

## Elicitation Methods

To start, the elicitation methods we used were the interview and the prototype. With this project, we got a preview of how the entire workflow was, and since we were part of the area in charge of administration, it helped us prepare questions in advance about some details that were not entirely clear in the original flow or doubts about what happened in special cases, additionally, there was already a prototype made, and it was possible to show it immediately in the first interview to gather as much feedback as possible, we chose these elicitation methods because we believed they were the most optimal, maybe a direct observation would have also been helpful, but it wasn't entirely possible since they handle personal information, and incoming patients might not have felt comfortable, the technique was a success because we were able to obtain the required information at that moment (later, new questions arose, but they will be resolved in the future), we created a document where we recorded the questions along with their respective answers to keep everything in the same format and easily accessible. I feel that everything went well in general, except for what was mentioned earlier, that a direct observation would have been amazing, but due to the project's context, it wasn't possible. When I went to the interview, honestly, it was a great moment, not just because I got to visit the psychology faculty but also because, while listening to the questions my teammates asked and writing down the answers, the way they responded was very clear, and there were no issues. I know this is extra, but also, the fact that they invited us for some tortas at the end was a nice moment. But regarding the elicitation process, I feel it was a success.