Appendix - Interview Transcript
Appendix Part A

[A.X] Initial Interview
Date: August 18, 2023
Venue/Mode of communication: Phone call
Name of the client: Aiza

Developer: Good day, Aiza! Thank you for taking the time to chat with me today.

Client: Good day! You're welcome.

Developer: I'm here to solve a real life issue you're facing. To start, could you tell me a bit about your Sari-Sari store and the challenges you're facing?

Client: Sure, I have a small Sari-Sari store in the alley near my house. But we have two main issues. First, it's hard to let our customers know about promotions and even find our store since it's tucked away in the alley. Second, we have a loyalty rewards program, but we use stickers, and it's challenging to track how much money our customers spend due to sticker issues.[A.1]

Developer: I see. Let's break it down. Regarding the first problem, promoting your store and notifying customers about promotions, what specific challenges do you face?

Client: Well, because our store is hidden in the alley, people often don't even know we're here. We have promotions, but it's hard to inform our regular customers when these deals are happening. And even if we put up a sign, not everyone sees it, especially if they're just passing by.[A.3]

Developer: And what about the second issue, the loyalty rewards program and the sticker system?

Client: With our loyalty program, customers collect stickers for each purchase, and after a certain number, they get a discount or a free item. But the stickers can fall off or get damaged, and sometimes people try to cheat by forging stickers. It's a headache to track and manage it accurately.[A.2]

Developer: Thank you for explaining those issues, Aiza. Why don't you use pen and paper or expand to other areas for poster promotions?

Client: Well for the most part pen and paper leads to the same issue of stickers, decreasing in quality over time and I am only one person so I won't be able to go through the pen and paper list. For posters outside the alley they often get taken down due to big company advertisements being located there.[A.4]

Developer: Now, I'd like to propose a potential solution to address these challenges. What if we create a mobile app for your Sari-Sari store? Customers can download it easily, and it can serve multiple purposes.

Client: That sounds interesting. How would it work?

Developer: The app would have a login system for both customers and the store owner. Each customer can create an account and receive a unique QR code. When they make a purchase, you can scan their QR code to record the transaction amount, which will be automatically stored in their account. This way, there's no need for stickers that can fall off or be forged. It will also have a built in search function in order to search for customers with ease.

Client: That sounds convenient and reliable. What about promoting our store and deals?

Developer: The app can also include a section for promotions and store information. You can update it with special offers or discounts, and customers who have the app will receive notifications when you have new promotions. Plus, it can include a map with directions to your store, making it easier for new customers to find you in the alley.

Client: That sounds like it would solve our problems! But how do we ensure the accuracy of the information recorded in the app? And how do we ensure that no one else can access this information?

Developer: The app will require a different login system for you as the store owner. You can access a secure admin panel where you can verify and confirm the transactions, ensuring accuracy. It will also allow you to track customer spending patterns and reward them accordingly for their loyalty.

Client: That sounds great. Thank you for this suggestion.

Developer: You're welcome, Aiza. It's been a pleasure talking with you, and I hope this proposed solution helps your Sari-Sari store thrive in the future.

Client: Thank you so much for your help! I really appreciate it.

Developer: Just to clarify, I have your consent to use your personal information and business information for this project?

Client: Of course.

Picture of Client's Signature:

Appendix Part B

[B.X] Record of Tasks and Design Overview Review
Date: October 18, 2023
Venue/Mode of communication: Phone call
Name of the client: Aiza

Developer: Hello Aiza! Here are my record of tasks, a general description of how the development process will go, does this process look ok to you? [B.1]

Client: Wow! Yes this looks like it covers everything!

Developer: Now I would like to show you, how the general layout of the application will look like, we will divide it into modules and you can see the flow over here. There are descriptions and information about each module below do these look fine? [B.2]

Client: Yep, this all looks great and very simple to understand!

Developer: If you were also confused about the relationships between the things that are created in the application this diagram should clearly show you what it all means. [B.3] The flow of information can be seen bellow as well to clarify how everything will look. [B.4]

Client: Oh, I see, this all makes sense.

Developer: Now that you understand the general flow of the application here are my current prototypes of the systems, heres what each module looks like and the flowcharts and pseudocode are also here to show you the logic if needed. [B.5]

Client: Oh wow, so this is what the application might look like.

Developer: Yes, while it may not perfectly look like this, I will try my best in order to make an application that works just as intended and will look very similar to this proposal.

Client: Thank you very much!

Developer: I also want to show you how I will test each module, can you take a look and confirm that all the functions of the application will be tested? [B.6]

Client: Yes, this all looks very good.

Developer: Thank you, I will get to work right away to make this program that you need.

Client: I look forward to it!

Appendix Part E

[E.X] Application Evaluation Interview
Date: December 9, 2023
Venue/Mode of communication: Phone call
Name of the client: Aiza

Developer: Hello! I just wanted to receive some feedback from you, for my technical solution.

Client: I'm open ears, I have been using the application for a little while now, so I think I can give some good feedback

Developer: Thats great! Well first of all I want to go through each part of the success criteria to ensure that I completely accomplished what we set out to do. So for the success criteria, the application must allow users to create an account and password, with proper error handling and security, could you give me some feedback?

Client: The application lets me create an account and password, I am able to also log into this account as well. When I attempt to make an account with the same username or log into the account with an incorrect password, the program does not give access to the application. [E.1]

Developer: Wow seems like a success to me, now for the next success criteria, the application must enable a user with admin access to load data through their camera and QR code, what's your thoughts on that?

Client: When logged into the admin account, I am able to access other accounts and use my camera to load goods into the account of other users. [E.2]

Developer: Looks like another success, how would you respond to how, the program must allow for changing and retrieving of data like loyalty points from a secured database.

Client: I can clearly see where all the account information are stored, in a separate location to the actual app, I think this means that the info has security. [E.3]

Developer: Very interesting, what about, whether the application must allow for admin-to-client interaction on an Android platform.

Client: When I change the loyalty of other users, they can see the change after I process it. [E.4]

Developer: Seems like from you experience there has been a changes between data from admin-to-client interactions, now would you say, the UI must be easy to use, having self-explanatory buttons and a detailed information section on how to operate the application?

Client: All the buttons and menus are very easy to understand, I have had little trouble with using the camera to load information of goods for the users. [E.5]

Developer: That's good to hear, could you tell me more about whether the system could allow users and administrators to view customer purchasing behaviors from previous purchases?

Client: When I make a change to user information, this most recent purchase is shown for both me and the customer. [E.6]

Developer: That sounds like the information we're looking for, what about if the application could allow users to view recent promotions for the store?

Client: Customer accounts can see our most recent promotion on the app. [E.7]

Developer: Alright thats what we're looking for, now finally, did the program have a way for users to view the rewards that they qualify for, given the amount of loyalty they have accumulated?

Client: When a customer qualifies for the reward, the reward is highlighted yellow, knowing they now are able to get the reward. [E.8]

Developer: Thats amazing, it looks like each criteria of success has been filled out, and the solution created is to what is required. Overall I still want to hear more on how you felt about using this program, besides for the features we went over, are there any other comments you would like to give about the functionality of the program?

Client: The program was very simple and convinient to use and navigate through, the fact that it was on android helped with the camera usage as well. I particularly liked using the previous purchase information, I've started using it as a sort of receipt. [E.9]

Developer: Wow thank you for the feedback! I was wondering if you wanted anything extra, what would you want to add.

Client: In the future I would like to maybe add an increased range of information like the lifetime amount spent or the date of all transaction, I also think that in the future maybe improvements to how the app looks would be also helpful! [E.10]

Developer: I will definitely keep all of this in mind in the future when desinging things in the future, thank you so much for this experience.

Client: Like wise thank you so much for all the time you spent making this application! I will definitely be using this in the future.