

This interview was conducted to get feedback from the client about their experience with using the application/ program.

Me:

Hi, it's great to speak with you again regarding the program that we've worked on. This interview is mainly to get feedback from you regarding your experience with the application and possibly get some insights on what could be improved further.

Client:

Hi, it's nice to hear back from you again! I haven't had too much time using this program but I will speak from what I can. So far, it has been really helpful in terms of organizing my data related to my real estate clients. It does have a lot of the features I wanted in this program which makes my job much easier. One of the main things I like is that I am able to update my list of clients and the data associated with it and I am able to search through the list and find it in a short amount of time as I do have a lot of clients and data point. As I said, I'm not very good at technology and so I was really surprised at how simple and easy it is to use. I could figure out pretty easily what each panel does and what each button are for.

Me:

That's really great to hear, I'm glad I can help out! So from our last interview when I asked you about the product that you wanted, I've compiled a list of things you requested or success criteria. I would love to get feedback on each of the criteria separately from you if that's okay.

Client:

Yes, of course!

Me:

First, you asked that the program allows you to enter vital information about each real estate client of yours such as the client's name, address, property, email, and price. You also asked that the information you entered is displayed on a table. I decided to create a new panel for the table hoping that it'd be easier for you to use the program. I think I've accomplished this task but were there any problems with it that you faced?

Client:

No! It had all the boxes that I could fill out all the information I needed to fill out so it was great. The fact that there are multiple panels in the program to help with the organization of the program is really helpful when I was trying to learn how to operate the application. However, I would've liked the display table to be bigger as the addresses of my clients can be pretty lengthy.

Me:

Noted! One feature that you wanted was some sort of searching mechanism that would allow you to search your real estate client's names up to allow the data associated with them to be displayed. I also decided to separate this into another panel. How was this feature for you?

Client:

This was the best feature, it allowed me to find the information I needed in no time instead of having to scramble through my list of things on different applications to find it like I used to have to do. I loved the feature!

Me:

That's amazing to hear, I'm glad that this can reduce the amount of time you spend looking for files and information. One function that I feel I didn't achieve was that the program allowed you to send an email directly from the application. Was not having this function a big struggle for you?

Client:

I would've obviously loved the function but it's not that big of a deal because the search feature allows me to find my clients' email addresses quite easily and so I can just copy-paste it into Gmail.

Me:

Another function I didn't achieve was that the program would have a cropping feature that allowed you to organize the photos of the different properties. Was it a lot of problems to not have this function?

Client:

Again, I would've loved to have this feature especially because it is such a big part of my job. However, what you've made already made my job much easier so I do appreciate you taking the time to do this. Oh, one more thing, I noticed that you've labeled different properties by number, I think it would've been better if you labeled it by its names.

Me:

With the features or functions that I didn't achieve, would you like me to continue developing this program in my free time? I'd love to make this part of your job as a real estate freelance as time efficient as possible. And I can definitely change the labeling of the different properties for you!

Client:

I wouldn't stress about it but if you could, that'd be amazing!

Me:

Okay, I will try my best to do so. Thank you so much for taking the time to do this last interview with me. I hope that the application I made will continue to benefit you!