Requirements:

Functional:

- The system must be able to provide solutions for the user's problems (high, 25 hours)
- The system must be able to identify 15 problems (high, 20 hours)
- The system must generate step-by-step instructions (high, 20 hours)
- The system must recognize swear words (medium, 5 hours)

Non-functional:

- The system must provide reliable solutions (medium, 8 hours)
- The system must provide clear step-by-step instructions (medium, 8 hours)

Environmental:

- The system must be functional by December 3, 2012 (high)
- The system must accompany documentation of 15 problems (high)