

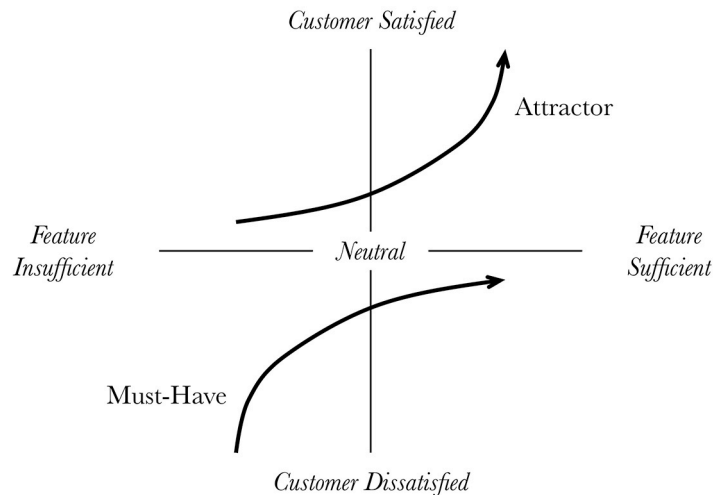
## Homework 3

- 3.1. [10 points] Fill out the following 9-box grid, which is used for the classification of features during Kano Analysis. Give a one-line explanation for why a given class of features belongs in one of the boxes in the in the grid. (*Note that the ordering of rows and columns is different from the ordering discussed in class.*)

<b>Feature is Built</b>	<i>Neutral</i>			
	<i>Satisfied</i>			
	<i>Dissatisfied</i>			
		<i>Neutral</i>	<i>Satisfied</i>	<i>Dissatisfied</i>
<b>Feature is Not Built</b>				

- 3.2. [10 points] The following conceptual diagram illustrates the increase in customer satisfaction for Attractor and Must-Have features as the sufficiency of a feature increases.

Draw the corresponding curves for Key, Reverse, and Indifferent features.



- 3.3. [20 points] Write a use case for the software to send a text message between two mobile phones, as described below.

Each phone has its own Home server, determined by the phone's number. The Home server keeps track of the phone's location, billing, and communication history. Assume that the source and destination phones have different Home servers. The destination Home server holds messages until they can be delivered. Also assume that the network does not fail; that is, the phones stay connected to the network.

Your use case must include the following.

- A basic flow
- Extension points

- c) One specific alternative flow
- d) One bounded alternative flow

In each case, explain how the use case illustrates the relevant concept. For alternative flows, include the full flow, not just the name of the flow.