Requirements Gathering: King’s Casino

**Q1) Can you describe or list the manual processes that are involved in running King’s Casino daily.**

*The daily manual processes include, updating each user’s competition number, and sending their updated result back to them (normally at the end of the day), handling new registrations and any other user-related actions – updating our internal database – sending of an emailed receipt back to the user regarding any activities to do with their account, and finally some reports are done to keep track of what actions occurred during the day.*

**Q2) How long do each one of these processes usually take to complete, as well as how many individuals are dedicated to completing these processes?**

*Usually, updating each user’s total will take 2-3 hours, depending on how many user’s we have participating in the competition. User-journey related actions take an average of 10-15 minutes to complete, and reporting is done throughout the day, by tracking every action that has occurred. Individual is dedicated to handling these tasks.*

**Q3) Regarding the user database information;  
- How many users are currently stored in the internal database?**

*We currently have 30 users within our database.*  **- How many new registrations occur daily?**

*On average we have 2-3 new users register on the weekly.* **- How many user updates occur daily?**

*1-2 updates to a user’s account.*  **- How many purchase transactions does King’s Casino handle on the daily?**

*3-5, it is a mix of new registrations and those who “pay-to-win”.*  **- If any, how many users unsubscribe on a daily?**

*1-2 users unsubscribe on a weekly.*

**Q4) How are you keeping in contact with your users, and how often are you contacting them?**

*We usually do everything online now, so we use emails to keep in contact with our users, in some cases we contact a care home or carers directly for users who do not have access to an email. For the competition we update the users on their competition status on the daily.*

**Q5) Do you have a specific layout or template for emails?**

*We currently do not have an email template, but we have a general idea of what to include, depending on the nature of the message. We would appreciate a template to be created and used from now.*  **- if yes, can you elaborate on the template?**

*The template should address the User, with the subject relevant to the nature of the message (I.e. competition update, or account information) and the body of the email should include relevant data that is formatted in a way that there isn’t too much information on the screen, as these are elderly individuals that need to read these emails.*

**Q6) Regarding reporting;  
- How often did the manager of King’s Casino receive reports? (daily/weekly)**

*A report would normally be sent to the managing director by the end of the day.*  **- What is the general layout of the reports?**

*Each report is laid out so that it is split into sections. The order of sections can be your choice, but as long as there are clear indicators of a separate section of the report, and it is formatted in a readable manner, then we are happy with it.*  **- What sort of information did each report include?**

*It would include the activity of any user on that day; so any new registrations or user updates/deletes. It would also include the current lead/winner of the competition on that day, if its Friday then it would include the winner of the competition, if any other day of the week, then it would just include the top 3 individuals who are in the lead.*

**Q7) When would you say King’s Casino would experience a significant spike in activity?**

*Normally during holiday seasons, but not much to a significant amount, I would say we experience a consistent amount of activity throughout the year.*