

# Good Questions to Ask Your Client

## If you want to elicit business requirements...

- What problem are you trying to solve?
- What's the motivation for solving this problem?
- What would a highly successful solution do for you?
- What's a successful solution worth?
- Who could influence this project?
- Who could be influenced by this project?
- Are there any related projects to this one?
- Which activities should be included in the scope?
- Could there be any unintended consequences of the new system?

## If you want to elicit business rules...

- What policies must the product conform to?

## If you want to elicit user requirements...

- What goals could this product help you accomplish?
- What problems do you expect this product to solve?
- What words would you use to describe the product?
- What aspect of the product excites you?
- What aspects are most/least valuable to the users?

## If you want to elicit non-functional requirements...

- What qualities (e.g., efficiency, security, reliability, etc.) are critical for the specific parts of the product?

## If you want to elicit external interfaces features...

- What events must the product respond to?
- Can you describe the environment in which the product will be used? If you want to reveal exception conditions...
- Would anyone ever want to ...?
- Could ... ever occur?
- What should happen if ...?

## If you want to reveal more constraints...

What is most important to you about the product?

- How would you judge whether the product is a success?
- How should the product be different from the way things are done now?
- Is there anything else we should be asking you?

If you want to gently dig to reveal assumptions, rationale, real needs...

- Please could you help me to understand why ...? ◦ e.g., why something applies, is relevant, is really required, is high priority, is the way it is, etc.

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