



## SERVICE LEVEL OBJECTIVES

## YAMDI XAMI

Cedric (while doing presentation): 50 < \$(heart\_rate) < 175

- Cedric (while doing presentation): \$(speaking) == true Cedric (while doing presentation):  $60 < (spoken_words_minute) < 120$

Cedric (while doing presentation): \$(present) == true



## **EXAMPLES**

Cedric (while doing property the control of the con

- Cedric (while doing presentation): \$(present) == true
- Cedric (while doing presentation): \$(speaking) == true
- Cedric (while doing presentation): 60 < \$(spoken\_words\_minute) < 120</p>

## COME UP WITH GOOD SERVICE LEVEL INDICATORS