Interview transcript

Interviewer: Hey! Thanks for chatting with me about the scheduling app. Let's start by talking about what you'd like the app to do. What's the most important thing you need from it?

Client: Well, I need something super simple that lets me book appointments. Just something that shows when I'm available and when I have people booked in. I also want reminders for me, just so I don't forget about any appointments. If it can stop me from accidentally double-booking, that'd be perfect.

Interviewer: Got it, so mainly it's about keeping track of when people are coming and making sure you don't overbook. Do you think you'll need anything else from the app, like keeping track of your current clients?

Client: Hmm, that would be an great Idea. Also I would like to see which current clients I have right now and maybe add them in the scheduling system.

Interviewer: Okay, sounds simple enough. What about reminders? Do you want them just for yourself, or should the clients get reminders too?

Client: I think just for me is fine. But if I would send a quick confirmation or reminder automatically to a client, that'd be useful. But mainly, I just need to be reminded about my own schedule.

Interviewer: Alright, so mainly you want reminders of your own schedule and it would be a plus to have automatically reminder system for the client too. Now, how do you imagine the app should look? Any specific style or vibe you're going for?

Client: I don't need anything fancy, just clean and easy to understand. I want to open it and see my calendar right away, and the appointments should be listed so I can quickly check what's coming up. It should be easy to add new appointments too, like a couple of taps and I'm done.

Interviewer: Okay, so simple, clean, and no fuss. Would you want the app to work on your phone and computer, or just on one of them?

Client: I'll be using it mostly on my desktop. I'm always working in my workroom. But it'd be nice if I could check things on the phone sometimes, so I'm okay with it being available there too, but mainly focus on desktop now.

Interviewer: Got it! I'll make sure it's easy to use on your desktop. What about security? Do you want to log in to the app, or is it okay if it's easy to access?

Client: A login would be good, just to keep things secure. But I don't want it to be complicated. A simple password to get in is all I need.

Interviewer: Simple login with a password, no problem. Thankyou for the answers. Do you have any questions for me?

Client: No, but I can't wait to see how it turns out. I think these questions made everything a lot easier.

Interviewer: Yes indeed, hopefully the design will come nice together now.

Feedback

Feedback I received on the high-fidelity wireframes was that I should use colors. This would help identify different types of appointments, such as whether it's a couple or a medical client. She also has medical clients who sometimes need to be visited at home, so she wanted to be able to see a short description of each client to know any important details about them. Overall, she said the design looked great and easy to manage, and she really liked it.