

Requirements Engineering - Interview Transcript

Anjasmoro Adi Nugroho

Explanation

R (Requirement Analyst): Anjasmoro Adi Nugroho

C (Client): Abdoulie Kasama

Transcript

R: How are you Abdoulie?

C: Yes, I am Abdoulie Kasama,

R: Okay, and my name is Anjas and I would like to give a question about the project, this about room service cleaner, right?

C: Yes

R: I will ask you some question. The first is, How does the payment work?

C: Okay, the payment is through prepaid, the payment has done once before the order is completed.

R: Okay, so the payment is prepaid, right?

C: Yes, it's prepaid

R: Okay, it's clear enough

R: Is it possible to make a postpaid? Or you are strict with prepaid?

C: It is not restrict at the moment, so it may be consider in the future

R: And the next, what are the payment options? May be there is a cash, card. Since it is prepaid, may be there is a card or account balance.

C: Currently, the payment we are thinking is card, card payment.

R: Okay, the next question is, What functionally do you want to see in the application?

C: Functional is how it's work, that include a.., to be able to make order, request for the room service, to be able to see what kind of request available, and to know the room should be clean when the request has been done.

R: Is there any option? is there any cancel. Cancel procedure and reschedule.

C: Yes, the user should be able to have option to cancel the request if the cleaning have not been done already.

R: Do you want to prefer any notification?

C: Yes, prefer to have option of notification to know the status of the request. This could be to the application, push notification, or through sms, or through email, depend on contact information do you have in the system.

R: What kind of notification do you want, email?

C: What kind of?

R: What kind of notification do you want, it's by email or send direct push to application

C: So depend on the information the user have in the account. If they have email, if they have a phone number and if they choose option to get sms, the so get sms. If they have an email, then they get email notification. And for the app the get notification when the request is completed or done. Yes.

R: And, what do you, what information do you want to know about your cleaning service order? There is some status like Order status, date time, the person who will cleaning yours, the time, and the total price

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- C: Okay yes, definitely I would like to know the status of the order and the date and time of the order. I also like the history of my order, to be able to view the history of the order hmm the request I have made. The person who is cleaning that not be important to input. But it's okay to have that information
- R: But it's not important?
- C: It's not the main criteria, but the time of the cleaning is also something I like to know. And obviously the price of the request, how much it cost. It's something that I would like to know.
- R: Actually, we have several status process, like processing, approved, payed, in progress, done. And do you want to correct something or add something?
- C: Aaa, processing, approved, payed, in progress, done. At the moment, I can't think the order status to add.
- R: But it's enough?
- C: Yeah, this is enough for now.
- R: This is about the confirmation, do you want some, prefer confirmation by email, notification by the system.
- C: Like I said before, I like notification by email or sms. I think email is appropriate by the most.
- R: So the main notification is email?
- C: Yes email, but the sms can be optional if the user enters there.
- R: How about the direct notification to the application?
- C: How?
- R: So, we have application send direct to the application.
- C: Yes, that notification in the application if we are using application, but with email also. Like may be it send to application but it also send to email like the something has been done or the status completed.
- R: So, there is a list in the university. Like the provided service, do you need all of it?
- C: Yes, i have seen it. I think the service is useful, and I would like to have them in the application. Definitely yes.
- R: And is there any possible option? There is any extend service?
- C: I think it should be capability of the system. If there is a new service available we can add it to the system. And it will be available for user to choose the service as well. So yes, it should be able to add service as well.
- R: So I wanna add some question about the technology. The main technology is web, or mobile application or it depend on us?
- C: So for now, I would like to have all three which is web, and mobile app. And for mobile we like android and iOS to be focused. But in term of priority we will prioritize web application at the main phase of the development. And late stages we can come up with the mobile version.
- R: And we can choose whatever the technology like ...
- C: Yes, the technology for the web application is optional, you can choose what it suit with the functional is should be working.
- R: Do you wanna add something we like to know?
- C: Currently, no. I think the question covered the main idea of the project. And may be when we start working, we can think want something to add.
- R: Thank you for the interview. I hope the information will help us.

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C: Yes, It will be very helpful and happy to give you the feedback.. requirement.

R: Thank you.

C: Your welcome.