**Dialogue One**

**Interviewer(Gunvansh)**: Hi, Amit. I am working on a Ticket vending machine for the transportation forms(Metro and Buses) in montreal. I would like your opinion on what you would like to have or changes you would like to see on the ticket vending machine.

**Interviewee(Amit):** Sure no problem.

**Gunvansh:** What do you do in montreal?

**Amit**: I am a student at Concordia University.

**Gunvansh**: Do you use the public Transportation System?

**Amit:** Yes,i do.

**Gunvansh:** How often do you use it?

**Amit**: About five days in a week.

**Gunvansh**:What do you like about the public Transportation System?

**Amit:** I think its Good and fast if you are familiar with it.However,the machine is not that user friendly because the first time i tried to use it,i could not figure out a lot of things until one of my friends actually showed me what to do.And i think it can be made more user friendly and some icons can be removed or add icons(buttons ) that shows instructions on how to use the system.

**Gunvansh**: What kind of payment option do you use?

**Amit :** Mastercard, Credit Card,Paypal sometimes**.**

**Gunvansh:** Would you like to get notifications(e.g: an email) after making payments using the system?

**Amit**: Yes, i would like to get an e-receipt .

**Gunvansh:** What other features would you like to have?

**Amit**: I think you can accommodate more languages also the interface is a little discouraging and i think it can be improved upon.

**Gunvansh**: Thank you.