Requirements and Specification, ESOF 328, Spring 2022
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.