

**Requirements and Specification, ESOF 328, Spring 2020**  
**“Finding the voice of the customer” (Chapter 6)**

1. Tell what is meant by a disfavored user class and give an example.
2. What is the purpose given in the text of developing a persona?
3. During workshops the text says “use parking lots to capture items for later consideration” (pg. 123). In this context, what is meant by a “parking lot”?
4. The text listed 8 elicitation techniques. List 5 of them.