondary:** Joel

**Programmer** - **primary:** Joel  
**secondary:** Tony and Aronica

**System Tester** - **primary:** Tony  
**secondary:** Khalid and Methusha

### Customer Interview Questions:

- Is the new system supposed to produce reports in the same format as in the doc? (These Question were asked by Joel)
  - **A.** no, but the data needs to be preserved
  - Could a more clear list of data or sketch of a new template for UI be provided in the next interview?
    - **A.** no
- Clarification for reports (These Question were asked by Khalid)
  - “Global”
    - **A.** indicates the summary report showing totals of sales by advisors in agency
  - “Non-assess amount”
    - **A.** The remainder after commission
  - “Commision”
    - **A.** How much an agency keeps when they resell an AirVia ticket
  - Dash line in “assigned blanks”
    - **A.** Indicates the range of ticket numbers assigned
  - Agent “code” in ticket report
    - **A.** Indicates advisor ID

- Payment types (These Question were asked by Aronica)
  - **A.** Combination of cash and credit card is allowed
- There are taxes in the reports, is the system supposed to calculate that or is that the job of the advisors or someone else to input into the GUI? (These Question were asked by Joel)
  - **A.** The system should calculate taxes and there should be a feature where managers can configure tax % for the Agency in the GUI
- If a pay later ticket is sold, should the value of the ticket be counted to the sale report before the customer has paid for it? (These Question were asked by Joel)
  - **A.** Yes, it should be counted to final report, but there also should be an addition to the report of what fraction is yet to be paid
- What do you have in mind for a backup facility? (These Question were asked by Joel)
  - **A.** Not sure what system, they expect us to research this and make a recommendation
  - **A.** Expect back up to be both automatic, with a modifiable frequency and also to have a manual “backup now” option
- One of the requirements is a clear and consistent GUI, do you have any examples or expectations on the style or implementation of it? (These Question were asked by Khalid)
  - **A.** No specific expectations, as long as it is intuitive and looks aesthetically pleasing
- Explain how the commission rate works for refunds (This question was asked by aronica)
  - **A.** When a ticket is refunded the commission amount by the agency is refunded as well

#### **The rest of the interview questions were asked by Joel**

- Is there any significance in the difference in digits for the blanks number eg it says 6-8 numbers after the initial coupon code
  - **A.** 6 digits are for domestic sales, 8 for international.
- Have you established any specific performance requirements for the software such as response time, memory usage, and reliability?
  - **A.** No strict requirements or value, however suggested it to be reasonable such as no longer than a 1-2 sec 90% of the time.
- Can you provide a test environment for the software to be tested on, including hardware specifications, operating system, and network configurations?

- **A.** For this prototype task, for now no requirements - may be requirements later if we “get recruited for further development”. As long as it runs on our laptop on the demo
- What is the desired user experience for the travel agents and customers using the software to report and analyse sales data?
  - **A.** Purpose is for this to be a tool that enables an agency to report back on how many AirVia tickets are sold and with how much commission
  - **A.** Prototype only needs to work for one agency

## **Review of Customer Interview**

Given the fact the team wasn't organised and haven't met, half the team attended the customer interviews and were able to come up with good questions via Discord in a relatively short time.

we covered those that they hoped we would ask - the Customer (Dr Stankovic) will forward our good performance to Martin (Module Leader)

Don't take everything he said as set in stone for details, as he is only representing Martin. Martin has the final say.

For further clarification, ask Martin.