Interviewer

So OK, so now we I am recording it. So the first question that I have to ask you is what's your current official position in your job?

Interviewee

I'm a solution architect in in Redis.

Interviewer

Solution architects in Redis. Nice, nice.

Interviewee

Yes, that means resales. So doing architecting, sizing, designing.

Interviewer

OK. So it's more, it's more in the architectural side of the the development. I think I've got a problem with the connection. Ohh hello. Sorry, can you hear me now?

Palestrante

Yeah, yeah, yeah.

Interviewer

OK.

Interviewee

You know what happened, and I think it's my connection that went. Down and then again so.

Interviewer

OK, sorry.

Interviewee

I would I'm a solution. Artist in Redis. That means pre sales role and my daily. Or weekly job. It's around presenting our solution, the Ready solution and doing some POV POC, etcetera.

Interviewer

OK, great, great. And for how long have you been doing that?

Interviewee

This row solution market, I think last six years.

Interviewer

Six years, OK.

Interviewee

But I'm ready since three years.

Interviewer

OK, OK. So you had the same position solution architect in in other in other company before?

Interviewee

Yeah.

Interviewer

OK, great. Great. So so as I'm as I asked before, you had the chance to use the bot right for a bit to check the documentations for one and overall how how was the experience using the bot, what what, what are your thoughts about using it?

Interviewee

It was good. It was good. I I just follow the instruction installed it. I used my. Let me see no repo but the the the organization where to install the the bots. So it was.

Interviewer

OK. And did you use our our deployment of it or did you use the OR did you try to to run your own instant instance of the bot?

Interviewee

No, I use the I try first with mine.

Interviewer

OK.

Interviewee

And with my instance.

Interviewer

OK.

Interviewee

And then I'm flying with yours. But I have to stop for working reasons for business reasons.

Interviewer

OK. OK, that's great. And did you did you end up with any questions about the bot, something you didn't quite understand and you were curious about or? How was that?

Interviewee

Well, I. I think that this is the first thing that I thought is ohh that would be very useful on on premises installations.

Interviewer

OK, OK.

Interviewee

Yeah. Limit the bots only on GitHub. I know that there is. Hello. Hello. There is an ecosystem in GitHub that and, but on premise or procedure is all the I imagine of the organization that I met that I don't like GitHub, Enterprise, GitLab and all those kind of solution.

Palestrante

Yes.

Interviewer

OK. I'm. I'm. I'm sorry, Louise, but I missed the first phrase you said. You said it's it's really useful if you have your private your private instance of it. That that what you said or or you misunderstood.

Interviewee

No, no, no. It's on on premises environments.

Interviewer

OK, OK. OK. And and this on Prime says, what do you mean by that? Sorry if I'm not completely aware about it.

Interviewee

Yeah, on premises means I have my my servers. Pets in my organization, like in my data center, is not on the cloud. It's not a SaaS solution like GitHub or any other.

Interviewer

OK, OK.

Interviewee

Solution like GitHub as well, but to be run on premise.

Interviewer

OK, OK. And in.

Interviewee

Let me, I might have problem with the.

Interviewer

Yes, I will. I will also close mine here and then. OK. And and then I'm sorry if if you told that, but I I couldn't understand everything. Is there any reason to you to to consider that the bot would be ideal in this context like? Deployed this way.

Interviewee

Uh. Yes, because most of the time you don't want to give access to any third party solution to your private repository. OK. And most of the companies that do not have? Like they don't push their codes to the clouds, they want to keep it. In their in their environments.

Interviewer

OK.

Interviewee

That's why I was saying that I don't know like on premise we give love enterprise which can be installed on premise environments and. This is just for. Like for banking insurance, all the finance, they will not push any code to get out as we on the SAS on github.com.

Interviewer

Yes.

Interviewee

They will use their own repo on Prem.

Interviewer

OK. Amazing. That's that's a great feedback and I'm not sure you saw that the the solution we have to configure the bot is adding a configuration file to the repository is that is this type of solution something that companies would be willing to do? Even in a prior in a in a privacy environment? Or is there any other solution that that? Tend to use as configuration options for these type of.

Interviewee

No, no, no. I think the the Jason file is fine. They are used to have those. Long configuration files, either YAML files or JSON file. They're used to it, and having a G or YAML file it will allow the companies to also. Let me see. Batch the the installation batch the configuration so they can use a template and then eventually work the template, process the templates and do all those kind of things.

Interviewer

That's that's great. That's great. And then about using the bot when you try to, you know, open some issues, try to check how the bot operates after you check how it how the operation happens. Do you think the bot would be useful for identifying technical data items to help you to manage them? On how?

Interviewee

The what I I I don't know if I really meant it correctly, but the auto label I think it's it's a great feature. And the I think that the one that would be eventually mostly used.

Interviewer

Yeah. And do do you think this type of label helps in what during the the development process, what would be like the the? A potential use that you see for this type of auto labeling.

Interviewee

OK, first of all, classification categorization, but that's general for any kind of labels or tags. But The thing is you can easily group them and see what is the the status of your project, the status of your of your code.

Interviewer

Front. Yes.

Interviewee

And then eventually you can assign based on the label to different people. And based on that, you can prioritize and organize your. OK, yours. I don't know if you are familiar with this. Yes, yes. OK. Yeah. I think in in, I don't know if in a in a better way because battery will be down to the implementation how you do it, but it's at least at high level it will allow you to organize a better. Your priorities and your OK, yours.

Interviewer

And do you also think it would be, it would make easier to you to monitor these issues over the time?

Interviewee

Absolutely, absolutely.

Interviewer

And and usually this type of monitoring. Does it happen in terms of time? Like how long the issue is open or does it happen term? Does it happen in terms of functionality or module? How how, how does that happen? This type of monitoring using the labels.

Interviewee

As you may have guessed the the the real answer it it's it depends.

Interviewer

It.

Interviewee

Yes, I mean there is no easy way to just identify a gift and number or a score for which is standard for each PR issue or whatever it's needs to be analyzed and assigned to the right people at the right time. It's really depending and because every.

Palestrante

Yes.

Interviewee

Issue every PR it might have hidden effort and hidden cost. That could be like, I don't know, you think that it take it will take a week or two weeks or one Sprint or two sprints. Whatever. It's your unit. And then at the ends it's. Maybe it goes. In the core of the of your system and you need to refactor so you will take much more and then you probably decide OK, just leave it, we will do it next print or whatever. We have other priorities that we cannot break everything so in. It it, it really depends. I would say time is something that really you should measure and. That it's. Generic enough for any kind of monitoring. The. The status of an issue or or or a PR.

Interviewer

Yes.

Interviewee

But also you need to if you really do analysis of your of what needs to be implemented or fixed then you after. You need to also quantify how much time you will need it. So can you hold on a second?

Interviewer

That's great. That's great and in.

Palestrante

Sorry.

Interviewee

TD means often call them. OK.

Interviewer

OK, I think I think I didn't get the last phrase, sorry.

Interviewee

No, sorry, jono. I had to answer the phone.

Interviewer

OK. OK. Sorry, sorry.

Interviewee

It was Italian, it was Italian, so.

Interviewer

Uh. So, OK. Uh, then do you think, uh, in in the same direction of managing issues over the time, do you think the the bot could help you to manage more? Items more issues.

Interviewee

What do you mean by more issues?

Interviewer

I mean in the same let's say you you are able to manage monitor certain time of issues without the bot. In a in a period of time, do you think you could manage more issues like increase your productivity using the bot?

Palestrante

OK, OK.

Interviewee

Yes, absolutely, I think so.

Interviewer

OK. And uh, do you think this this would be due to the the reason that the board is labeling something automatically or just because the bot is for example standardizing labels, do you do you think it's increases your productivity due to a specific? The reason?

Interviewee

The my thing is, uh. Because of the auto labeling, if you standardize, are you name the label? It will give you a quicker insights of what's going on.

Interviewer

OK, OK then it's easier for for someone to look in.

Interviewee

Yes.

Interviewer

OK. Yeah, it makes sense. And then moving to the the next perspective on the on the the evaluation, when you read the the. Documentation. Did you find it easy to understand? Did you have any? Like. Problems to understand how to install, what are the functionalities, how to operate them? How was your experience reading the documentation of the book?

Interviewee

If. I think it was quite simple. And the the the only thing that. You have to be or you have to have a.

Palestrante

A.

Interviewee

A programmer background. OK, that means developers will understand very easily the documentation what to do, how to do it, etc. No one else. Neither a technical PM would probably. Understand the old thing.

Interviewer

Oh, I see. You see, and do you see why does this happen? It's because the phrasing of the explanation is because how the book is built to the.

Interviewee

No, no, no, no, that's because of the people. I mean my my my experience is. For programmers, developers it's I think it's quite easy it the commentation is clear to the points essential also the configuration files. For me it's a it's an easy reading, it's itself a documentation. And but for like. Non-technical people or at least eye level technical people. They will find it hard to understand and they will not understand. Also why should I? Is it?

Interviewer

OK. OK. That's a that's a interesting feedback. And do you see any action to mitigate it? To mitigate this this problem.

Palestrante

Well. It's.

Interviewee

It's an issue, an issue classification, but so. It's used by. Technical people and by programmers, yes. So.

Interviewer

Yeah.

Interviewee

I think it's fine like this. It's only for really for, for programmers or. Technical people.

Interviewer

Yeah. And but but do you think for example, if someone had to adopt this bot, does this kind of decision of adopting or not the bot does this goes also through non-technical people or for this specific tool do you think like the the developer could use? Use it without. Without consulting on technical people.

Interviewee

Well, no, the OK the you need to split. In, I would say in two. Into. In two categories. There is a demand coming from deaf people, which is bottom up, so they will raise at some point a I saw.

Interviewer

Yes.

Interviewee

This. Box is very useful. This is how it works and they will tell this to their PM team, leads product manager, whoever, OK. And they need to. The developers need to clarify the intention of the bots and need to also.

Interviewer

Yes.

Interviewee

Let me say sell the bot to the product managers. If it's fine for the tabs.

Interviewer

Yes.

Interviewee

The the depths it's it's a task of the depths to. Sell it to the product managers because otherwise the product manager will not easily, I think understand the. The bot, they will say ohh it's a classification box, it's easy. We already have in place everything.

Interviewer

Yes. Ohh I see. I see that that makes completely sense. Our target in this case.

Interviewee

My demand is it's bottom up instead of top down. The birth of the. Bucks. It will come from deaths only from them.

Interviewer

Perfect. So perfect. So that's a good thing. That's also a good thing to to check or to to bear in mind that our target is devs in this case because this kind of demand will come from them. That's that's great.

Palestrante

And.

Interviewer

And then another. Thing about documentation, do you think it would be easy to remember aloud how to use the bot? I know that sometimes people tend to not not tend but like having the documentation at your hand when you need it it's useful, but sometimes just remember how to use may speed up the usage. Of the two of the two, do you think the documentation has these and the the functionalities of the bots as they are? They are easy to remember without documentation.

Interviewee

Yes, absolutely. I mean all the parameters in common are quite easy to remember. So.

Interviewer

OK, that's good. That's good. And and just I'm, I'm sorry my I just remember another another question about the the usefulness. Do you just sorry just setting your mind again to usefulness, do you think is there any context or any? Contextual factor. In the development environment or in the development team or anything related to software development in which using the bot is not useful like some context, then you see how the bot in this context doesn't help much.

Interviewee

I'm thinking.

Interviewer

Sure.

Interviewee

Yeah, I would say probably on a very small. Dev teams like I would. Also donco I will not consider them a team like two people. Two colleagues working on the same repo.

Interviewer

Or.

Interviewee

I don't know. I think there must be. A team based of, I don't know, like at least. More than five people, I would say more than five people. Yes. The bigger the team.

Interviewer

Yep.

Interviewee

I think. The the bug the bug would be much useful. But also with some limitation at some points only the bot will not be enough. If you have like a team of 25 people committing. OK. And pushing code etcetera. You will. I would not relay on the auto label because otherwise I would probably pass spend most of the time changing labels because I meant something. The pot meant something else.

Interviewer

OK so.

Interviewee

I think that the here is what is crucial is the size of the team using the bots.

Interviewer

Perfect. Perfect. That makes sense because and and then you think as as you we have a sweet spot where the bot helps to manage, but you can still keeping the labels coherent, concise on your understanding among all the people in the team. I think that's the the take away, right?

Interviewee

Yes.

Interviewer

Perfect, perfect. And then the final question would be, do you need any feature on the bot? Do you think there is anything else the bot could do that would help you more in your daily activities?

Interviewee

Yes, I think something that is missing. It's, but I I'm sure you're already thinking about. Or at least you should thinking about. And as you already have the auto label that can understand and can. Which label to use? I would probably integrate with some compiler thing. Hmm. And to suggest what could be? The right thing to do.

Interviewer

OK.

Interviewee

As you have read and write permission to the repo. I I'm I mean I'm. I'm not saying that you should write the code and fix the codes, but you should probably suggest something.

Interviewer

OK, OK.

Interviewee

Within the codes itself, like I don't know I'm I'm my background is is I'm I have a background in Java so I would say like you could probably comment on on the on the code and say hey you should do this and fix this like. And then write the codes.

Interviewer

I see.

Interviewee

That's the compiler will generate for you.

Interviewer

That's that's a very nice suggestion, and usually people do not put. Code snippet on on issues to to be revised, but things we we have in mind for example is having issue template that you can specify the code for example or at least the files you are mentioning on that issue. How is your perception about using this type of template? Are developers willing to follow a template? Meet issues to projects, or do they prefer more flexibility just to write the text? So how do how do you see that?

Interviewee

I said if you are a software house, you are a vendor, you have to, you need to have a standardized template and you cannot permit your developers to open an issue with just text. There must be. What are the steps? How do I replicate what kind of test did you do? What was the expectation and so on. So if you see most many times on GitHub when you open there is like an issue on some open source project that it's supported by a vendor.

Interviewer

OK.

Interviewee

And then all the issues have a specific template which is very strict and very long. OK. That will help you identify properly and the the issue open and issue properly and it will save you time by you I mean you the vendor otherwise I will have plenty of issues we just.

Interviewer

Yes.

Interviewee

Some sentences? Ohh, it doesn't work. That's it. That's I let me open an issue without any additional information.

Interviewer

I should that makes completely sense. So using this type of strict template is something that contributors to bigger projects they are they are used to use use it to do.

Interviewee

Great.

Interviewer

Yeah, that's great. That's great. OK, lady, I think that was it because. Yeah, the last question would be about if you're missing any any question. And the idea with copilot was quite interesting, something that to be fairly honest, we didn't have think about it. And we will definitely take this to the table to discuss how to how to pro ceed. Uh, thanks again for for your for your support. I think I will start. I will have a version because our my goal now is I will transcribe the interviews I'm doing. Then I will analyze the data and I will write a a paper for that about that. And then I I should have the paper by the end of. Of the year, hopefully and and then I can definitely share the results with you. Then you can also somehow get insights from other people what they said, what they discussed about the bot and then this might this might also help I I hope that could help some. How? I can definitely share with you when I have it.

Palestrante

Yes. Please.

Interviewer

Yes, and the same thing about the other survey you answered. We just finished the the manuscript. I think I will submit it this week and then I can also share with you and you can you can have a look of of what we found from that one which the results are quite interesting.