

Appendix 6- Client feedback and Evaluation

Date: 9/12/2021

Interviewer: Now that the software is fully completed and that you have been using it for nearly two weeks, do you have any comments or feedback to give?

Client: I think the software is extremely good, with it matching all my requirements that I had requested when we had our first discussion. Thank you for putting in your time, effort and hard work into this entire project to help my clinic run efficiently. I am really happy with the product, I have been using it and I haven't come across any issues yet and I hope I don't have to in the future either. The work put into this is reflecting in the final software.

Interviewer: Thank you so much for that positive feedback. Are there any features you particularly liked about the product?

Client: Apart from the features discussed already I did see some new features that turned out to be helpful. Firstly I would like to say that the entire software is extremely user friendly. This is a big asset to my clinic as my staff are not very tech savvy and training them to use this system would consume a lot of my time and since neither am I very familiar with technology, I wouldn't be able to help them either. The simplicity of the software helps my staff use it seamlessly and they haven't complained about not being able to use it in any way yet and they all say that it is really beneficial for the clinic and easy to use. The workload on them has reduced and therefore they thank you to for creating this excellent system.

Secondly the assignment of a unique ID to every patient and every staff member automatically is something that I think will be really helpful in the long run. It is easier to identify the patients with a number as like I said there are over 4000 patients in my database and remembering them all by their name is nearly impossible

Another thing which was really helpful for me was the pdf generator. This is a feature that I think you decided to add by yourself as we hadn't discussed it in our plan. I realised that always running the software and accessing the database for record can be long and unnecessary process when I need some data for a quick look. With the pdf generator I can save the files and view them on my phone or any other device and also print them if needed. So these were the things in the software that really impressed me.

Interviewer: Do you feel that all the success criteria listed initially were met in the final product?

Client: I think if we look at all the success criteria, I am extremely satisfied with the final outcome as I think all the success criteria have been met. When I first ran the software I had the document open where all the success criteria were listed and I ran through it as I used the software to see if all were met. I didn't find the financial report tab however I remember that you had mentioned that it will automatically be generated so I just wanted to clear that out. Other than that I found all the success criteria to me met and working well, along with

some additional features that you added yourself to make the software better. I was most worried about the 1st success criteria about the different functions for the employees and myself however you managed to segregate that really well.

Interviewer: Before I ask the next question I would like to clear your doubt about the financial reports. I haven't created a separate form or button for it as it will be automatically generated at the end of the month. Did you face any problems while starting or running the software or was it easy to start-up?

Client: I don't think there were any problems while starting up the software. In fact when it was first started it was not me who started it, it was my receptionist and she is worse than me in using computers and if she could start it all by herself I am sure there's no issue in running it at all

Interviewer: Would you like to recommend any improvements to the software overall or some parts specifically that would make it better?

Client: I think you have made a software that crossed my expectations by a lot so there is obviously not a lot that I would want to recommend as this nearly has everything that's needed. Obviously as dentistry progresses there will be some additions needed in the future however now I think everything is covered. I would've liked an attendance record although it's not really needed now as the number of staff I have employed are under 10 and therefore I can monitor them without a system. But maybe in the future it will be something that will be useful.

Interviewer: Thank you so much for all your feedback, I will definitely keep everything that you have said in my mind and try in cooperating it if possible. It was an absolute pleasure to work on this project with you