**Key ideas from the meeting**

* Our direction in getting the child to type in 9-1-1 is a great approach, and having some form of positive feedback or help for the kids to type 9-1-1 is a great idea.
* Typically we don’t want to have negative feedback.
* Tim: some form of feedback is important, no feedback could be misinterpreted as "the program isn't working properly". Feedback in this present day is often lacking.
* Having some form of togglable hint settings (blinking & arrows) are a good idea to have in case the child doesn't understand what they're doing or if they’ve made multiple mistakes in a row.
* Connecting visuals to a child's reality is important for this project.
* Having a script on the call screen is an option we could choose to explore. This is an option other groups have chosen to use.
* Phone call screen is the top priority of this project.
* What we will be developing is considered 100% better than what they are currently using for the kids at this present time.

**Customer needs vs. Team insight**

During the meeting, it was explained how emulating the phone call is our number one priority for building this product. While we may have additional features that we might think are important to add, that phone call feature is what we should begin to work on first. Candace explicitly mentioned that what we are creating will already be considered 100% better than what they’re currently working with at this present time. But all of these potential features should come second to the phone call, finding the phone app icon, and dialing 9-1-1, as we only have a month to work on designing this project.