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Appendix A

First meeting with the client (transcript and image)

Me: Hello how are you?

Mr. X: I'm fine. How are you?

Me: I'm good, let's discuss your problem

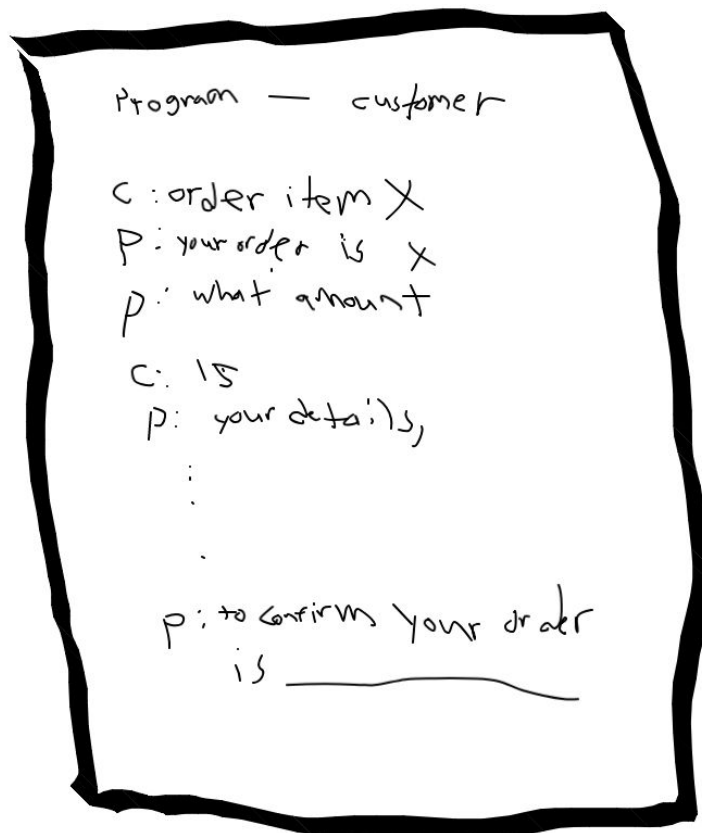
Mr. X: Right now I am selling industrial goods on my website

Me: Oh ok, you briefly talked about this last time, but can you tell me more?

Mr. X: The business is not a very big one, and we do not have many resources for it, I would like a program that makes the ordering process friendlier

Me: friendlier?

Mr. X: like this (client draws on the whiteboard)



Me: so you want it to feel like a conversation between the customer and the program, like a chatbot

Mr. X: yes and very importantly is the prompts, so the customer fills in important information, this makes exchanges slightly faster

Me: I think we could make a web app, it will be a chatbot, mainly for information transferring

Mr. X: yes, make sure that they leave their contact information, such as email and phone number.

Me: that is fine, would you need to be able to access this information?

Mr. X: yes I need to change the data in the system

Me: do you have a specific web server or database you have prepared that you would like to have me use?

Mr. X: currently we do not have any online resources, you are free to use any of your choosing, as long as I'll be able to access it

Me: alright that sounds great.

Second meeting with Client (transcript)

Me: Hi again Mr. X, today I would like to discuss with you about the solution I have proposed in further detail and create a draft for the design.

Mr. X: Sounds good.

Me: I've found some tools and libraries I could use to create the web service we were talking about before. Do you like the appearance that this library creates? (shows Mr. X example created with Botui javascript library)

Mr. X: I am fine with it

Me: I'm thinking of loading the objects in this format is that ok?

Mr. X: It has the information I need and I can see where it is.

Me: Alright, is there anything else you would like to request in the program?

Mr. X: Not really, but please remember the customer must be able to submit orders and I must be able to access them, that the two are connected but the customer should not be able to modify the item data.

Me: I will keep that in mind.

Mr. X: As well, please

Third meeting with the client (transcript)

Me: Hi Mr. X, I'm here today with a prototype of the product I am creating for you, please have a look.

Mr. X: (looks over product) I think it looks fine for a first version, but there is something I would like to modify.

Me: What is it?

Mr. X: I feel like it would be best that instead of the customer be given a quantity to input, they instead are simply given a choice of added description after item name and contact information so that they can specify things. As well some items will not be measurable in discrete quantities and different units, I also want to try different items.

Me: I will then replace that function with a textbox for further description

Mr. X: As well, please change the contact information to incorporate more than just email with an extra “other” function so that the customer can provide a different form of contact in case email is not a good form for them, the interface is meant to be friendly to as many as possible after all.

Me: I will implement that in the next version.

Mr. X: I have a few concerns about the security of this application, although it's only meant for quick communication, I feel that to modify item data from the same interface as the customer might be a bit dangerous, can you create an separate way for me to access and modify the data as well increase the security a bit so that some form of authentication is needed? It would be best if the way for me to access it is an offline program that I can store on my computer.

Me: I will create a separate way for you to do that and place a password so that not just anyone can modify the item data.

Fourth meeting with the client (transcript):

Me: Hi Mr. X, I am back with further modifications to the project.

Mr. X: Sounds good, let me take a look.

Mr. X: There is one thing left in this product I would like you to implement. Can you add a function to the service so that I can also modify, as in remove or add orders instead of just viewing them?

Me: of course

Mr.X: thank you, it is just that I want to stay organized by removing orders but also be able to place them back in the list if I remove them by accident.

Fifth meeting with the client(transcript):

Me: Here is the finalized version of the product Mr. X, I would love to hear some feedback on the project.

Mr. X: (launches the program)

Mr. X: I feel that overall is very easy and convenient to use.

Me: I'm glad to hear it

Mr. X: I can input data to change my orders and I am able to access data that a customer would input into the system

Mr. X: Although I am familiar and comfortable with the method I have of modifying the information, perhaps a GUI in the future would be more helpful as it is very intuitive for another user.

Mr. X: However, I am very pleased with the customer interface, it looks user-friendly and prompts for the correct information.

Mr. X: The program handles customer inputs and makes it accessible to me. When I enter data incorrectly it is handled by the program and it is easy for me to change the data. I've noticed it does the same to customers.

Me: Thank you, Mr. X.

Mr. X: I will implement this product for now on my website

Client Feedback:

The product appears to work as I had hoped, it helps me handle information easily and has made my work more convenient for me. It's much faster now to simply launch a script and **input data to change my orders** rather than manually changing my site as I have always done. The program **takes in customer order data** and **I am able to access data that a customer would input into the system**, seeing information such as orders and emails quickly. Although I am familiar and comfortable with the method I have of modifying the information, it is a little annoying to launch it sometimes. I am pleased with the customer interface, it looks user-friendly and **through text bubble outputs, prompts for the information I need**. The program **handles customer inputs** and makes it **accessible to me**. As well, the program handles when I **enter data incorrectly** and it is easy for me to **change the data**. The program also **reminds customers of data entry errors** which helps with successful orders. The **JSON format of the object is also easy to understand**. My favorite part of the program is that **If the Customer hasn't input any information in an important text field, the program will issue a warning**. Overall, I find the product to be helpful to me and my work. In the future, if you were to work on a similar project again, you may want to consider more security measures as the current ones are flawed in the form where the authentication is hardcoded into the file, there are likely other ways to improve this feature.