SWEN 330 Project: Q&A System Client Meeting Notes

Client's Request Descriptions:
Our company want to build a light-weight Q&A system that our customers can ask their questions anywhere. The customers can easily find the similar questions and get the answer directly. If they cannot find their answer, they can submit the question to our customer service department. The customer service department can see the question from the question list. The customer can see the answer when the customer service replies the submitted question.

Engineer:
Is the customer required to login for asking the question?

Client:
No, when they search or ask, they do not have to login?

Engineer:
Then, when the customer submits the question, does he/she need to login?

Client:
I hope NO, but they should add their email for contacts.

Engineer:
How does the customer to check the answer after submission?

Client:
Not sure. Email? Or any link back?

Engineer:
How about returning a unique ID after submitting the request and then the customer can use that ID to trace their answer?

Client:
That sounds good to me. So, all the questions will have a unique ID?

Engineer:
There will be. What else information do you need?

Client:
Name. Date and time.

Engineer:
Okay. In terms of search, how many results do you want to return?

Client:
Around ten search results?

Engineer:
That is fine. I suggested to add some email validation and CAPTCHA to avoid attacks.

Client:
That would be very good. We also want to make sure our customer service can see the question list after they login the system. We also want to know what kinds of questions were asked most?

Engineer:
What kind? How do you know the kind? Can I assume using keywords?

Client:
I have no clear ideas. But, keywords should work. Our customer service can tag the question when they reply.

Engineer:
That sound good. So, I assume there should be a page or tab or something to show the analysis.

Client:
YES.

Engineer:
Who else will use the system?

Client:
I think manager should also use the system. Manager should know who answered what? When they check a particular customer service representative, he can see how many questions are processed by him/her per day. So and so….

Engineer:
Understood. One more question, what if the answer is not satisfied? Can the customer ask the following questions?

Client:
Yes, until the case (question) is closed.