**Client Interview Preparation for 8x8**

# Introduction

This document gives general guidelines / tips on how to prepare for client interviews.

# Preparations

It is extremely important that you prepare yourself well for client interviews.

1. Invest time to understand the project and the role expectations. This will take at least 4-5 hours.
2. Visit the customer’s website and learn about the product and domain. This will take at least 2-3 hours. You may refer the 8x8 overview PPT ( )
3. Find out about the customer’s customers, and why they use the product. This will take at least 2-3 hours.
4. Visit discussion forums on the customer’s website to understand common problems related to the product. This will take at least 2-3 hours.
5. Go through the previous interview questions and Job description for which you are attending an interview. 
6. Request your manager / peers / friends to conduct your mock interview. You should undergo at least 2 mock interviews.
7. As far as possible, take the client interview from office and not from home or mobile.
8. Book the conference room/discussion room 30 minutes before and 30 minutes after the interview slot.
9. Log-in to the machine in the conference room and be online with Email and Communicator.
10. Go to the conference room/discussion room 30 minutes before the interview.
11. Keep a paper and pen with you.
12. Ensure that the phone in the conference room works.
13. Join the conference bridge/phone call 5 minutes early.

# During the interview

1. Be confident
2. Be upfront about what you don’t know, but show the enthusiasm and confidence that you will be able to learn the tools and technologies required for the project.
3. Your answers should be to-the-point. Listen to the question carefully. Don’t interrupt the interviewer. Let him/her finish asking the question, take a short pause and then begin to answer. If you don’t understand something, request the interviewer to repeat the question OR better, paraphrase the question and confirm that you have understood the question correctly.
4. Give examples from your earlier projects where you have faced similar challenges.

# WRITE DOWN the answers to the following questions, and READ them aloud at least 5 times.

1. Please introduce yourself  
     
   DOs  
   Explain your role in the organization. Mention your degree/post-graduation.

DONTs

Don’t tell them about your hometown or which state you are from.

Don’t tell them about your hobbies.

Sample answer:  
  
I am a Senior Software Engineer at Persistent. I have been with the company for 5 years. Most of my experience is in building products in Java technology. I’m a hands-on developer and have also led small teams. Most of my work has been in building UIs using Web 2.0 technology.

1. Explain your understanding of the project that you are being interviewed for?
2. Explain how you are suitable for the role you are being considered for the project  
     
   Tell the interviewers similar project experiences. You can be upfront that I’ve not used this technology, but I’ve used a similar technology and I think I’ll be able to pick up.
3. What challenges have you faced in your earlier projects and how did you overcome them?  
     
   You should talk about specific technical challenges, and not about issues such infrastructure, etc.  
     
   For example: “In a project that I worked on 1 year back, we were facing a challenge in performance of the application. The application started to crawl when we started testing with real data. I was asked to look into this area. I started by using a profiling tool called “Jprobe”. This revealed that one particular class was taking up a huge amount of processing time. I did a code walkthrough with the engineer who had written it. We ended up refactoring this code which solved most of the issue.
4. How do you ensure quality on the project?  
     
   Talk about:

Coding guidelines

Peer reviews

Automated testing, nightly builds,…

1. What kind of software development methodology have you used?

# ASK QUESTIONS to show interest in joining the project.