Selecting the right requirements elicitation techniques is crucial for capturing the complete and accurate needs for a complex system like the Breadfast CRM.

Primary Elicitation Techniques

These techniques are directly suited to uncover the core functional and data needs of the Breadfast CRM.

|  |  |  |  |
| --- | --- | --- | --- |
| Technique | Description | Why It's Selected for Breadfast CRM | Outcome |
| Stakeholder Interviews | Structured or semi-structured one-on-one conversations with key individuals from each stakeholder group. | To gain deep, detailed insights from specific roles (e.g., Delivery Dispatcher, Inventory Manager, Customer Agent) about their pain points, daily workflows, and specific needs. This is ideal for uncovering nuanced requirements. | Transcripts , Follow up notes , list of needs , initial User Stories |
| Questionnaires with all Riders and Customers | Distribute structured surveys to a large group to quantify preferences, identify common issues, and validate findings from other techniques. | Helps prioritize features based on user problems , frequency and impact | To get data on user needs and problems. |
| Reviewing Input & Output | Analyze existing documents, forms, and system data. | Gets Clear understanding of the information flow and its flaws | A comprehensive list of data entities, attributes, and business rules. |
| Research | Study industry standards for CRM/ERP systems | Helps get inspiration of standard features across other CRM/ERP systems | A list of technical constraints and inspiration for standard features |