

Initial Interview¹

Name of Client: Ms. Krupali Kavle

Date: November 10th 2023

Student: Hello, I'm an IB computer science student and as a part of my course, I'll be having to make a full-fledged piece of software for a client of my choice.

We had briefly discussed earlier about your need for a management software for your business, so I just wanted to ask you a few questions that will help me better understand your current situation and I can try to provide you with an ideal solution that suits your workflow.

Client: Hello {Student Name}! Yes definitely, this sounds good & we can work upon this.

Student: Okay, so let's start off with the basics just to get to know you. Can you please introduce yourself and your business?

Client: My name is Krupali Kavle, I am partner in Royal Elevators & looking after AMC - Repairs & modernization division - customer care department as well as overall management of business. But the solution I want is for a different business of mine. My passion project is Krupa's Foods, it is a small business that I currently operate where I sell few premium food items, some of them are resold by me and most others are prepared at home. My sister and nephew also assist me in acquisition of customers and

¹ Audio recording transcribed using Whispen, formatted manually and adjusted for conciseness. (<https://apps.apple.com/in/app/whispen/id6462687994?mt=12>)

the delivery process but I am the one who is mostly taking the orders and handling the inventory.

Student: Okay that sounds perfect. I have a few questions in mind based on what you just told me, I'll start off by asking you what is your product portfolio?

Client: So currently, I am selling jaggery, a variety of spices, modaks, biryani, laddoos, and seasonally we also sell alphonso mangoes. Some are prepared on an order-to-order basis and some are purchased and stored in inventory. Also, I am adding new products to my portfolio occasionally as well.

Student: Great. That brings me to my next question, how is your business being managed right now? How do you take the orders and deliver them?

Client: It is a little hard to handle right now. I take orders via phone calls, in person chats and most orders come via WhatsApp or iMessages. Sometimes I will note them down in my notebook or in the notes app on my phone, or sometimes just remember it in my head. Sometimes I am just scrolling through my chats on WhatsApp to see who placed the order and which ones are pending delivery or payment. As you can imagine this not very reliable right now which is why I am looking for a better solution.

Student: Okay wow [giggles], that does sound quite tedious. Do you have anything in mind for a possible solution for this?

Client: Yes I have a rough idea of what I need in the form of a program. [pause] So first of all the most important thing for me is storing the orders I get, the details such as the amount, the quantity purchased, what product and the address. Maybe there are other details also but those are the ones I can remember. [pause] Oh yes and payment method is also required because some pay via UPI some pay via cash. And then I want to mark orders as pending or complete so I know which ones have been delivered and which ones aren't. Sometimes we forget whether a particular order has been delivered or not so it would be good to have a proper place I can safely store my orders and track their progress. I don't want to have users placing the order via the app, it is okay if they place it via a call or WhatsApp but I should be able to store it in the program. [pause] Also one thing is that I don't really have a way to track our revenue and profits right now since this is mostly my passion project that I do for fun and I never end up calculating the revenues and profits, but it would be good to see the revenue and profit numbers to make sure everything is going okay. So that is something that is important.

Student: Great, all of this sounds doable! I am thinking of making a website that you could log into from your devices and access the details. Does a website seem suitable?

Client: Actually the problem is that in my building there are frequent internet issues and it cuts off at any time. Is it possible to make a regular app that can work without internet connection?

Student: Oh, I see. What devices do you own, and which ones do you use for managing your business?

Client: I have a MacBook and an iPhone which I am using as my personal devices and also for taking and managing orders. Most of my time is spent on the phone but then sometimes I also use my MacBook for going through the customer orders. So I would like to have something that works on both my MacBook and iPhone but I would prefer if it is not a website because as I said there is an internet issue at my place.

Student: Oh well perfect, that is great news! I'm quite experienced with building apps for Apple Platforms so I'll be able to make an app that doesn't always require an internet connection to function properly!

Client: Wonderful that is great.

Student: Do you have any plans of switching away from Apple products in the near future?

Client: No, not really. I just purchased these recently.

Student: Okay that is great. So I'll make something that is tailored for iPhone and Mac² and is optimized for your devices.

Client: That sounds great. I'm looking forward to it.

Student: Wonderful, anything else you would like to mention?

Client: No, I think I have mentioned my core requirements already.

² In the actual recording, I accidentally said "iPad," however the intended word was "Mac"

Student: Perfect, I think we can conclude our meeting here. After I end this recording, I request you to please share your preferred contact information with me so I can ask you specific questions about features and requirements throughout the development stages of the app. Thank you so much for taking the time out, I'm excited to show you the final product.

Client: That sounds good, you can use the phone number I have already given you to contact me via iMessages or WhatsApp. And I am looking forward to the app as well.

Student: Great, thank you!

Client: Thank you!

Student: I'll just turn the recording off.

[Recording Stopped]