

Appendix: A

Transcript from Interview with Client 10/4/18 at 2:15 PM.

Client is Senior IB english teacher at Cleveland High School.

Milan: The first question is, do you use amazon ever to buy things? Whether that be buying products for yourself or, um, classroom material? Like a pack of highlighters?

Client: Yes, I mean I probably use Amazon mostly for my own for my own personal thing like I just bought my kids Halloween costumes and a lot of our sorta household goods and supplies have amazon deliver. School stuff I definitely order some books that way, I know that the school orders some books that way, and I definitely order things like pens or pencils in bulk through amazon.

Milan: Alright, uhhh, this is kind of a situational question, is there ever a time where like you find a product on amazon that you would buy but it's a little bit too pricey?

Client: Oh, all the time. I mean maybe that's more often clothes or something where it feels like it is a bit more of a risk because you don't get to try it on so you've got to go through the process of ordering it; it may or may not work. So I have to get past the threshold of I am willing to make that gamble if the price doesn't seem right.

Milan: Alright so, my program pitch is I have an application that is basically an amazon price tracker. And so what that is, is going to be able to, you go to an amazon product page, and it would be a chrome extension and you would have the ability to save the page in the chrome extension. And then every time you load your browser, the extension checks the price of the product to see if the product price has dropped. Would you use that or would that solve this problem?

Client: I would definitely use it for products like clothes or shoes where a price change could really tip the scales of my willingness to buy it.

Milan: Is there anything else this application would have to do to meet your needs?

Client: Umm, it would probably be better if it was an email at the end of the week. Like kayak is a website which tells you trends of pricing and gives you the best price at certain places. It sorta gives you an indicator based on the pricing you see. Being able to see price trends and what are the lowest price would be useful.

Milan So showing the price history would be useful?

Client: Yeah, like a notification like this is at “the best price point it’s ever been” would definitely influence if I would buy it [amazon product].