Client Communication Log

# 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.
* Have the team visit the client's company at least once, while working on the project.

# Meeting 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