

The background of the slide is a photograph of various cleaning supplies arranged on a light-colored wooden surface. In the top left, there are colorful, coiled cleaning brushes. In the bottom left, a yellow plastic bottle of cleaning liquid is partially visible. In the bottom center, three rectangular cleaning cloths in pink, yellow, and blue are laid out diagonally. In the bottom right, there is a green spray bottle and a blue sponge. The text is overlaid on semi-transparent dark grey rectangular boxes.

RoomServiceOnDemand

Interviews and Use Cases

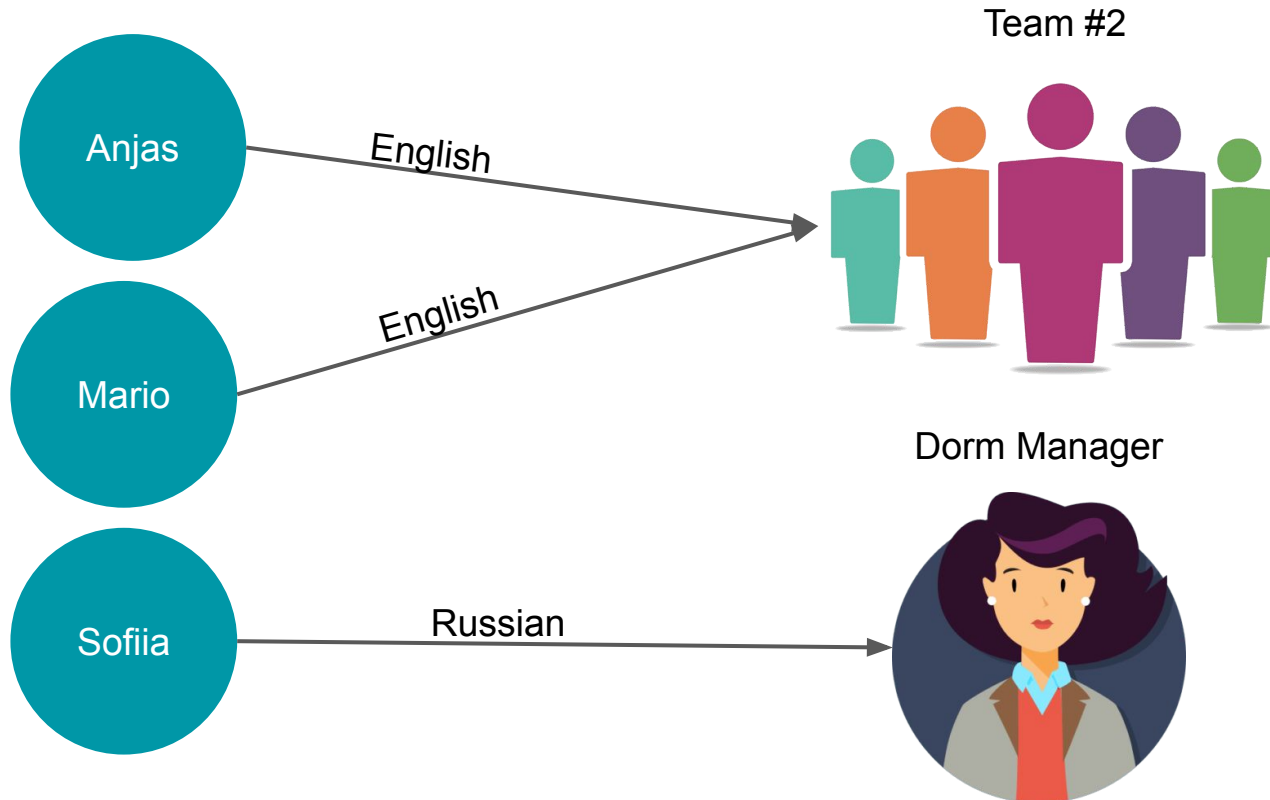
Team #1

Anjasmoro Adi Nugroho

Mario Loescher

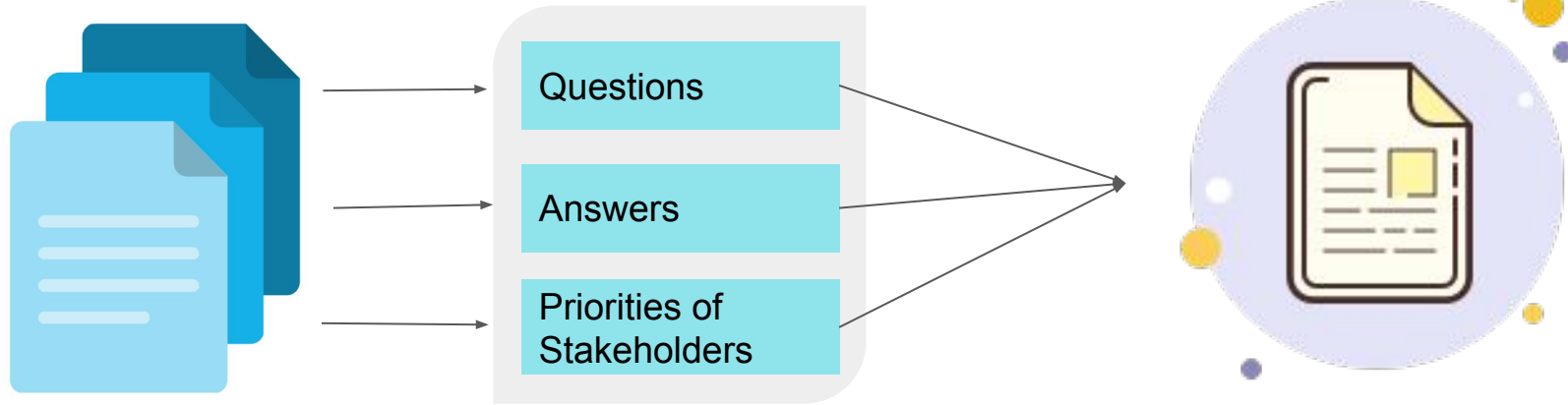
Sofiia Yermolaieva

Interviews





Merging interviews transcripts





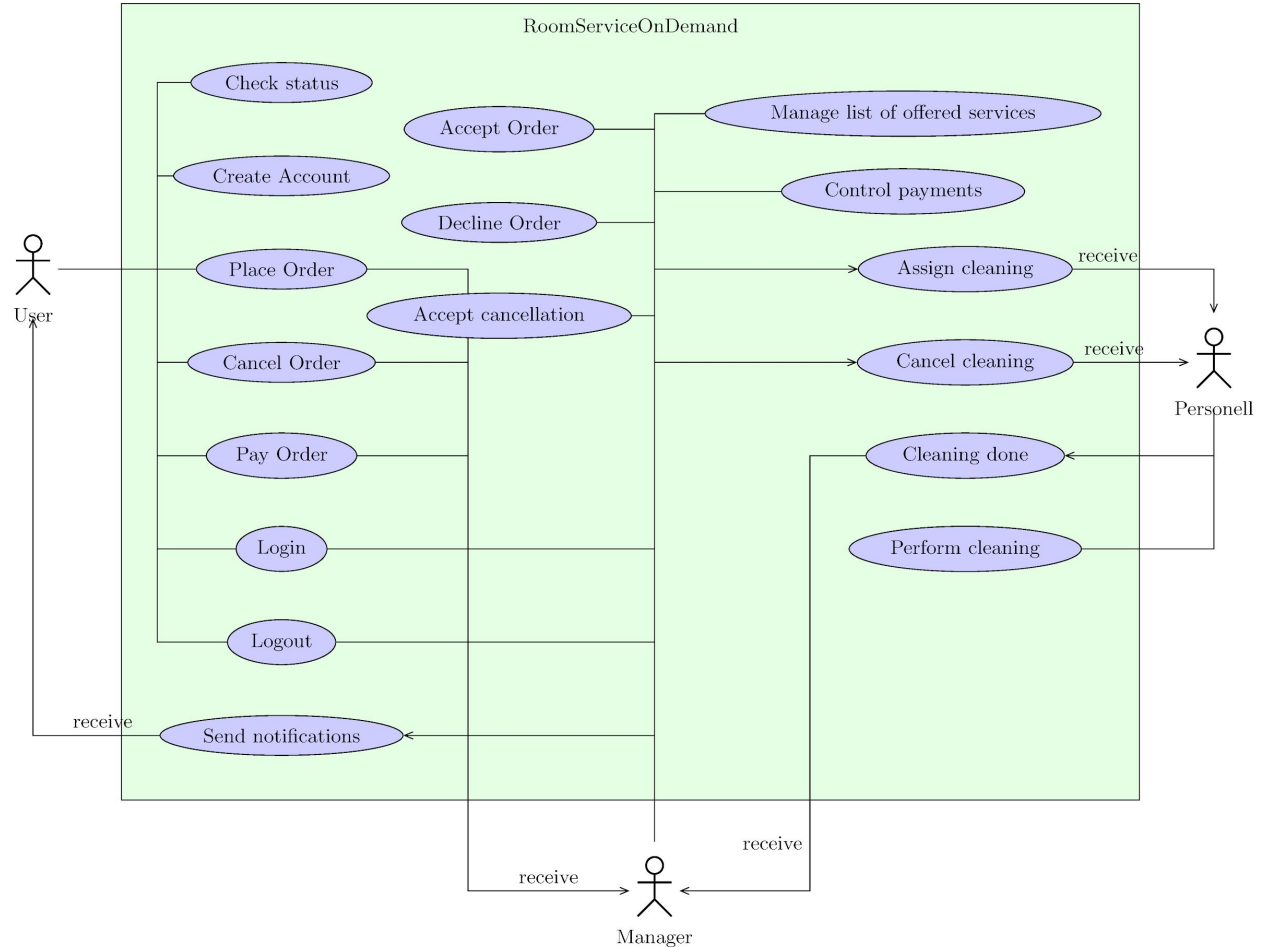
Example of question from merged transcript

1. **How payment is done:** Clash of requirements
 - a. Card
 - b. Cash and card as nice to have
 - c. Card and cash at manager // transfer money by bank account number
2. **Cancellation policy:** All points are needed, but
 - a. Cancel before start
 - b. Cancel 24 hours before
 - c. *Cancel 3 hours before*

General information:

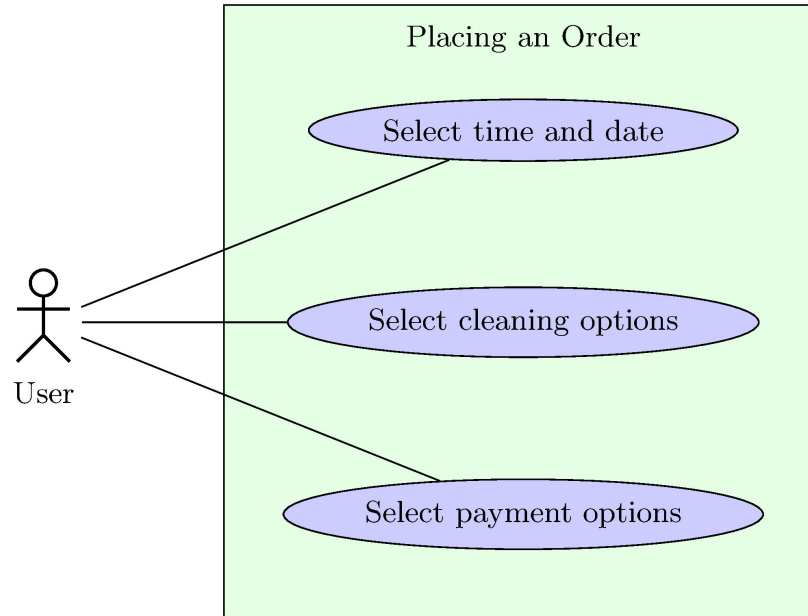
In case of some problems, the first is always Anjas' interview, second from Mario and third Sofias'.

Use Cases identified

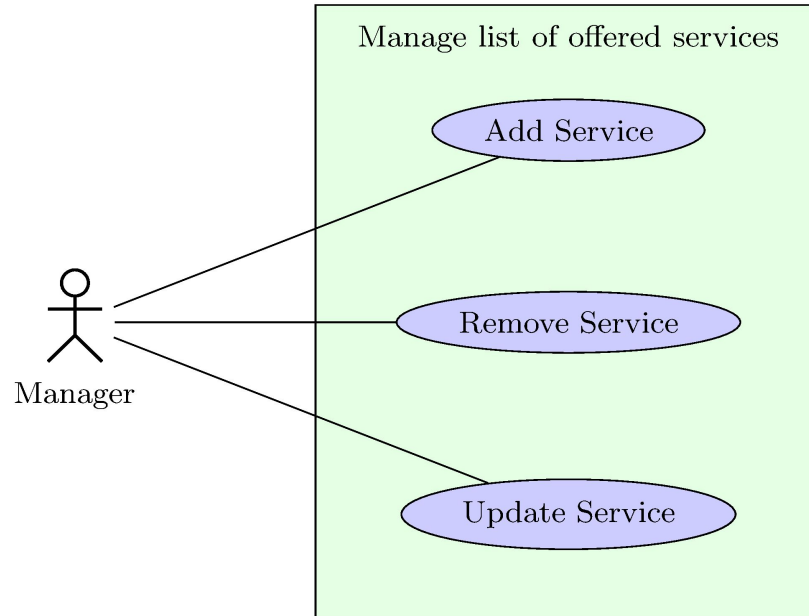




Key Use Cases (1). Place an order



Key Use Cases (2). Manage list of offered services





Lesson learned

- Identification of valid stakeholders
- Planning and preparation of interview questions
- How to conduct an interview
- Customers may not know what they want
- Prioritization of stakeholders
- Resolving requirement conflicts



Questions from the other team

- One interviewer did select the wrong stakeholder.
- In general the questions were good.

Thank you!

