Client Communication Log – v.02

Team: Brave Alligator

Communication Plan:

- The first meeting with the client, face-to-face, is planned for Thursday 24th of November.
- If questions arise while working on the project, we can contact the client through email or telegram.
- The client expects to have a response ready within a day or two upon sending/contacting them.
- It is suggested to list all the questions of all the different teams and send them together in one mail to the client, to avoid any repetition of the same questions and overwhelming the client.
- Have the team visit the client's company at least once, while working on the project.

Contact Point 1 (Thursday 24-11):

In the first meeting with the client took place in the school building, the client gave us a quick recap on the assignment. After the recap, the team had some questions prepared beforehand to ask the client for more clarification on what the client expects us to deliver at the end of the project.

Questions:

- What kind of data needs to be stored in the Database? (A: Customers, Companies, Devices, Tickets)
- How should the customer be notified of a failure?
- Does the converter store all its history, or does it regularly send updates?
- Differences between Company Administrator, Global Administrator, Customer?
- **Will you provide us with any data for the application? (Good question)**
- API questions?

Answers/New Information:

- Each Company has their own Customer and have their converter/s
- notification gets send via email or push notifications

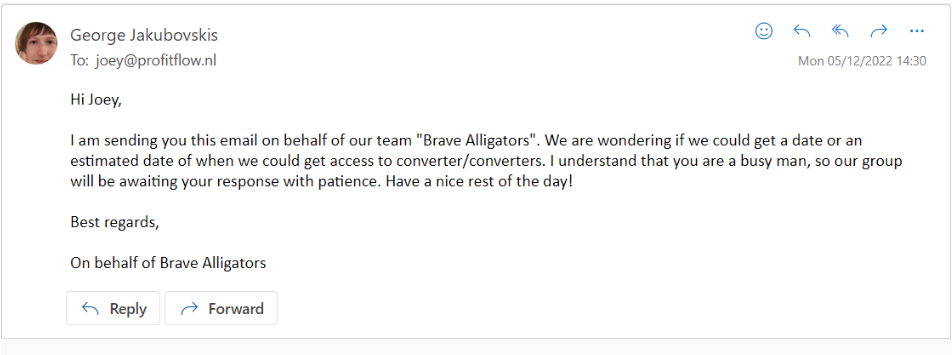
- Global Admin: Does everything, / Manage Company
- Company Admin: limited to its Customers/ Can manage Customers
- Customer: Basic User interactions, mostly data requests

- The client will provide credentials to gain access to the data of the converters.
- Ticket layout (basic)
    - Title
    - Description

- Status
- Priority

Contact point 2 (Monday 05-12):

On Monday, the team had a scrum meeting, and we wanted to start working on the database and fill it with data from the converters. From this came the question 'On what date will we have access to the converters?'. George chose to write an email to the client to ask our questions.


George Jakubovskis
To: joey@profitflow.nl
Mon 05/12/2022 14:30

Hi Joey,

I am sending you this email on behalf of our team "Brave Alligators". We are wondering if we could get a date or an estimated date of when we could get access to converter/converters. I understand that you are a busy man, so our group will be awaiting your response with patience. Have a nice rest of the day!

Best regards,

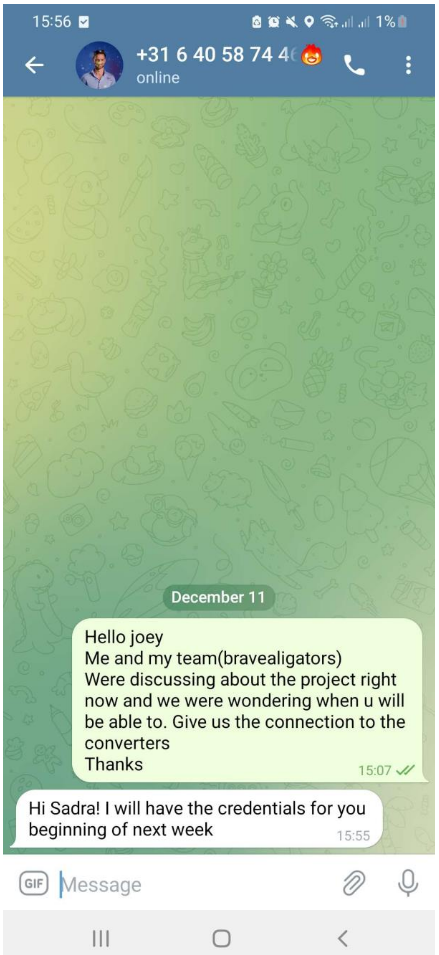
On behalf of Brave Alligators

Reply Forward

Update: The client has yet to answer our email.

Contact point 3 (Sunday 11-12):

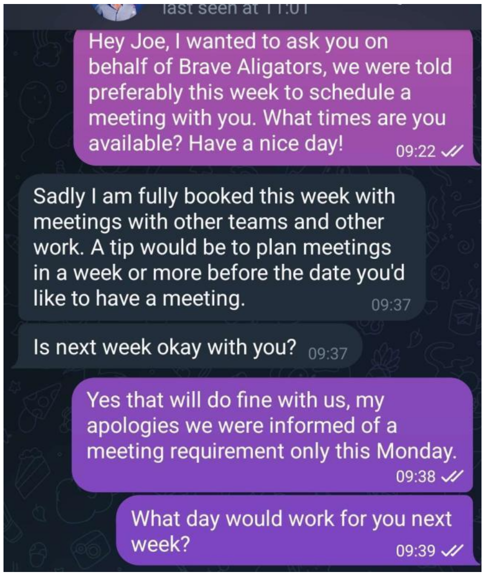
At this point, we had not received a reply yet to the email we sent so we tried to contact the client through other means. We went and tried to ask the question again through Telegram and Sadra was the one to send a message to the client.



Update: We got a response within an hour of sending the message. In the response from the client, the client mentioned that we would get the credentials for the excess to the converters at the beginning of next week.

Contact point 4 (Monday 12-12):

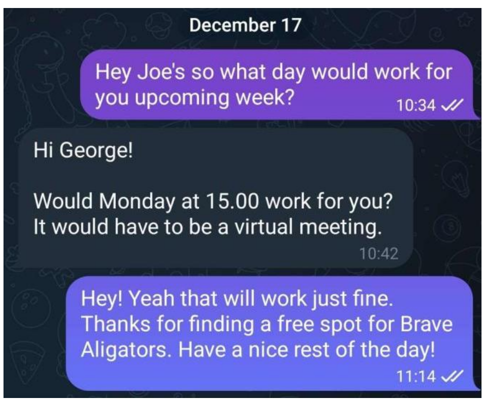
We asked the client for a meeting to have a chance to demonstrate our current product version. To let the client, have a look at how we were proceeding and what our plan is for the product. This way we can gain some insight from the client's point of view on our product and possibly get some feedback. We asked if the client is available this week for a meeting. George was the one that contacted the client this time.



Update: The client responded quite quickly but was unfortunately booked full for this week. He suggested that we could plan a meeting for next week with him. We responded to agree with the suggestion and asked in return what day he would have time for the meeting.

Contact point 5 (Saturday 17-12):

We have not received a response from the client yet regarding our previous question. That's why we tried to contact the client again about the same topic. The question being 'What day would work for you upcoming week (for the meeting)?'.



Update: The client responded after a few minutes and suggested having a meeting planned for this upcoming Monday at 3:00 pm. The suggested date and time worked for our team, so we agreed to have the meeting at the suggested date and time.

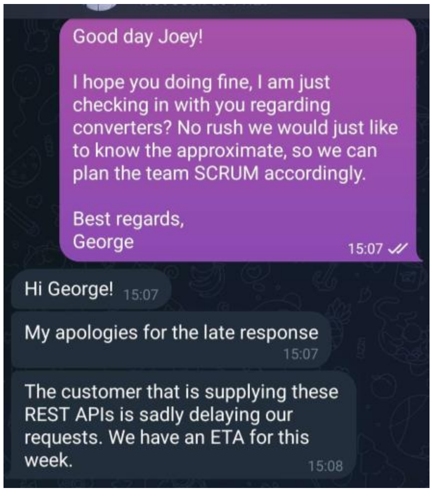
Contact point 6 (Monday 19-12):

(Planned virtual meeting with the client at 3:00 pm)

On this day, we had a meeting planned to have a demonstration shown to the client. In preparation for this meeting, we prepared a short presentation and demo to showcase the current state of our product. We show what progress had been made in the previous Sprints and potentially get feedback on the product from the client. The meeting was scheduled for 3:00 pm and it took place virtually on Teams. All the team members were able to attend the meeting as it took place right in between classes. In the meeting, we demonstrated a working version of the product with the currently made/working implemented features. The client was able to give his feedback on our work and was satisfied with the progress that had been made. He stated that the layout was clear to navigate, but the look/design of the pages could be improved upon. Another piece of feedback given by the client was about the database. The client was concerned about how the database was storing the different user accounts and what roles of authority/access they have. It was advised to change our database design so this would be stored correctly. After having ended the meeting, we as a team took the feedback that was given and started to discuss how the team would incorporate the feedback.

Contact point 7 (Wednesday 21-12):

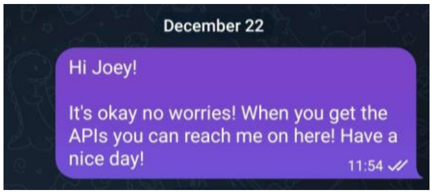
After having waited for any updates regarding the converter data, we decided to contact the client once again about this topic. We asked the client what the progress was on the converters data access that would be provided to us. Knowing this, it could help us plan our next Sprints/tasks related to this topic.



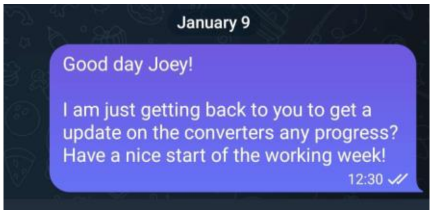
Update: The client responded and informed us that the customer that supplies the REST APIs for the converters is delaying the client's requests. This means that we would have to wait a bit longer for access to the converter data.

Contact point 8 (Thursday 22-12):

After the previous response to our question to the client we responded once again on that text message to inform the client that we would wait and like to receive a notion on when we can get access the APIs.



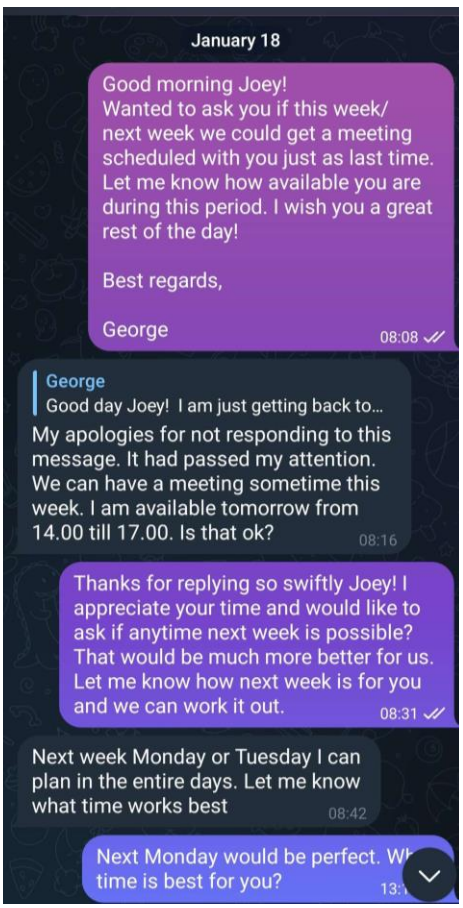
Update: A few weeks have passed since the last contact we had with the client, but we did not receive any updates on the API matter. That is why we once again reached out to the client and asked him if there was any progress on the converters.

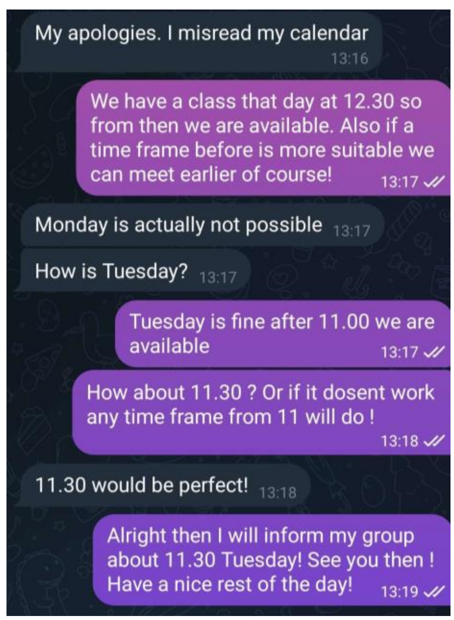


Update: A week has passed, but we have yet to receive a response from the client.

Contact point 9 (Wednesday 18-01)):

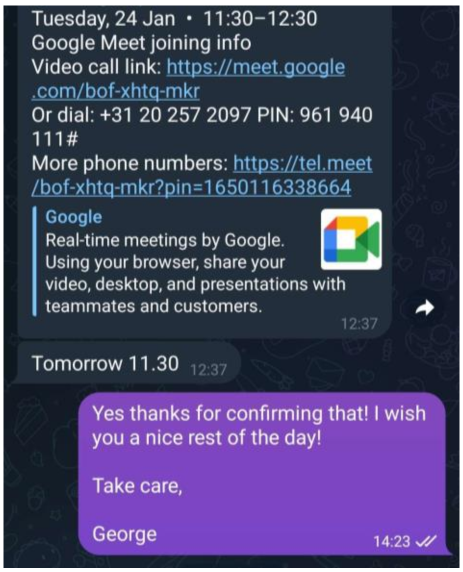
For our final demonstration of the product for the client, we contacted the client to schedule a date for this meeting. The client responded quite fast and informed us what time he was available. The client suggested having a meeting this week, but this would give us less time to work on the product, so we suggested having the meeting scheduled for the upcoming week. After some back and forth, the meeting was scheduled for the upcoming Tuesday 24th of January at 11:30 am.





Contact point 10 (Monday 23-01)):

A day before the meeting we sent a message to the client to ask for confirmation of the meeting being held online. The client replied and confirmed that the meeting would take place online. The client also sent us a video call link we could join for the meeting the next day.



Contact point 11 (Tuesday 24-01):

(Planned virtual meeting with the client at 11:30 am)

At the time of the meeting, the team let the client know that they were present in the call by text message. The team waited for 15 more minutes and then received a text from the client stating that he got delayed by a precious meeting and that he was on his way. The team waited for around a total of half an hour still the client showed up for the meeting.

The meeting started around 12:00 pm and after the greeting was done, we, the team, presented and demonstrated the current product version to the client for the last time. In this demonstration, we displayed all the functionalities of the product, such as the login process for different users, all the pages (home, customers, companies, tickets, logs, and login pages), and the different data they display depending on the user(role). Popups, notifications, pagination, style theme. We demonstrated the whole product to the client. After the demonstration, the client seemed pleasantly pleased with what he had seen. He did not have any feedback to give and both sides wished each other the best and the meeting was done.

Client Communication Sum:

After the last meeting/interaction with the client, we as a team experienced this interaction as challenging. As we had times when the client would not respond to our messages. This resulted in some delays with certain tasks that we were working on at the time. But apart from that, we had good communication with the client and were able to communicate our intentions in a, for both sides, understandable way which made this experience a good learning point for all the team members.