**Interview Questions:**

1. What is your current role? …………………………………………………………………………………………..
2. How do customers request modification or report problems?
3. What are problems that occur during the perception of customer requests? (Examples of problems: misinterpretation, or lack of information)? How do you handle these problems?
4. What are the problems that occur in the estimation tasks? What kind of information from users that can inform your task estimation decisions?
5. What are the approaches you use in order to identify the impact of a change on the system?
6. What are the customer-to-engineer communication problems that affect your design decisions and the way you approach the problem?
7. As a software engineer, from your observations what are the criteria that customers put into consideration while prioritizing their problems?
8. What are the types of conflicts that you encounter while negotiating with customers on priorities?
9. What kind of information that can support you in your negotiations and persuasion of customers?
10. Do you have any comments, suggestions or advice about our work that you would like to share?