

Appendix C

This is the recording of another digital conversation held between Mr.S and myself on *February 2nd, 2021* after he tested and evaluated the solution.

5 **Me:** Hello *Mr.S!* Hope you have been doing okay! You know what we are doing here today?

Mr. S: Yes *Me*, we are evaluating your solution in relation to my problem.

Me: That's the plan! The first thing I wanted to address was if you ultimately found the solution useful and beneficial to your operations?

Mr. S: Of course. The product has helped me out immensely so far.

10 **Me:** Great! So can you explain to me exactly how it has been of assistance to you?

Mr. S: Sure thing! For starters, it has a nice flow... let's see, it was very easy to understand and use. I also like the way the program informed me of any errors when I was using it. This really helped me understand how to properly use the software at the start.

Me: Good to hear. What did you think about the output mechanics?

15 **Mr.S:** Wow! I love the output technique. It really helps with the organization of the tags. Maybe in the future, you could add more sorting criteria so I can see different outputs.

Me: That's a good recommendation... in fact, I would like to speak a little bit more about what you believe could be optimized or added on to the solution in the future. Anything you noted in the code that you did not like?

20 **Mr.S:** I wouldn't say I disliked anything as it was a very good solution but I do have some improvements. Uhhh... let's see... so as I just mentioned some more output sorting options would be handy. I also noticed that the file processing was a bit slow for larger files.

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Me: I noticed that as well and that was just something with the API. Yeah, in the future I will try to improve the efficiency of these operations. Anything else?

25 **Mr.S:** In the future, I believe adding some more automation would definitely be a useful feature. I know you had some problems full automizing it and I understand that. Currently, I have another client working on a similar project and believe these ideas and your layout could be combined with their project to achieve automation. Right now, it's not too reliable so this technique was helpful anyways as it guarantees reliability.

30 **Me:** Okay, anything else to add?

Mr.S: Thank you very much *Me*! It was a pleasure working with you and your work is greatly appreciated.

Me: Of course! I really enjoyed working with you on this project and thank you for giving me the opportunity.