**Activity 3: User needs exam-style question**

# Introduction

1. Look at this 4-mark exam-style question. Working in pairs, annotate it by:
   1. identifying the command verb and explaining its meaning;
   2. finding any other key words and discussing how you might use these when answering the question.

Question

Peak Demand Estate Agents have launched a new smartphone app. They are reading the reviews and feedback received so far to help make improvements.

Explain two examples of how user needs should be considered when improving any digital product.

[4 marks]

1. Bullet point below the key points you think should be part of an answer to the question.

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