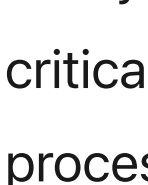




Credit: Generative AI, what else?

Harnessing LLMs for Streamlined Requirements Discovery Interviews



Nir Soffer
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Open Immersive Reader

In any complicated project, requirements discovery is a critical phase that shapes its trajectory. Traditionally, this process has involved a series of interviews and meetings where business analysts, consultants, and project managers attempt to extract the necessary information from stakeholders through various communication channels like chat, email, or video calls. However, this process can be time-consuming, prone to misunderstandings, and often results in unstructured data that is difficult to analyze and act upon. Enter Large Language Models (LLMs).

Why Are LLMs Perfect for Requirements Discovery?

LLMs, with their advanced natural language processing capabilities, are poised to revolutionize the way we conduct requirements discovery interviews. They can engage with stakeholders through multimodal interfaces, infer taxonomies of interview structures, learn from previous interactions, and assist in obtaining structured information from both people and data sources.

Multimodal Interfaces

LLMs can operate across various platforms, whether it's a chatbot embedded in Slack, an email assistant, or even a participant in video calls. They can understand and respond to natural language, making them accessible to stakeholders who may not be technically inclined. In addition, combining LLMs with database access paradigms and file and document ingestion and parsing can combine data and information from both humans and machines.

Example: A stakeholder sends an email stating, "We need a system that can handle our growing inventory more efficiently." The LLM can follow up with targeted questions to clarify requirements, such as, "Could you specify the average number of inventory items handled daily?" or "What specific challenges are you facing with the current system?"

Inferring Taxonomies

One of the most significant advantages of LLMs is their ability to infer the structure of an interview. They can identify patterns in questions and answers, categorize information, and even suggest follow-up questions that lead to a more comprehensive understanding of requirements.

Example: After several interactions, the LLM recognizes that discussions about "inventory" often involve "suppliers," "stock levels," and "order processing." It can then proactively ask, "How do you foresee the new system improving your interactions with suppliers?"

Learning from Interactions

Every interview conducted by the LLM becomes a learning opportunity. The model can analyze successful interviews to understand which questions yielded the most informative responses and adapt its future interactions accordingly.

Example: If the LLM notices that asking for "examples of current issues" leads to more detailed responses than asking "what problems are you facing," it will adjust its approach in future interviews.

Structured Information Gathering

LLMs can transform the often chaotic process of requirements gathering into a structured, efficient workflow. They can extract key points from conversations, emails, and documents, and organize them into a coherent set of requirements.

Example: From a series of Slack messages, the LLM compiles a list of required features, prioritized by the frequency and emphasis with which stakeholders mention them.

Case in Point: A Real-World Application

Imagine a scenario where a project manager is tasked with gathering requirements for a new customer relationship management (CRM) system. Instead of scheduling back-to-back meetings, they deploy an LLM across the company's communication channels. The LLM engages with sales, marketing, and customer service teams, asking specific questions and gathering data.

As the LLM interacts with the teams, it builds a taxonomy of requirements, categorizing them into "user management," "sales tracking," "marketing automation," and "customer support." It learns that when sales personnel talk about "tracking," they are often referring to "leads" and "opportunities," and it adjusts its questions to dig deeper into these areas.

By the end of the week, the LLM has compiled a comprehensive set of structured requirements, complete with priorities and potential challenges, all without a single meeting being scheduled. The project manager now has a clear roadmap for the CRM system, informed by the collective input of the entire company, thanks to the LLM's capabilities.

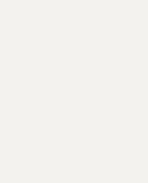
Conclusion

LLMs are not just transforming the way we interact with technology; they are reshaping the foundational processes of any project that involves gathering information from both people and machines. By leveraging their ability to communicate across multiple modes, infer structures, learn from interactions, and structure information, LLMs are equipping teams to conduct requirements discovery in a way that is more efficient, accurate, and inclusive than ever before.

As we continue to integrate LLMs into our workflows, we can expect to see a significant shift in how projects are initiated and managed. The future of requirements discovery is here, and it speaks our language. For those eager to be at the forefront of this transformation, Booma offers a compelling glimpse into the next wave of project management. Booma is an automated LLM-based platform designed specifically to streamline the procurement of complex intralogistics projects. We invite you to explore how Booma can enhance your project's efficiency and precision. Visit our website at [booma.ai](#) to learn more and see Booma in action. Join us in redefining the landscape of requirements discovery and project initiation.

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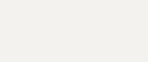
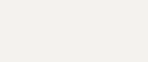
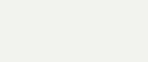


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A bit about what I'm working on right now **Booma AI!** Check out our website and see how AI can help complicated projects - from procurement to powerpoint slides! (I know, that last one isn't a complicated project, but I like alliteration)



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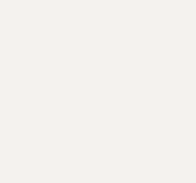
I think the booma owl is a bit frightening, but maybe that's its nature... it knows all and are able to tell everyone when to do what at what time. 🤖🦉

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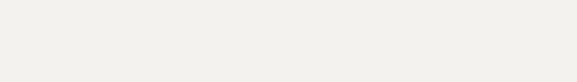


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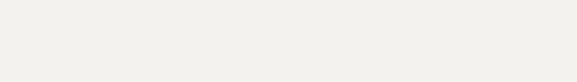
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