MoSCoW Analysis

# Must have

* Keep the conversation going
* Get information from user, in timely manner
* Choose cheapest ticket
* Hyperlink to booking website
* Minimum of command line for interaction

# Should have

* Complete tasks with minimum amount of user input
* Length of journey information

# Could have

* GUI
* Optional extras . Eg). Minimum amount of train changes, weather, catering facilities (train station services).
* Able to answer extra questions – accessibility, baby changing facilities
* Multimedia input/ output features.

# Won’t have

* Make a booking
* Speech input
* Handle refunds/transactional services
* Redirect to human