

| Factors | Changeability and flexibility | Impact |
|--|--|---------------|
| End device storage | It might get higher than 30MB | Low impact |
| High load | The user number might increase to more than 5000 | High impact |
| Third-party extensions | Very high change(purpose/implementation - algorithm change and get better) | High impact |
| Middleware between the user input and the application server | CTI might change to VoIP | Medium impact |
| Personalized information | the user info might change depending on the country | Low impact |
| Wrong input | The input is different, depending on the person's connection/area | Low impact |
| The system works without human intervention | System will work according to his natural creativity | No impact |
| Many sources of content | Various web sources/local sources may change/improve over time | High impact |
| Disitinguish between user input and system output | - | Low impact |