

## Appendix

### Appendix 1

Snippets of conversation from meeting with the client (16th June 2019)

Me: When a new client calls what do you ask them? What is important for you to know about the client?

Ms XX: Well, for sure their name, age if not known then I will note down an estimation. Also what is important for me is where they found out about the apartments if they saw the building site walking by, from a friend, an internet ad. [...] But the most important thing for me as a seller is to know how likely the client is to buy the apartment. Different districts in this city have drastically different prices, and therefore based on where the client currently lives (if in this city) I have to apply a different strategy for selling the apartment. [...] I remember the clients based on the district they live in.

Me: Do I understand correctly that You want to be able to find clients based on the district they live in?

Ms XX: Yes.

Me: What about clients coming from outside of this city, is it ok if I name the district for them as "Different" or "other"?

Ms XX: Yes, that is all good.

Me: What is the information about what the client is looking for in an apartment that is useful to you?

Ms XX: If they want a garden or not is very useful, as there are only two apartments on the first floor with such a commodity. There are two possible layouts for most of the apartments, so basing on how many rooms the client wants I will propose a different apartment.[...] Also, it is very important for me to mark if the client has bought an apartment from me before. [...]

Me: As you have to propose an apartment, would you find it useful if the program provided an algorithm for matching an apartment to the client's wants?

Ms XX: Yes! That would make it so much easier for me! Would it also be possible to include all the information for all of the apartments? This way I won't have to open up my notebook at all when a client calls.

Me: Yes, no worries. I will add that to the program.

Ms XX: Also please make the program with graphics. I would like to be able to use the program easily.

Me: Okay I will provide a Graphic User Interface then. Would you like any specific graphics or pictures to be included?

Ms XX: As the apartments are still in the development phase I can only provide the layout for each of the apartments and graphical visualisation of the front of the building. As I have many projects, could you clearly label the program that it only applies to "Willa Kępa Potocka"?

Me: Yes I can do that. Do you maybe have a logo that I could put in the welcome window?

Ms XX: Yes I have two of them. [...] I will send you all the graphics and can't wait for the program.

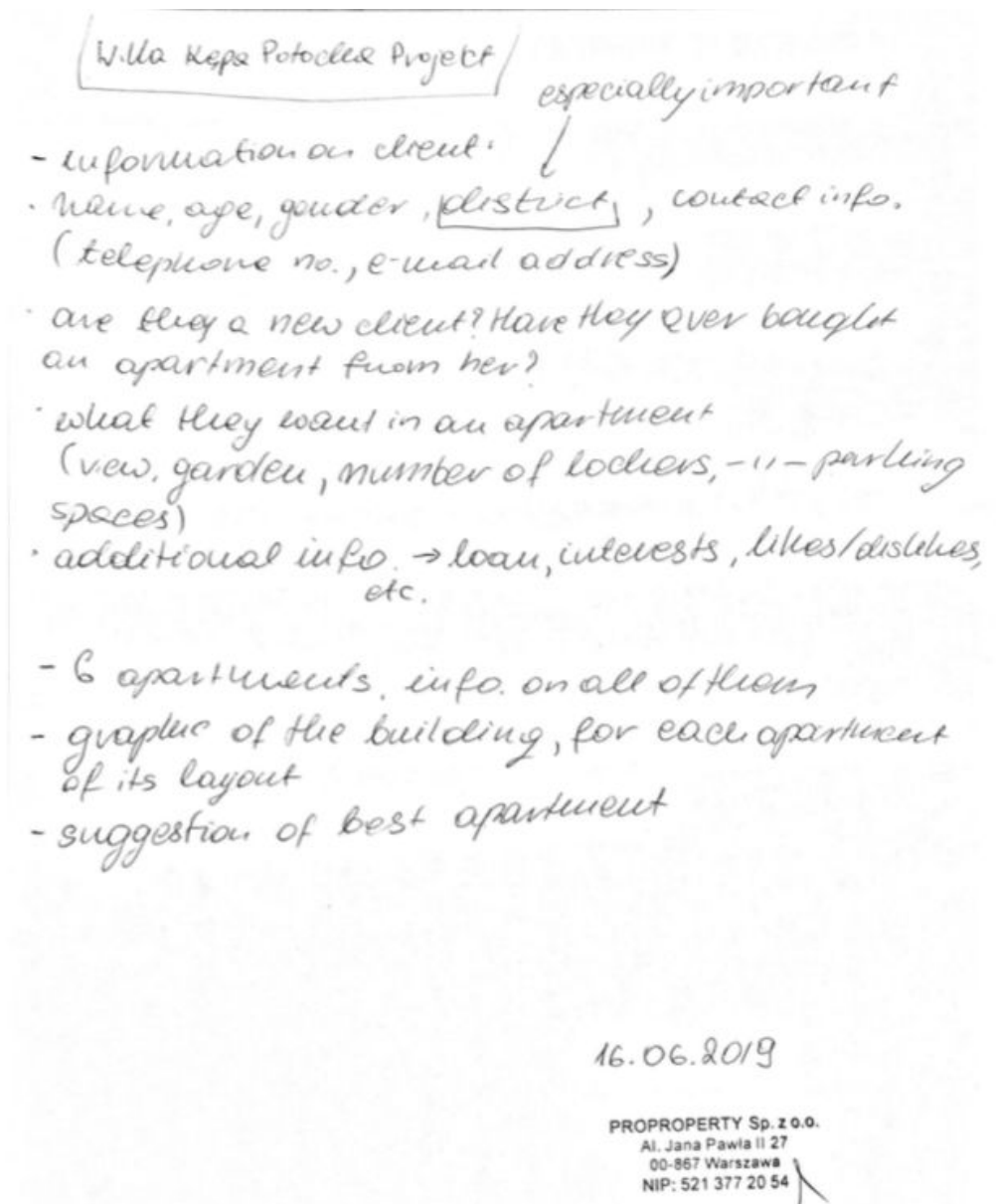


Fig. 1. Scan of notes from the first meeting with the client (Cut out client's signature)

## Appendix 2

On the last meeting with the client (3rd March 2020), I showed her the program. After using it for a while, she provided me with the feedback, her first impressions and also what are some possible additional functionalities of the program that could be added in the future. Showcased in the fragments from conversation:

Ms XX: I like that the main window is big and has both the logo and graphic of the building. [...] I see that everything works.

Me: Is there anything you would want to change about it?

Ms XX: Maybe make the buttons (MenuItems) in the welcome window a bit bigger.

Me: Good point. Is there something else?

Ms XX: When searching for the client choosing the district first works good for me. However, the list of clients could be sorted alphabetically. Also, there are a lot of new windows opening up, which have to be later closed.[...] As this is not my only project maybe it could have an add apartment option? That is just a thought.

Me: Thank you for the feedback.

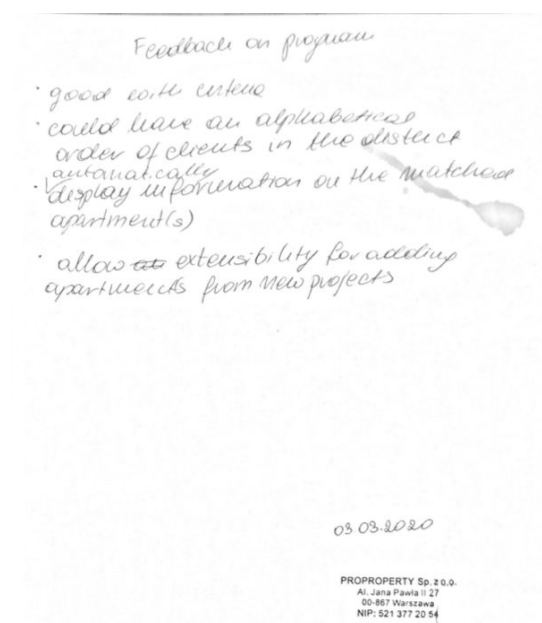


Fig. 2. Scan of notes from the last meeting with the client (Cut out client's signature)