For a clear perception of the software requirements, a groundwork is established involving the following steps:

* Listing down the stakeholders
* Recognizing multiple viewpoints
* Working towards collaboration
* Breaking the ice and initiating communication

**Listing down the Stakeholders**

According to Sommerville and Sawyer [Som97] “anyone who benefits in a direct or indirect way from the system which is being developed” is a stakeholder. This implies that stakeholders include end users of the developed software as well as people whose activities might be influenced by the tool. Towards the end of inception, the list of stakeholders is usually larger as every stakeholder is allowed to suggest one or more individuals who might be probable stakeholders for the given problem.

To identify stakeholders we consulted a number of pharmacies in Dhaka, Bangladesh and asked him the following questions:

* Who will be using the product?
* Whose work will this project affect?

We identified the following stakeholders for our project.

* Group 2
* Director of IIT :p
* Pharmacy owner

**Recognizing Multiple Viewpoints**

The list of stakeholders will contribute to the input when requirements are elicited. Every stakeholder has different views of the system and achieves different benefits when the system is developed .

**Pharmacy owner’s viewpoints**

**Salesperson’s viewpoints**

**Group 2’s viewpoints**

**Director of IIT’s viewpoints**

**Working towards Collaboration**

Each of the stakeholder constituencies (and non-stakeholder constituency) contributes to the requirement engineering process. The greater the numbers of interactions with multiple stakeholders, the higher is the probability of inconsistency, conflicts and clashes of viewpoints. In such circumstances, requirement engineers finalize the requirements following some steps, which are listed below.

* Finding out the commonality and the conflicting points of stakeholders
* Categorizing stakeholders
* Listing down the requirements based on the stakeholder’s priority points

**Common points:**

**Conflicting Points:**

**Final requirements:**