Customer Feedback – Activity 1

Positive feedback:

- John agrees with the proposal of a phone number as a unique identifier to combat duplications
- Likes the idea of a site which incorporates a calendar showcasing time slots for booking appointments.
- John is willing to provide real-time data to help with organizing the booking implementation (e.g., number of points a service in an hour).

Constructive Feedback:

➢ The goal is not to make a new system but rather to integrate the upcoming application with the L2F software already in place.
➢ Need other ways to avoid duplicates.
➢ Not looking to eliminate the call center, but rather reduce call volume. Call ins can be used for those who do not have access or proper information to use the application.

Notes for Future Presentations:

1. Make explanations as simple as possible (less data integrated).
2. Questions should be concise and straight to the point.