Palestrante 1

So yes, so now I am recording it. Good. So goes on the the first part of the interview is about demographics. So the first question is, what is your current position in the company you work?

Palestrante 2

I work as a pre sales engineer. And a customer engineer.

Palestrante 1

OK.

Palestrante 2

It's like in weeks.

Palestrante 1

I see. And what exactly do you do? What are examples of daily tasks you you prefer?

Palestrante 2

I. We have two parts. The first one is meeting with clients. Listen the requirements and. Work in a proposals to their requirements and after actually they accept to doing the project with us. UMI kind of supervise and do quality assurance to the developing team. That deliver the the project that we sales. And have these interaction with the client and our development team. So to meet all the requirements so they have to like. Bid inspector. Of the project.

Palestrante 1

Nice. And does this involve, for example, uh designing something in the software? Or is is basically collecting requirements? Communicating them to someone who's going to design the and implement it.

Palestrante 2

Yeah, if if the project got like. A lower rate of development. I have to enter to the team and do kind of stuff. For correcting the bag or bags, but. I. As as a commercial. Team or sales and we don't start the project from zero. But we can enter to the projects to like a boost. Uhm, the time, OK.

Palestrante 1

Perfect. Perfect. And for how long have you been doing that? What what's your experience?

Palestrante 2

Uh, two years, I think.

Palestrante 1

Two years.

Palestrante 2

Approximately, yeah.

Palestrante 1

Great, great. Good. So in terms of demographics, those were the questions and the idea now it's we're going to move to the to the section of for evaluating the bot specifically. And the first part is going to be about the usefulness, so.

Palestrante

Hmm.

Palestrante 1

How useful you think the bot the bot is, but before that I would like to to ask you how was the interaction. Did you have any question? Do you have any questions about it? How was your overall experience using the bot?

Palestrante 2

At the beginning I couldn't like set up with with the company that I work because for political, I don't know. Things, but I use it in my own projects. So. Is, uh, I think that it is, uh, great in their specific use case. Of labeling the commit because if you are working in a project with like. More than five people, more than 100 people. It's going to to help a lot. But as I use it with one other people, I think that I couldn't like. I don't know how to. I couldn't like UM. Like use it as I should be.

Palestrante 1

OK, I see.

Palestrante 2

Because it was for Missy label it myself. Then axe to the board, do it it.

Palestrante 1

OK. OK. Perfect. Perfect. And do you think the bark like labeling automatically? The the issues I mean in your experience of using issues and interacting with Members in your team, do you consider that automatic labeling would help to identify and monitor technical debt in your project somehow?

Palestrante 2

UM. I don't know if it's like an issue, but maybe we couldn't like apply the bolt to the pull request. Of course, in in the pool, Chris and the exception to or reject the the request.

Palestrante 1

OK.

Palestrante 2

UM, there is like. The pre uh like uh, the previous scenario of the technical the. Because if.

Palestrante 1

OK.

Palestrante 2

The pull request is accepted. And it's accepted by two. I don't know software engineer or quality assurance. UM. I don't know if is is the word, but is there also their fault to include the technical of the? As they accept the changes.

Palestrante 1

OK, so so so you see technical that being more reported in pull requests and for requesting issues or OK, OK. And do you see the bar in the request, they could have more to? To monitor those, those kind of problems.

Palestrante 2

Yeah, I I believe because as we have contract with clients, if an issue is specified after the developing after you we develop the the solution. It's like too late. Like we have to do another contract, we have to talk to the client. Like, hey, we identify a bug. So we have to fix it instead of we are developing now your solution and we identify a failure.

Palestrante 1

I see. I see and. And do you think this process of identifying would be quicker with the bot or? Or how do you see it?

Palestrante 2

UM nowadays about that mix with not only with the message, but the code itself, or maybe like a sooner queue. It's going to be amazing, but. Only if the the read the changes or and the message. I think we we can try it, but I I don't have like. I don't know theoretical answer for that.

Palestrante 1

I see and but but for these are. Are you considering the bot operating in the pull requests or in the issues?

Palestrante 2

I I would prefer in the pull request.

Palestrante

OK.

Palestrante 2

Uh, I think the issue it's more like an open source project use case. Because there there's going to be another people that. Request or demand the issue.

Palestrante 1

Yeah.

Palestrante 2

But in a my perspective in like developing solution to private clients. UM, it's maybe it's going to be useful. In the pull request.

Palestrante 1

I see I see interest. So in this case you're you're you're saying that the context like open source or or private development, this would impact somehow how useful the bot could be?

Palestrante 2

Yeah.

Palestrante 1

OK, OK, I see. But you currently in your position in the company, do you guys use issues issues for for something or or do you don't manage this? You have other style of managing the problems in the source code.

Palestrante

No.

Palestrante 2

Yeah, it's like a few kind of. Hmm. Yeah, we don't use it very much. OK.

Palestrante 1

OK, I see.

Palestrante 2

Because. The perfect product for us is like we developed the the solution we delivered to the to the client.

Palestrante

Oh.

Palestrante 2

And that's it.

Palestrante 1

OK, OK, it's you. You don't have the. The maintainability in long. Term for the software software or. Kind of. OK, I see. I see.

Palestrante 2

If it's this incremental solution, yeah, because we have like this agile methodology and each month we have a contract and blah blah blah but for. Or. Specific project or specific like solution. Hopefully we enter to the company or to the client company and then we leave.

Palestrante

Yeah.

Palestrante 2

Yeah, I see. The last time we we are in other companies that.

Palestrante 1

I see. And for this incremental project. So it's usually based on in developing new features and not fixing. Other features that exist.

Palestrante 2

Hopefully, yeah.

Palestrante 1

OK.

Palestrante 2

There are some cases that we have to like fix bugs. But uh, I think the most cases is creating new features.

Palestrante 1

OK, I see. I see. Good. Good. So. Also another another question about the usefulness of the bot is do you think the bot could help you? To somehow identify more problems, more technical items in your project.

Palestrante 2

Yeah, because it classify. Because when you have to put it all the labels that you want. And all the exception and the label exceptions. May be the bot classify with another label. That you you didn't like, I would say. If you classify the message or the change with label A but the bot labels with label B. It's going to force you to like, have this critical thing. Oh, oh, why they both classified with label B. Maybe have it. I have to look it again and. Like we make the era.

Palestrante 1

Interesting.

Palestrante 2

Oh yeah, I think it would help.

Palestrante 1

Interesting. So so you think maybe the bot could help you to identify the technical that item correctly, like the right items I see I see. And finally, uh, no, not finally. Sorry for the. The useful the usefulness questions those were. The questions, yeah. Now we are going to change to the ease of use. So in this part I would like to understand how easy it was for you to understand how to use and to to operate the bot to learn it so. In the in in the. Beginning you mentioned you had. Few problems to set up it, but because of the company policies. But when you try to do that in your own environment, how how did it go? Could you understand how to install it and use it?

Palestrante

Yeah.

Palestrante 2

Yeah, it's kind of straightforward.

Palestrante 1

Good. And so, so it was easy for you to read the documentation and understand. Could you understand the documentation? It was clear for you and do, do you have any question or do you have any problems in understanding the the documentation?

Palestrante 2

Now it was like like I say, really straightforward. I don't have. I didn't have any problems with that.

Palestrante 1

Good, good. UM and after you you read the documentation. Do you think it would be easy for you to remember how to operate the boat? I mean, if you don't have access to to the documentation, do you think it would be easy to to remember how to use it? After you.

Palestrante 2

If I don't use it like every day, I will forget the command I think. But uh. Because I only use it a few times. But. Of course, if the body is implementing as a bottom and. Or like a scoreable list, it would be easier but. As I have to use it, I the governments are good. Yeah, I don't know.

Palestrante 1

Good, good. So so in the end, the documentation was easy to to, to read, to use and.

Palestrante 2

Yeah, yeah. What school year?

Palestrante 1

Good, good. And then the final question is, are you missing any features that the bot could implement that would help you like in your position or? You think, OK, if the bot had this feature, this would be very, very helpful. Very useful.

Palestrante 2

Develop entire solution. No. Maybe, maybe not. Only classify the label, but why?

Palestrante 1

OK.

Palestrante 2

Like, see why it make that classification? So like I classify like am, maybe I smelled smell something.

Palestrante 1

I see.

Palestrante 2

And it's here.

Palestrante 1

OK.

Palestrante 2

That it would be great.

Palestrante 1

Great. Do do you see this feature helping you somehow to discuss with your client something or it's more for the team itself?

Palestrante 2

Yeah, for the team.

Palestrante 1

OK, it's not the kind of thing that you would bring outside the team to to. Or something like that.

Palestrante 2

We have this transparency. Policy. But only if the the client have a technical part or how you say like a technical team.

Palestrante

Yep.

Palestrante 2

But if it's only like uh, I don't know. The marketing area asks for this solution. We can't, like, go in percent a I have this issue with the API and no.

Palestrante 1

OK.

Palestrante 2

But if if it's, uh, if it's. If they have a technical area, we have to like. Be the match. I wait. Yeah, we have to communicate. In the most detail? Uhm, way the problem it is. I I don't know if I sprain myself, but the we have to be very honest with them. But it depends of what kind of area we want to present it. So if a commercial, we have to explain one way, but if a technical we have to like, hey, this is the, this is the problem.

Palestrante 1

No. Yes. I see.

Palestrante 2

And. Always with a solution.

Palestrante 1

OK. OK, I see. So you have to present not only, for example, what is the problem? But yeah, all already presenting a. How to solve it? Nice. Uh, thanks a lot, Gonzalo, for for that. This this would conclude the. This concludes like the the evaluation for the bot.