

## Questions

- 1- What is the main problem facing the company that needs to be solved by the software ?
- 2- What category of customers does the company deal with ?
- 3- How many phases does every apartment pass by ?
- 4- Who is responsible for choosing materials and the cost ? Client or the company ?
- 5- Is the cost calculated by the end of every phase or by the end of the whole phases as total ?  
How will this cost be collected ?
- 6-What about time management ? Is there an estimated deadline appointed to the end of each phase ?
- 7- How is the cost of each phase calculated ?
- 8-What are the most common conflicts that occur between the company and the customers ?  
How could these issues be handled ?

## Report

According to the **diamond-shaped approach**, we made an interview with the main users of the system **to get the most effective information to satisfy the users needs**. we started by asking about **the main reason** for taking the decision of making the system and the manager of the place replied that the main problem is that **A system that manages the internal and external financial transactions and has a part to follow up the stages of completing the requirements of the client in addition to the management part of the company**, then we wanted to know **what category of customers** does the company deal with and he said that their company deal with **all kinds of apartments with all sizes and locations**, then we talked about the **number of phases** that any apartment pass by and he said that any apartment **pass by 9 phases** and the phases of **laying electrical wires and plumbing works could be done in parallel way**, then we talked about **the responsibility of choosing materials and the cost**, Client or the company ? and he told me that **their engineers helps the client to be aware of all cost ranges of materials, but the client makes the final decision**, and when asking **if the cost calculated by the end of every phase or by the end of the whole phases as total**, **How will this cost be purchased ?** and he said **"Yes, we specify the cost of each phase and notify the client with it and collect its cost after confirmation"**, By Asking about time management, he told us that **they set a limited time for each phase and notify the client with estimated time for each one in case of delay beyond the specified time**, and by asking about the cost calculation, **the manager said that some special equations will be provided according to each case of customers**, finally we talked about **the most common conflicts that occur between the company and the customers** and How could these issues be handled, he said that he **will provide us with the frequent questions and the answers of it** like Sometimes after completion of some phases, the client has some modifications opinions, but our employees implement his requests, and inform him if these modifications will increase the cost or not