

## **Software Project Interview**

I am conducting this interview to gather information to aid in the design and functionality of an online barbershop application where users may login/register, book appointments and purchase various hair products such as hair gels, waxes and barbering items.

### **1. Describe your online booking experience?**

1<sup>st</sup> Interviewee:

- Mostly hassle-free.
- May view prices easily.
- Booking online can be cheaper.

2<sup>nd</sup> Interviewee:

- There are sometimes free cancellations.
- There may be better deals booking online.

3<sup>rd</sup> Interviewee:

- Personal details can viewed easily.
- Refund policies are in place sometimes.

### **2. Describe your experience navigating through a booking system?**

1<sup>st</sup> Interviewee:

- Can be confusing and difficult.
- Navigating through sites and their booking systems may be awkward and ask too much of the user.

2<sup>nd</sup> interviewee:

- There is too much to read at times.
- The website may remove the user from the process if the page is refreshed or if they click to return to a previous page.

3<sup>rd</sup> Interviewee:

- Terms and Conditions can be overwhelming.
- The prices should take priority.

### **3. Would you be interested in the website's online shop highlighting sustainability awareness?**

1<sup>st</sup> Interviewee:

- I would personally like to see more websites display this kind of information.

2<sup>nd</sup> Interviewee:

- People are more sustainably aware, therefore more websites should display info regarding this.

3<sup>rd</sup> Interviewee:

- It wouldn't bother me if this information was beside the products.

#### **4. Is there anything you would change with the online shopping experience?**

1<sup>st</sup> Interviewee:

- Search results could be more accurate sometimes.
- The availability of products should be always correct.

2<sup>nd</sup> Interviewee:

- Sometimes the product information is not correct.
- The imagery should always be accurate.

3<sup>rd</sup> Interviewee:

- Different versions of the websites for different languages can be confusing.
- The layouts could be simpler to navigate.
- Websites sometimes ask the user to download a PDF to view information or a menu.

#### **5. Do you agree that the booking section should take precedence on the website?**

1<sup>st</sup> Interviewee:

- Yes, I agree for the barbershop website the booking section should be front and centre.

2<sup>nd</sup> Interviewee:

- In this regard, the website should have the booking button or section on the homepage

3<sup>rd</sup> Interviewee:

- Yes, as this would make it easier for the user to make a booking

**6. In terms of product details, do you prefer large descriptions or concise information?**

1<sup>st</sup> Interviewee:

- There should be the option to view more information.

2<sup>nd</sup> Interviewee:

- Maybe shorter descriptions with more accuracy.

3<sup>rd</sup> Interviewee:

- For hair products, the descriptions should be in depth.
- Detailed descriptions and uses of the gels, waxes etc.