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EECE 490A

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**Identifying Customer Needs**

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| **Question/Prompt** | **Customer Statement** | **Interpreted** |
| Typical Uses | 1. I need my coffee to stay warm after brewing. 2. I need to be able to make coffee more than one cup at a time. 3. I make 12 cups every morning. | 1. Keep pot warm after brew finishes. 2. Multi cup brewing capability. 3. Needs to be reliable. |
| Likes- current tool | 1. The ability to brew any coffee I want. 2. The compact size of my machine. | 1. Options for types of coffee grounds. 2. Machine can’t be too big or heavy. |
| Dislikes- current tool | 1. The small amount of coffee I can make with K cups. 2. Waiting for the coffee to be done. 3. Adding water and grounds before starting brew. | 1. Multi cup brewing capability. 2. Coffee pot doesn’t make you wait. 3. Machine rids user of the set up hassle. |

**Hierarchial List of Needs**

**Keep coffee pot warm an extended period of time after brew finishes**

* Coffee is warm and ready to drink as soon as the brew is complete.
* Coffee pot remains warm for a couple hours after brew finishes.

**Multi cup brewing capability**

* The coffee machine can brew multiple serving of coffee at a time.
* The amount of cups to brew should be selected by the user.

**Needs to be reliable**

* The coffee machine must also be safe for anyone to use.
* Manual Override capabilities in case of communication problems.

**User selectable options for controlling the brew**

* User can select how many cups to brew.
* User can select what type of coffee to brew.
* User can select how strong he/she wants the brew to be.
* User selects when to start the brew.

**Machine is compact and easy to use**

* User interface is elegant and easy to use.
* Installation and setup is simple for a non tech-savvy person.
* Size of coffee machine fits in all kitchens and doesn’t hog the countertop.

**Machine doesn’t make user prepare brew**

* Autonomous coffee preparation done completely by the machine.
* Preparation based on the users specified parameters.