01.20.2021 Customer day - Alex

Everyone present

* Agenda of the meeting could be found on the presentation slides
* Marker notes
  + Likes
    - The demo (responsiveness)
    - Coverage of issues/missed objectives
    - Had prepared questions
    - Very well organised
  + On the negative side
    - Live demo was unstructured
      * Avoid bugs of the website
      * E/R diagram - more technical stuff.
    - Relate issues to a non-technical customer
      * Talk about impact OF the issues we had
    - Talk about priority/risks
      * Was not much talk about priorities
      * DO present both! Risks and priorities.
      * Try engage the customer in a dialogue about **priority** and **risks**
    - No discussion on delivery plan of the product
      * Something important to mention!
      * Should be on the radar by the next customer day!