Interviewer 0:03
Okay, as a part of my computer science course, we're doing an internal assessment IA. In short, we're doing a big project to make a program to solve specific problems for a client. As I have worked with you in the past, I'm familiar with the work you do as an entrepreneur, and I thought it would be a suitable client for my IA. Are you ready to start?

Client 0:22
Yeah, I'm ready.

Interviewer 0:24
Where do you work at?

Client 0:26
I work at a travel agency called Golfasian.

Interviewer 0:29
Okay, so what is your job title?

Client 0:31
My job title is managing director.

Interviewer 0:35
So in short, what does your job entail?

Client 0:40
It entails managing all aspects of the company.

Interviewer 0:43
What does your company do exactly?

Client 0:47
Our company is a tour operator that creates holiday golf packages for our clients. So basically we operate as a travel agency and a tour operator for golf holidays around South East Asia.

Interviewer 1:07
So what kind of information do you work with?

Client 1:10
Sales, information, marketing information, human resource information, budget information, profit and loss information, and forecast information.

Interviewer 1:20

Are there any parts of your job for which you require a specific software solution?

Client 1:25
Yes. Right now, we only handle customer inquiries through a form on our internal website, and I'd like to expand that to the public. So the customers can design their own trips, and send us an inquiry-based on their own trip design, rather than just a request for us to design a trip for them which is often very tedious for our employees.

Interviewer 2:01
Can you elaborate on the tediousness of this?

Client 2:03
Sure, often we would have to go through many back and forths, usually through emails, with the customer as they are unsure of what information about their trip is required from them. If there is a way for customers to select things and design their own trips from a set selection then it would be a much faster and less tedious process for our customers and employees.

Interviewer 2:46
Okay, that's very interesting. So would you need that to be a web program or an application on your desktop?

Client 3:05
Web program as it can be easily accessed and directly linked to from our website.

Interviewer 3:09
And so what would this web program require the customers to do?

Client 3:15
Customers would need to provide information on the days of traveling, on the number of people traveling, on the destinations they want to visit, on the golf courses that they want to play, on any activities that they want to do?

Interviewer 3:31
And are these hotel information and golf course information already on a database?

Client 3:38
Yes, the hotel and golf courses are already on our database.

Interviewer 3:44
Okay, and so for the web program, the customers or users will just have to choose from a list of the hotel and golf course selections available, maybe from a drop-down list?

Client 3:59

Exactly. Right now that we do the choosing for the customer. When we do the choice we can see all the cost information for each activity and each golf and each hotel. But my idea is of the customer doing a selection of things from the drop-down menu, the cost information will be hidden from them so that we could create the quote, and markup bar at no profit without the customer being involved in that step. They just design your own trip. This would also help them with understanding what is a possibility and giving them the perceived freedom to design their own trip for their trip which increases satisfaction as well as a confirmed booking.

Interviewer 4:40

Okay. And so once the customers fill out this form bits or the drop boxes, yeah. And then once they press submit, all this information would be emailed to who?

Client 4:49

Be emailed to our general sales inquiry mailbox. And it would be assigned to a salesperson when it's received.

Interviewer 4:55

And how would the customer get this inquiry back?

Client 5:00

The customer would the salesperson who got assigned the inquiry would let the customer know that they got the inquiry and would provide them a quotation based on

Interviewer 5:07

So the customer also needs to input their first and last name and also their email in the inquiry?

Client 5:10

Yeah, they'd have to input their name and email and country of residence. The travel period of time with traveling destination traveling to and the number of people traveling together.

Interviewer 5:17

Okay, and who would this email be sent to?

Client 5:21

General inquiry or the sales manager.

Interviewer 5:23

So how would this be formatted? Would it be in an Excel file, plain text, or another type?

Client 5:30

It could be in an Excel file, or it could be in a Word document. Both will be fine. Could be in any format. The information will go into the database and be sitting there waiting for a salesman to follow up

Interviewer 5:48
Okay, and would you want this information to be sitting in a long-term database?

Client 5:57
Yeah. The information should be entered into the inquiry database and retained indefinitely.

Interviewer 6:09
Okay. Let's see. And would you want the people doing the inquiry calculations to have access to this database?

Client 6:20
Salespeople would have access to the inquiry database.

Interviewer 6:24
Thank you very much for taking the time to talk to me today.

Client 6:28
No problem.