Appendix 2

Client (C): Good Morning! Thank you for joining me today. I've had the chance to have my team use the program for a week, and I have some feedback to share.

Me(M): Good Morning! I appreciate your time and value your feedback. Please feel free to let me know how the program has been working for you and your team.

C: Overall, the program has been a valuable addition to our logistics management. The login hierarchy and data handling were seamless and saved us a lot of time. All the user requirements stated earlier were met and you did quite the job!

M: That's great to hear! I'm glad to know that the login system and data management have been beneficial. Were there any specific features that stood out to you?

C: Absolutely. The pie chart displaying the total available capacity for active trucks has been particularly useful. It provides a quick visual overview of our resources and has been helpful in my board and department meetings.

M: I'm pleased to hear that the pie chart has been helpful for you. It's designed to offer a clear snapshot of your resources. Is there anything else you'd like to mention about the program's performance?

C: While it's been very effective, there are a few areas for potential improvement. We've found that real-time updates would greatly enhance our workflow. Currently, manual refreshing can be a bit time-consuming.

M: Thank you for bringing that up. Real-time updates are definitely something we can work on. It would provide a more dynamic user experience. Were there any other aspects you'd like to address?

C: Yes, I think it should be easier to look at the different drivers associated with a particular location because it is time-consuming to make a count of which location each driver is in. Maybe something similar to the current pie chart or a bar chart would be useful in visualizing the data.

M: We'll definitely explore different types of visualizations like bar charts to provide a faster way to interpret the data from the tables. Is there anything else you'd like to discuss?

C: One more thing — while the program handles incorrect input well, providing more detailed error messages would be helpful for guiding users towards correct inputs. On top of that, maybe adding some documentation or additional resources that would help new users would be helpful especially as we aim to further expand the company.

M: Thank you for sharing that feedback. Clearer error messages are certainly something we can work on to improve the user experience. Is there anything else on your mind?

C: That covers it for now. Overall, we're quite satisfied with the program's performance. These suggested improvements would take it to the next level.

M: I'm glad to hear you're satisfied overall, and I truly appreciate your input. We'll work on implementing these suggestions to enhance the program. Thank you for your feedback.

C: You're welcome.Thank you for your efforts in making it a valuable tool for our logistics management.

M: It's been a pleasure working with you. If you have any further feedback in the future, please don't hesitate to let me know.