



First determine which touch points you want to test and then describe what you need for each touch point.

TOUCH POINT

ELEMENTS

Which parts do you want to test?

HOW

How do you want to execute (or have executed) the elements for the test? Describe or better yet make a sketch.

WHO

Who will execute this prototype?

PROPS

Which additional items do you need (table, chairs, etc.)?

PEOPLE

Which employees (roles) do you need to execute the test?

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