User interview

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| Interview Date: 3rd August 2021 | Interview way: WeChat meeting |
| Interviewee’s name: Peiqi Liu | Interviewee’s occupation: potential user |
| Interviewer’s name: Richard Zhang | Interview’s occupation: pets selling website developer |
| Content of interview items: What features do you expect from our website? | |
| Before the interview, we thanked the interviewees for taking time out of their busy schedule to accept our interview. The purpose of our interview is to get features from potential users that can be added to our project. The interview lasted about 10 minutes. Here are the records:  Q: Hello. I’m very glad that you can accept my interview. Do you keep pets at home?  A: Well, I sell cats.  Q: Great. What features do you expect from our website? As a seller. I also want you to give some advice as a buyer.  A: Well if I’m a buyer I will think your website is perfect. As a seller I think your website is a little bit buyer-centered.  Q: That is inevitable. The main users are buyers.  A: Yes, I know this. But you need to understand that the website need to have enough resources, or sellers, to attract buyers. If the seller’s user experience is not good, it will eventually affect the entire project.  Q: You are right. So what do you think needs to be improved?  A: As a seller I hope you can improve the upload of pet information first. That’s a part of core functions.  Q: Good. Anything else?  A: It might be difficult, but I hope your website can help sellers find potential and suitable customers.  Q: We will consider this later.  A: Very good. I think your website is good overall.  Q: Great. Thank you for your help.  Summary:  Peiqi Liu is one of potential seller we will meet. She gave us her own insights as a seller on the design of the website. In general, she affirmed our previous design, but believes that the website should further improve the seller’s experience. Her insights are really valuable. I think we will be inspired by it. | |