**Assignment 4:**

Stakeholder Interview

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| Student # | 8857425 |
| Course | INFO8885 – Requirements Elicitation |
| Section | 4 |
| Professor | Shiv Bhuchar |
| Due Date | July 16, 2023 |

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| Interviewee Name | Raghul Parthasarathy |
| Job Title/Role | Associate Mechanical Integrity Engineer |
| Company | Dow Chemicals International Pvt Ltd |
| Years in Role | 3 |

# Context

1. **How frequently do you use the YouTube mobile app, and what specific tasks do you usually do on the platform?**

**Raghul(R)**: I use the YouTube app regularly to view music videos and listen to podcasts and tutorials on various topics related to maintaining physical health and engineering. It's my go-to site for both enjoyment and education.

1. **Can you detail any difficulties or disappointments you've had when using the YouTube mobile app in your everyday routine?**

**R:** One issue I have is that I frequently lose track of the video when I go to another app or answer a phone call. It's inconvenient to have to re-find my location every time I open the YouTube app to find out what I have listened to, and when YouTube goes to the recent tabs, I often click close all recently used tabs, which closes YouTube completely. Then I must open YouTube, click library, and then open the video I was watching.

1. **Do you have any specific scenarios or circumstances in which you feel limited or restricted by the present features of the YouTube mobile app?**

**R:** I feel constrained when I want to listen to a podcast or music video on YouTube but can't have the audio playing in the background while I utilize other applications, especially while exercising or cooking. It limits my ability to multitask.

1. **Could you give me examples of when you struggled to multitask or switched between displays while watching or listening to YouTube content?**

**R:** If I'm watching YouTube instructions for using high-end equipment and get a message, I must pause the video and move to my messaging app. It interferes with my learning and slows me down. It even happened when I wanted to check the notes I took on another screen. It wasn’t easy to match with notes while simultaneously running the video. I have to resume and pause every time.

1. **Do you ever want to utilize other apps on your smartphone while still being able to view or listen to YouTube content? If so, what challenges do you have in doing this?**

**R:** I frequently need to utilize the job market or any productivity applications or check my emails while listening to podcasts or watching YouTube music videos. And even sometimes, during workouts, I want to listen to music even while watching classes related to exercise. However, I can't keep the music playing in the background, which makes multitasking difficult.

1. **Are there any other issues or obstacles you encounter in your daily use of the YouTube mobile app that you would like to mention?**

**R**: I'm interested in some of YouTube's premium features, such as creating quick playlists and ad-free content, but the monthly subscription price is a little high for my budget. I wish there were a more economical way to access the required features.

# Needs

1. **Losing track of videos:** Raghul (Stakeholder) regularly loses track of the video's progress, leaving the user to re-find their spot and reload the video after switching applications or mistakenly closing previously used tabs, disturbing and inconveniencing their viewing experience.
2. **Lack of background playback and multitasking ability:** Raghul's multitasking ability is limited since he cannot play music from YouTube videos in the background while using other applications, particularly exercising or cooking. This constraint reduces his productivity and makes it difficult to listen to podcasts or music while doing other duties. Raghul needs help multitasking, especially when he wants to watch instructive videos while still checking notes or messages. Having to halt and resume videos constantly disrupts and slows his learning process.
3. **Difficulty During Workouts:** Raghul encounters difficulties during workouts when he wants to listen to music while viewing training videos on YouTube. He struggles to integrate both hobbies because there is no background music playback.
4. **Affordability of Premium services:** Raghul wants to use YouTube's premium services, such as making speedy playlists and watching ad-free videos. However, he considers the monthly subscription fee expensive for his budget and desires a more cost-effective approach to accessing the required features.

# Solution

The IT team might apply the following solutions to eliminate or lessen Raghul's highlighted pain points:

1. **Creating a feature** that allows the YouTube app to remember the user's progress in a video by providing captions and descriptions of previous sections when switching to other apps or answering phone calls, as well as displaying the most recent unfinished video on the opening screen for easy access to current videos. When Raghul returns to the YouTube app, he may effortlessly resume from where he left off without manually locating his spot inside the video.
2. **Implement a feature** that allows users to listen to audio from YouTube videos while using other applications in the background. This will enable Raghul to multitask efficiently, such as listening to podcasts or music while checking emails or utilizing productivity applications, without interfering with the audio playback.
3. **Introduce a mini-screen mode feature** for the YouTube Mobile app, allowing users like Raghul to compress the video to a small, handy viewing screen running in one corner of the smartphone's display as they navigate between other applications or perform various tasks.
4. **Provide more flexible payment alternatives** for accessing YouTube's premium services. This may include implementing a pay-per-feature model or time-limited premium access, allowing consumers like Raghul to use the premium services they need without committing to a monthly membership.