

## ***E1 Client Interview Transcript:***

**Date:** 14/11/2023

**Mode of Interview:** Physical

**Interviewer:** Good afternoon sir, I hope that you've been able to use the application?

**Client:** Yes, I've used the application for the past seven days.

**Interviewer:** Has it met your expectations?

**Client:** It has for sure, I really enjoyed using the application.

**Interviewer:** I'm glad to hear that sir! Can you share your thoughts on switching between your personal and work Gmail accounts while using the application?

**Client:** Yes, switching between my Gmail accounts has been smooth. I was particularly happy that my financial data for each account stays separate, which was one of my main concerns. I haven't experienced any mix-up of data between the two accounts, which is a relief.

**Interviewer:** Now, how do you feel about the security of the application?

**Client:** I feel reassured about it. One time, I forgot to sign in, and the application immediately redirected me to the sign-in page. This made me confident that my financial data is secure from others and only accessible when I'm logged in.

**Interviewer:** I'm glad to hear that. Can you also tell me your experience with adding new incomes and expenses?

**Client:** Adding new transactions on the Home page has been pretty straightforward, and I haven't had any issues with it.

**Interviewer:** Great. Moving on, how do you feel about the ability to view your five most recent transactions on the Home page?

**Client:** I like that feature. It's convenient to be able to see my most recent transactions in the home screen itself. I can quickly check the last few entries, and it's been very helpful so far.

**Interviewer:** How about editing or deleting transactions, did the application meet your expectations in that regard?

**Client:** Yes, I've had no issues with editing or deleting transactions.

**Interviewer:** What about organizing your transactions by category? Were you able to create, edit, and delete categories easily?

**Client:** Yes, creating and managing categories has been a simple process, and it has definitely helped me keep everything organized and save time searching for transactions. However, I do wish there was a way to add multiple categories to a single transaction for enhanced organization.

**Interviewer:** I'll keep a note of that sir. Next, how did the transactions filtering feature work for you?

**Client:** The filtering options are great. I've been able to quickly find the transactions I'm looking for across all the different criteria, whether it's by date, amount, or category. It's made managing my finances much easier compared to my previous setups.

**Interviewer:** That's good to hear! What's your opinion on the graphs that display your monthly transaction data, such as daily incomes, expenses, and balances?

**Client:** The Reports page is also very useful for having a holistic view of my financial health. I find the category piecharts to be particularly useful. But, for the first three graphs, I would prefer a more detailed bar graph with axes instead of the line graphs since it is difficult for me to gain a numerical understanding of my spending patterns.

**Interviewer:** I will keep that in mind sir. Have you experienced any issues with using the application across your MacBook and Windows systems?

**Client:** No issues at all. The application works consistently on both my computers. I can switch between the two devices without losing any of the functionality or data.

**Interviewer:** Lastly, have you found that the application provides clear feedback regarding any data validation errors or database operations, like success or error alerts?

**Client:** Yes, the status messages have been very clear for me. I appreciate that the application lets me know if something has gone wrong or if an operation was successful.

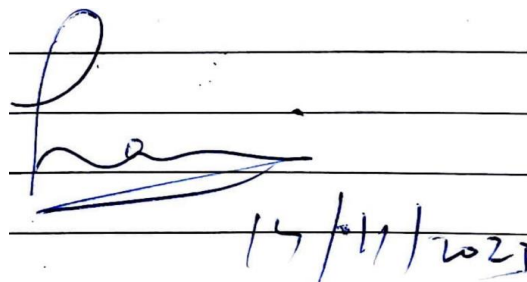
**Interviewer:** Is there anything else that you'd like to mention?

**Client:** I don't think that I have any further suggestions.

**Interviewer:** In that case, thank you for your feedback on the application sir and I will look into your feedback for the next update.

**Client:** Thanks for your help.

***Client's Signature of Approval***

A handwritten signature in blue ink is written on a set of four horizontal lines. Below the signature, the date "15/11/2023" is written in blue ink.