

Transcript for Cleaning Service project

This transcript is used to create the requirements paper for the Cleaning Service project, "RoomServiceOnDemand". In this interview, Mario is one of the developers responsible in creating the requirements and Daniel is one of the customers for this software project.

Mario: Ok, hi Daniel, thank you very much.

Daniel: Hi Mario.

Mario: We have some questions regarding your requirements, so, how does the payment work first of all? So we thought about creating a customer account maybe on the website where you can send money to like you do also for your mobile phone for instance and you just have the money and can use it. Or the alternative would be [to] pay directly to the cleaning team, but the problem here is you might probably leave, so, the other option is post paid - we thought about. Or do you have any other ideas or what do you prefer?

Daniel: Yeah, I would say I prefer post payment probably [with] cash because usually we... After taxi gets us to the destination or after plumber finishes his work, but as you said, the problem is sometimes client will not be in his room.

Mario: Yes

Daniel: That's the problem.

Mario: Or is it OK if the client pays later on, goes to the management or wherever and just pays in cash so goes into minus before or do you deposit the money?

Daniel: Huh, alright, it will like credit work. Our serious, we will have a lot of debts I guess.

Mario: OK, so you prefer to paying upfront before the students

Daniel: So, ah, if we are implementing a feature where this service comes when the customer isn't in the room, there should be prepayment.

Mario: OK, great. So and in which form?

Daniel: Prepaid.

Mario: OK, great. And, what are the payment options here? Cash, card, so, if we could use the app and pay by cash, by card, so cash, like

Daniel: Uhm.

Mario: having it on account, card directly or deduction from the scholarship?

Daniel: Well, I guess cash will be enough, but

Mario: OK.

Daniel: it will be not the most important to do. It's not the most important to do. Payment with card would be a nice thing to have. It's not that important.

Mario: OK. Sooo, good. Next question, what functionality do you want to see in the system? Like make an order? I guess

Daniel: Yeah.

Mario: it will be necessary. To cancel an order?

Daniel: Yeah.

Mario: OK. Reschedule the order. So if you ordered for 3 am and you now want it at 5 am and you... Is this possible?

Daniel: There must be some

Mario: Time Frame?

Daniel: Time frame, yeah, like a day.

Mario: One day? 24 hours? Or

Daniel: Yeah. No later than 24 hours I guess.

Mario: OK, great, great. Ahhm, will users have a personal account?

Daniel: Yeah, how else could it work?

Mario: We need some account, maybe room number

Daniel: Yeah.

Mario: Something like that. OK. Do you need an administrator account?

Daniel: Someone has to see the orders. So yes

Mario: I think so, yes. OK. And, will there be notifications?

Daniel: [laughing]

Mario: So like now your room was cleaned.

Daniel: [continues laughing] I guess yes. Yes

Mario: Yes? No? Yes! OK. Nice. Uhm, what information do you want to know about your cleaning order? So, these datas, like we just said the information when it is cleaned or whatever, but we can also have other information, like it's currently [be] cleaning, it's scheduled, so they are just in there, it's scheduled. The question here of course is, will the personell really update that status and not just in the evening, OK, done, done, done, done, done and then

Daniel: I think it's not important to have.

Mario: Soo, it's the question.

Daniel: The data might be delayed, but it's not a disaster.

Mario: [Yeah, OK. And a person who will do a cleaning? The same like time cleaning will take.]

Oh yeah, do you want to give a time approximation on the website how long it takes to clean the room?

Daniel: So, I think it's always the same, about the same.

Mario: So no?

Daniel: No.

Mario: OK, and the total price of the order, when you are ordering the system, do you want to see the total price?

Daniel: Yeah, sure.

Mario: Yeah. Great. OK, then, we have some more questions to the order itself. So, like processing we already said that we don't trust personell, but do you want it in the software?

Daniel: Ah.

Mario: The status of the current order like it's processing now, it's approved, it's paid, it's in progress, it's done?

Daniel: I think it's enough to have just one notification it's finished. Your room was cleaned.

Mario: OK. And maybe paid aswell? Like you see in the system, I paid for that and they will really come.

Daniel: Payment received?

Mario: Yeah, payment received option. OK. Great. Aand, what is the preferrable way to see a confirmation of the appointment? Is it by EMail, SMS, notification system or changing the status of the order?

Daniel: So I think we should just start with the notification system. Everything else we can do later.

Mario: Ok, notification is the important here. Yeah, great, great. Really fits to my expectations. So, what I also found on your website is that you already offering some services and at least you have a price table there. I guess you will, you wanna want all of these options in there, like cleaning the room, cleaning the sofa, wipening some wooden surfaces and the heating radiator sink and whatever you have here. Uhhm, but do you want to have this list also extendable?

Daniel: Uhhm, yeah, sure. I think we do not necessarily need to implement this list in our app, just make it possible to create it.

Mario: To create it

Daniel: For the administrator.

Mario: Ok, soo, great. Yes. And finally, you wrote about the technology used. Is this for a reason, like you are using it in your company already or is it just an idea, a suggestion what we can use?

Daniel: Yeah, just suggestion, it's not a restriction for you. Actually you may use other technologies.

Mario: OK.

Daniel: Maybe Web app if it works for you, it will be fine.

Mario: Yeah. And the system, will be mobile phone application or will it be a website with

Daniel: Ahh, a website with mobile version would be enough.

Mario: Ok, so no different versions for Android, Apple, whatever and only one website with responsive design.

Daniel: It could be a native app, but it's not necessarily.

Mario: Ok, ok. Good. Yeah, thank you very much. So I think that was everything, I have to ask you. Yeah, great, thank you.

Daniel: Thank you, good by.