

Client Feedback

- **Date:** 16/08/2023.
- **User Identifier:**
 1. **Awni Masalha** - Carpentry Owner and Carpenter.
 2. **Rezek Masalha** - Beginner Carpenter and the one who will use the system.
- **Product/Service Version:** Carpentry Management Application developed by Java - OOP.
- **Feedback Type:** General feedback.
- **Feedback Details:**
 1. **Description** - Initially, Hasan and I discussed creating a system to assist in managing my carpentry business. We touched upon several points that would enhance my workflow. Later, in a meeting with both Hasan and Jawad, we delved into the specifics of what the system should encompass. After a follow-up meeting about a month and a half later, it was evident that certain aspects of the system were complex and needed revisions. Post-adjustments, I found the system more refined and user-friendly. However, when we presented the system to my other son, Rizik, and his associate, they offered a different perspective, suggesting additional features that would also benefit Rizik in his work with me. After another meeting and consensus that the system would truly be beneficial and streamline our work process, Rezek took the initiative to work on the system. Since the last update, the system has been exemplary. It greatly assists me in managing orders, inventory, and client relations. Furthermore, the ability to align client expectations using images sourced from the system has been invaluable.
- **User Environment:**
 1. **Operating System:** Microsoft Windows - Version 11.
 2. **Device Type:** Personal Computer.
- **User's Contact Information:**
 1. **Awni Masalha** - 0525284930 - awniwoodwork@hotmail.com
 2. **Rezek Masalha** - 0549820294 - masalha.rezek@gmail.com
- **Status:** Resolved.
- **Resolution Details:**

The feedback was meticulously addressed by examining each detail provided by the user. All concerns were rectified by the time we achieved the project's final iteration.

- **Feedback Source:**

The feedback was garnered through numerous meetings conducted throughout the duration of the project.