

## Appendix

### Initial Meeting: 23/5/19

**Candidate:** Please introduce yourself and what is your occupation

**Client:** I currently own a business that sells tyres within the middle east and the GCC. Currently we expanded to the e-commerce space by launching a new website focused on selling tyres. Our main audience is customers within the UAE and thankfully we have had high traffic of orders.

**Candidate:** Are there any problems you are currently encountering with the new website?

**Client:** Currently our main issue is due to the increased growth we are struggling to inform our customers about promotions and sales that occur. At the moment we are utilizing newsletters sent to the customers using the emails they used to register, but it not being as successful.

**Candidate:** Are there any other features you would like to include for the future?

**Client:** Yes, we aim to make it easier for users to purchase tyres by including a handful of payment methods for fast transactions such as Apple, Samsung, Android Pay. We also aim to expand into new platforms which will make it easier for customers to purchase tyres. Finally, we want to make it easier for customers to be able to identify what tyres they have which can be achieved by improved user interface.

**Candidate:** I would like to recommend what would you think if I create a an IOS Application for your website that would be on the App Store. This would mean that you could announce to your customers and they could make purchases through the app.

**Client:** This would be a great idea as it would even allow the website to expand into other platforms, but it is important that the application is the same as the website. What I mean by this is that I want changes made to the website such as prices and details to also change on the website. Also, the purchases made through the application have to appear in the same system as the ones from the website. I want only one system to manage both the website and the application. Do you believe that this would be possible?

**Candidate:** Definitely but it would require access to the database where the website's information is stored. This would require the user to have internet in order to make purchases. Any other requirements.

**Client:** That would be absolutely perfect, I just ask that it is a requirement for the application to include the same color scheme and design as the current website. I want this to be in place to ensure the customer doesn't get confused.

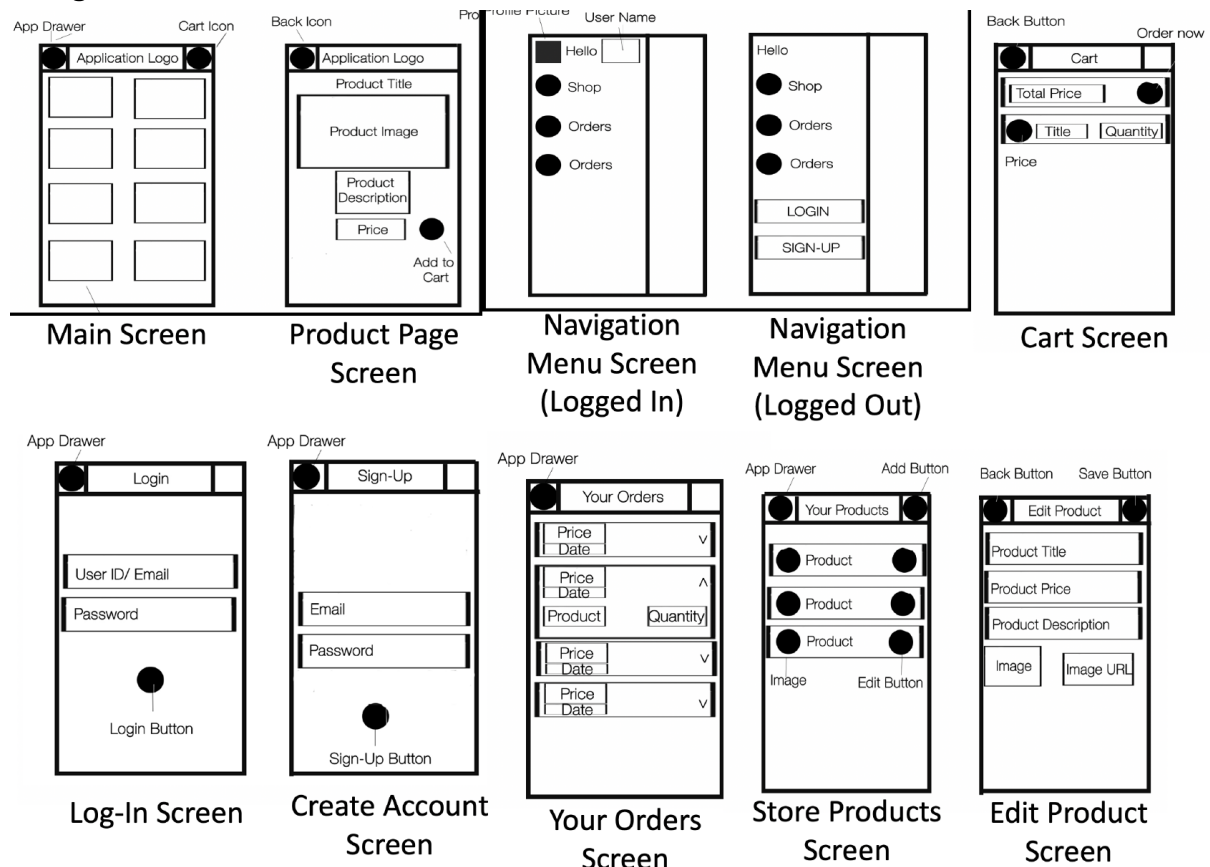
**Candidate:** Perfect I will be sending you the list of features and you shall tell me if you approve of it.

## Email to Client:

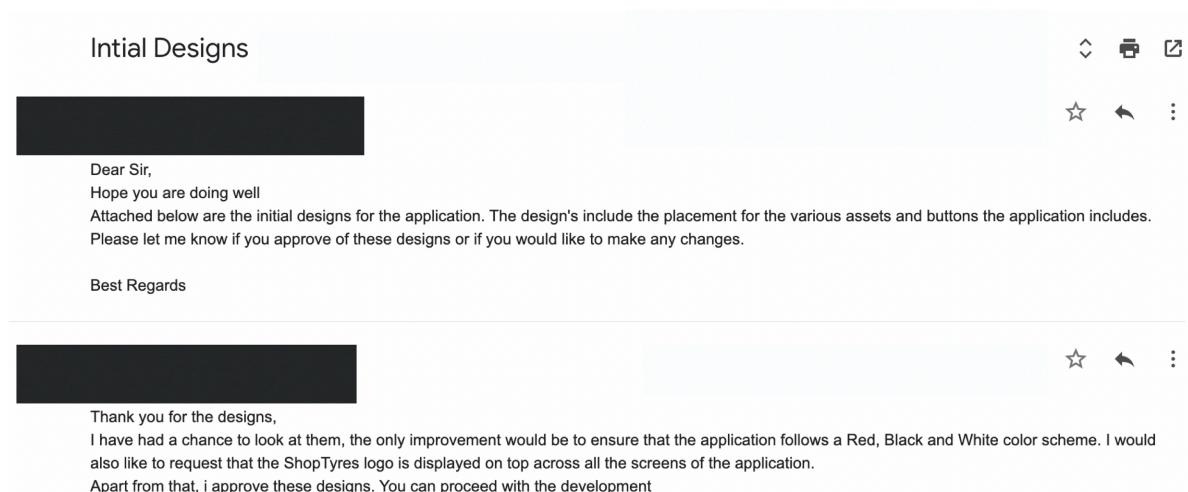
After the initial consultation the client also asked for me to create a demo of images of how the user interface would look for the app. This can be seen in Criterion B. Following this email, a meeting was also put in place where I gathered the private and public key to be able to get information from the database.



## Design's Provided to the client:



## Email to Client Approving Designs:



## Final Client Consultation (Conducted Face to Face):

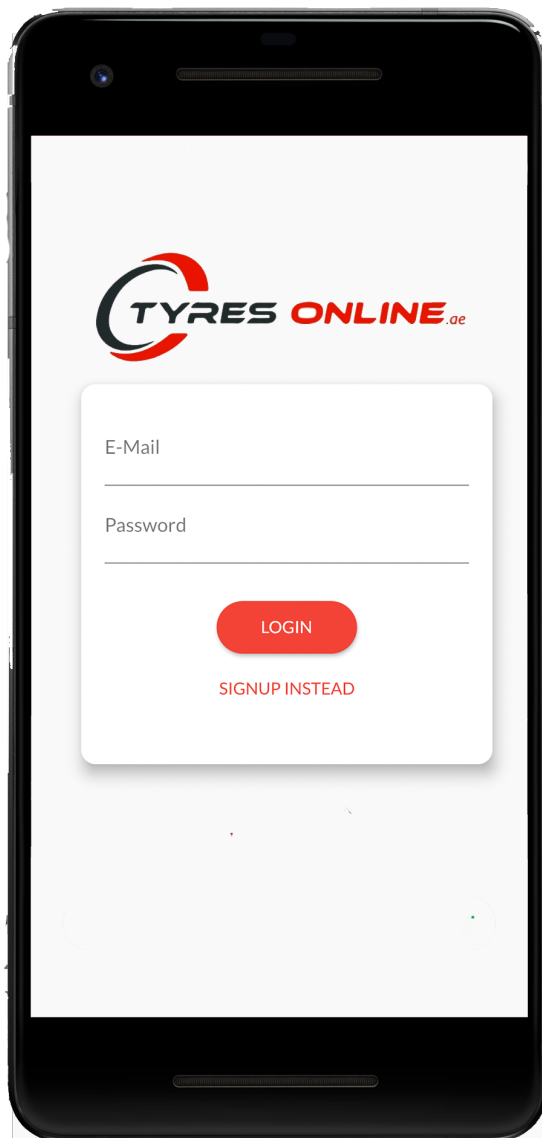
**Candidate:** Now that development and testing has been conducted for the product, I believe that the product is at a state that it can be handed over to you and your company. I will be showing you the menus of the application and how it works.

**\*After showcase and training conducted\***

**Client:** The application looks great; I am satisfied with the overall quality of the product. There are various small details such as the animations that I wasn't expecting that improved the usability of the application.

**Candidate:** I'm glad you are satisfied with the application. I will now be handing you a survey, please fill it in when you have believed you have concluded going over the application. I also ask you to be honest with the feedback.

#### **Application Running on Android:**



**Feedback Sheet Given Back by the Client:**

**Feedback from Product Evaluation:**

Objective:	Successfully Included:	Some-What Included:	Not Included:	Comment:
Users should be limited to enter a set amount of characters per textbox	<b>X</b>			
Logged in users should be able to add an item to filter and be able to sort by filters	<b>X</b>			
Showcase navigation – Ensure all screens and buttons are functional, consistent and smooth	<b>X</b>			
Sign up & Login – Allows user to sign-up or log-in into the app with credentials	<b>X</b>			
Shop & Purchase – Allow user to place an order for a product on app	<b>X</b>			
User's name should show up on top of the	<b>X</b>			

app switcher if they are logged in				
Orders – Client should be able to view recent orders coming from both the app and the database website	<b>X</b>			
Edit & Add Products – Admins should be able to edit and add new products to the shop	<b>X</b>			
Only URL's should be accepted when adding an image to an existing product or new product	<b>X</b>			
A preview of the image should show on the screen when a URL is added	<b>X</b>			
Colour scheme and the application match the initial planning	<b>X</b>			

### Features you would like to see introduced:

I believe that the only thing that could improve the product are the following:

- The product should include a web interface to be able to see orders more easily, instead of the complicated UI of the database.

- The product should allow users to edit their personal information, for example their address
- The product should have a way for customers to be able to track their orders.
- Being able to make payments inside the application
- Users being able to see the stock of a certain product.

Completed: 21/09/19