

## Appendix A: First interview with client

**Client:** Good morning, when we spoke over the phone, I told you about how it is becoming harder and harder to keep track of my sales and inventory due to the increasing demand. As you are a computer science student, I thought that you could help me by creating a software for my business.

**Student:** Good morning, yeah, I can. You know, I can take this up for my Computer Science Internal Assessment for the IB. Can you tell me what all you need the program to do?

**Client:** Firstly, I would like the program to redirect the user depending on his/her role. For example, as I'm the admin, I should see the admin page upon login but an employee should see the employee page. Is that doable?

**Student:** It definitely is. Okay, you want the program to redirect the user according to his/her role. What next?

**Client:** I want the program to do the following pages: employees, menu, sales records, a pending orders page and a stock page. In the employees page I want the ability to add new employees and change their status. In the menu, I want to have the ability to add/update/delete items from the menu and the ability to print out a menu in order to hand them out during certain functions. I hope the program can track the past orders, allowing me to calculate my gross profits/losses, show monthly sales and maybe graph it for a given year. In the pending orders page, I want the program to show the orders I have remaining, I should be able to change details for an order and mark an order as delivered. When an order gets delivered, it should appear in the past orders page. Also, whenever I mark a cake as delivered, the required ingredients' amount should get deducted automatically. In the stock page, I should be able to see the entire available stock and I should be able to add new stock. Got it?

**Student:** Yes, this seems to be quite reasonable and I think I should be able to do all these.

**Client:** Great, these were pages for the admin i.e. me. An employee should be able to view the menu, the pending orders and stock. However, he/she should not be able to edit information in any of these fields. Okay?

**Student:** Sure. Is that all you want from the program?

**Client:** Can't think of anything else.

**Student:** Great. I'll start making the prototypes for the pages and some flowcharts showing the working of the solution and come back to you as soon as possible.

**Client:** Thank you so much!

**Student:** You're welcome. I shall leave now. Goodbye!

**Client:** Goodbye!

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