

## **Feedback from Mr. X**

\*Note: this interview is translated from the Bahasa Indonesia version

A = Programmer (myself), B = Client

A: Hi Mr. X nice to meet you once again. Could you please share your thoughts about the program?

B: Hi! Yes. Overall, I am satisfied with the product. It is very simple and understandable yet provides high efficiency. As someone who does not possess any IT knowledge, I can say that this program is very easy to operate.

A: Is there anything you can comment on about the design or the layout?

B: Hm... the layout is very simple with many buttons to ease the navigation to other pages and the main menu button is also present across all the pages to enable travelling back to the main menu any time in any page. Moreover, the buttons are all in big sizes which is according to my request. I like it very much.

A: Good to hear about that! After testing the program, what do you feel about the insert and update form?

B: I personally feel that the forms are very efficient for instance autogenerated ID which reduces the human error of jumping IDs. The validation of ID through the search button is also very useful.

A: Glad to know! How about the login page?

B: Yes, the login page especially the login registration and the forgot password section are very useful as it promotes flexibility but also security due to the implementation of security questions. I also feel that the double entry verification is necessary because sometimes a typo would happen without the user knowing.

A: Yes, definitely they are created for the security purpose and I am glad that all of them have fulfilled their purposes.

B: Hmm... yes

A: Also, Sir, can you share about the invoice page?

B: Ahh yes, the invoice page for me is the main dish of the product. All the buttons are functioning well and I am very delighted that this program can maintain each customer's account limit and each product's stock level which ease the transaction of invoices as the employees will not need to double check them again. With this program, I can leave my invoice open in case an emergency happened and I need to postpone my work. The invoice search is also very helpful although it might be better if the filter can work across multiple criteria for instance product and customer, etc. The update invoice status section works well.

A: Ooo I see, I will surely take into account your recommendation Sir. How about the report page? Does it generate the correct invoices?

B: Yes, the design is very simple and easy to use, however it has high efficiency as it tracks daily and monthly transactions and purchases and it is working perfectly fine. Furthermore, I will only need to view the invoices due today without retrieving the database when checking with the debtors. Oh yes, I'd like to comment on the idea to start the invoice number from 1 again every year. It is amazing. Not only it reduces errors from getting the invoices mixed up, combining the year and number provides a clearer information for the future checking.

A: Yes, thank you. I am glad you find the product easy and very helpful Sir! And about the commission page, any opinions?

B: As for the commission page, if I'm not mistaken, I requested the top 5 salespersons and products as the bonus features right?

A: Yes you're right Sir! Hahaha

B: Hahahaha yes and I am glad it turned out very well. I can easily track the performance of my salespersons and products since I am considering of having salesperson of the year. Also the commission section, I am very well assisted by its functionality of not allowing duplication of payment. It helps and means a lot to me

A: Yes, yes thank you too Sir. Okay Sir, to wrap up our interview, are there any recommendations for this program?

B: Hmm.. since I am not an expert in the IT technology field, all I can say is maybe attach a user manual or guide to help the user's understanding. Also, about the invoice filter criteria I mentioned earlier. Another thing is to make the program more linked to the customer such as sending notification to the debtors so that they can pay on time maybe by saving their emails or sending whatsapp messages. The last thing would be to create a commission percentage page to update the commission percentage. Therefore, I will not need to always bother you to update the percentage amount hahahaha.

A: Right Sir, I will take into consideration all of your feedback and recommendations. Thank you for your time!

B: Yes thank you thank you for all your hard work, I really like the program!