1. What would you like to be included in the software?
   1. Currently need common calendar
2. Tell us more about your eco-friendly products
   1. Personal choice, and for employees
   2. Customers also like it
   3. Public institutions require
3. Tell us about customer’s base
   1. Private or Corporations
      1. Largely private customers
      2. Couple of large corporations
   2. Recurring?
      1. All recurring
      2. Few on-spot
4. How many employees do you have
   1. 28 employees within the last 2 years
   2. 3 office, rest out
5. How customers make appointments
   1. Website
   2. Started using Facebook
   3. Mouth by mouth => mainly private
   4. Bought up company with regular clientele
6. How long normally does it take to finish the job
   1. Varies a lot from job to job
7. Do your company have other services beside cleaning services
   1. Cleaning roofs
   2. Building places
8. What’s your timeframe – normal work day or 24h service?
   1. 24h service
   2. Used to have jobs at night, but no more
9. How busy? Need to book in advance?
   1. Very busy
   2. Reorganises often to accommodate clients
10. How are you assigning appointments to employees?
    1. Clean it, calendar based
    2. Currently uses a tablet that employees carry around

Actors:

* Users
  + Employees
* Admins
  + Office Staff
  + Managers

Stakeholders:

Ole, and his co-partner (50/50 ??)