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| **Date:** |  |
| **Names of stakeholder representatives:** | Rob Cooper |
| **Role:** | Customer |
| **Names of development team members:** | Nick, Sarah, Nikolay, Scott |

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| **Areas for discussion:**  Clarification of the following areas:   1. Is an on-screen narrative used in the existing system? 2. What size area does the information centre deal with? (Town/city/county etc.) 3. At which point should a new customer be created, at the start of a new call or only if they wish to book? 4. Does closing a customer account also require removal of all corresponding data or is the account simply deactivated? 5. Cancellations context - does this mean cancel a customer's booking or check for last minute cancellations? 6. Should the confirmation only be displayed on the screen or should an email or other correspondence be sent to the customer? 7. Should the feedback be given by the customer based on experience, or be given to the customer by the tourist info centre? 8. Is the feedback purely for audit (un-editable) or just a notes section? 9. Should the user guide be on-screen throughout, or in a separate manual/file? |
| **Outcome of discussion:** |

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| **Representative signatures:** |  |