

Session Notes

Date: 21 May 2025

Participant: Chua Yee Ann

Method: Online meeting

Location: Google meet

Topics Discussed:

- Estimated arrival time
- Real-time parking space availability
- User profile management

Key Feedback:

- The interviewee expect to see real-time parking info
- The interviewee expect to manage her profile info like names and profile picture.
- The interviewee expect to see estimated arrival time for rides. This will help in planning her trips.

Kano Classification:

- User Profile Mangement -> Dissatisfier
- Reak-time parking space availability -> Dissatisfier
- Estimated arrival time-> Satisfier