### **Interview outline:**

Introduction:

Who’s asking questions etc.

Explain purpose of interview (RD document)

Any other administrative things

Non technical:

Who is our contact person from the other team?

georgia(email on site)

What can you buy with the app? Only paint? Paint and supplies? Etc

Paint and supplies(rollers, priority is paint)

Could you walk us through the path the customer and employee has to take to deliver a product to the customer? Give a walkthrough with a weekend warrior as well as a contractor.

No delivery, pick up only

How the app works:

What phone models and operating systems are to be included?

Andriod and IOS, some older models should work (iphone 4)

Point of sale system integration

Exactly what involvement will the store employees have in the process? Will they be actively confirming orders as they come in?

Staff will review the orders with the customer to make sure they have the correct product,

Who/how are orders confirmed?

No confirmation, just an estimated wait time(potentially have confirmation if posible, no hassle)

Something like scanning the order slip by the workers

What is the interface of the existing point of sales system? (existing API?)

Current API asks for product,

color then quantity

Internal system has orders, split into picked order and not picked

Is the app integrated directly to the store’s POS system, or will the staff still have to ring orders through manually when the customer arrives to pay for it?

Ideally a barcode should be generated to scan in all of the items in an order at the register.

Still have freedom to add items to order

Client experience:

Would customers benefit from being able to make duplicate purchases?

Past orders is a big deal

See all recent orders, reorder and change quantity, not

Constraints:

Space constraints - Can a large monitor be incorporated into the sales space?

Receive a pick slip when an order is made which is filled out, worker takes pick slip and competes an order. Pick slip can be tied to customer.

Importance of some specific features (which are the must-haves/maybes/don’t cares):

### -view/repeat past orders

Yes, not constrained to repeat an order, rather be able to view items to add to cart, or repeat an order

-search function: how beefy? How many/what filters? Allows things like searching by product code?

Should have capability to search for exact product(based on number) no search for products based on qualities

### -Will the app be connected to live-updated inventory? IE: if the store sells out of a product at 9am, is the app expected to have this info available to a customer trying to order it via the app at 10am?

Store inventories are not high enough accuracy to do this. Unnecessary since stock can be brought in in short order

-how much product info should be provided for the products being offered? (relating to “familiarizing customers with our products”)

Give information based on paint specification(number, shade value, qualities)

- Should there be a backup system for customers who still wish to order over the phone/over email (backwards compatibility)

Keep phone call interfaces for purchasing, this system would not phase out existing system. Phase out email and text orders in favor of app

### -Do staff have administrative controls to override/edit orders?

Yes, staff should review orders, confirmation phone call/message

Should clients have to register for an account in order to view past orders?

Guest access is possible for retail orders

How much info should be required from customers when they register?

Phone, email,name, business or personal account, register for a existing business account

Additional info:

Want feedback system for products with popular products being shown (may be out of scope??) have a popular paint list based on search criteria

Should be accessible to less tech savy people.

Camera used for matching a color

Best practices section for photo to provide sample

Designer tips should not be provided, those services are in store since it is hard to view colors

It is ok to have a calibration sheet available to print

Do questions change?

Editable questions based on store

Provide msds/product sheet?

Yes, with a quick info section + more details + compare paints feature