TABLE OF REQUIREMENTS

Needs	Stakeholders						Requirements	FIC	Metrics	Target Range	Rationale
"Benefits from…"	Pat	Alex	Frida	Passersby	Designers	Survivors	**"The design should…"**		**"Evaluated by…"**	**"Within…"**	**"Because…"**
Accuracy	x	x					Give the user accurate, easy-to-understand predictions	F	Number of times the device is wrong	0-10%	Volunteers don't want to waste their time with something that gives them false information
Reliability	x						Allow the volunteer to use product for the whole day without fear of product failure	FI	Amount of time between charges	1 charge necessary per day	Volunteers don't want unneccessary stress from a product that will distract them from the call if the product is prone to fail, especially when they are moving around
Convenience			x				Be easy to remember through seamless integration with user's existing belongings	I	How often device is forgotten	0-1x/week	If the product is forgotten it will not be used, and then it is wasteful
Trust and Confidentiality	x					x	Allow users to take calls without being recorded	F	Number of calls recorded	0 calls recorded	It would invade the privacy of the survivor; Personal interactions should only be revealed based on participant discretion
Being assisted, not replaced, by technology		x					- Not replace the volunteer's job - Be customizable based on user-selected information	F	How much information is provided	Whatever the volunteer is comfortable (customizable)	Survivors are calling people, not technology. Most volunteers want to do the job by themselves
A gentle learning curve	x				x		- Not overwhelm user with information - Be highly visual to be easily deciphered by the volunteer - Adhere to standards (visualization, interaction)	IC	Number of minutes it takes a user to figure out the device the first time they use it	Less than 3 minutes	Volunteers won't want to use a device that they can't figure out
Being able to focus on the call rather than the device	x	x	x			x	During a call, alert user only in a "must-know" situation and not in a distracting way	FIC	Number of important words that the advocate misses while on call	less than 5	Volunteers don't want to ask survivors to repeat what they said
Discretion			x				- Be discrete when not in use - Be easy to incorporate into the volunteer's everyday life - Be visually appealing without looking gaudy or standing out	C	Number of people who ask about the device	0-1	Volunteers don't want to be asked about their job or their calls, so they don't want to be distinguishable by the product
Anonymity				x			- Allow passersby within earshot to maintain anonymity	F	Number of passerby names and information recorded	Existence and noise only	If people found out that this device was out there, they would be very against their personal information being recorded. It's an invasion of privacy!
Respecting and finding relevance for the users					x		- Inoffensive to the volunteers - Primary users should be advocates (by appearance or goal)	FIC	Out of the volunteers who have heard about it, percent of volunteers excited about it	75%-100%	The volunteers are devoting their time to help others, and, as designers, our goal is to help them and make sure that it respects the volunteers needs and wants
Having the user's full attention						x	Help users navigate to a location where survivors will not struggle with excessive background noise or dropped calls	F	Number of interruptions while on call	0-2	Survivors mainly call to have someone to talk to, so they want the advocate's full attention, and not have technology or other distractions take the volunteer away from them
Focusing on the call			x			x	- Not oversaturate the user with information - Have minimal tangible parts to reduce user distraction - Only alert the user on an "as-needed" basis	FIC	Number of minutes that the device distracts the volunteer while on call or hurts the volunteer	0-1	When on call, volunteers need to focus on the call and their surroundings, so that when they are in a private place, they can maintain their own safety.
Safety	x	x	x	x	x	x	- Not lead the volunteer to dangerous places - Not be dangerous to use (sharp, jabs the volunteer).	FI	Number of times the volunteers get injured while using device	0	Volunteers need not only a quiet place, but also a space that won't compromise their safety. As a result, emphasizing the fact that volunteers won't be led to a dangerous place (middle of the street) is really important
Finding a space quickly			x			x	Should allow volunteer to make decisions about where to go faster	FI	Number of minutes it takes to find a location using the device	0-5	Every minute counts, especially for the safety of the caller who might be on a time crunch, in terms of getting help. As a result, one of the volunteer's main priority is to not keep the caller waiting too long

FINDING PEACE IN PUBLIC