

Prioritizing with the Customer



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It's super important you talk to your Customer to define priorities before big decisions.

Use “Active Listening” to streamline the process of communication.



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These are some examples of questions you can use to understand your Customer's priorities:

- What is the most important piece of functionality to you?
- What are the first features you would like to see in the design?



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- We believe this User Story is really important. Do you agree?
- We suggest a 30-day Iteration. Is that ok with you?



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Once you have reached an agreement with the Customer, constant communication with her is key.

Following your Customer's priorities will ensure Customer Satisfaction.



Prioritizing with the Customer

Can you come up with additional examples of questions that might help you learn about your Customer's priorities?

Post them in the chat.

