

| Pain Point | Persona | Severity | Addressed by the Solution Approach | Identified an Alternative Solution |
|---|-------------|----------|------------------------------------|------------------------------------|
| Can't find test users viable for the scenarios they need | QA | High | x | |
| Spot checking a list of 200 users to find hopefully 1 that will work is tedious, frustrating, not effective | QA | High | x | |
| No required user attributes or connected systems documented | QA | High | x | |
| Sometimes there is no endpoint in staging so we can't test at all | QA | High | x | |
| Dependent services down a lot in staging so not possible to test | QA | High | x | |
| Possible ways to test super varied and not much info available about functionality or data of the options (harnesses vs prod endpoints) | QA | High | x | |
| Can't use the same user at the same time as someone else | QA | High | x | |
| Everybody is using the same account and if password gets reset, you're locked out | QA | High | x | |
| Lack of defined user scenarios leads to testing gaps | QA | High | | x |
| No one has robust user stories | QA | High | | x |
| Knowledge articles aren't current with state of website | Call center | High | | x |
| Emailing MVI and database admins is organic, based on whether you have established relationships already not possible for everyone. | QA | Medium | x | |
| Need to find someone who has a personal log in to help | Call center | Medium | x | |
| If you get an error, super hard to know if it's bc of a bug, a trait about that user that has changed, or a system being down. | QA | Medium | x | |
| Not knowing full dependencies makes things more complicated (hard to confirm integrations are working) | QA | Medium | x | |
| Don't know who else uses the subsystems we use? | QA | Medium | x | |
| If you need custom data across multiple databases, it's herding cats and takes forever | QA | Medium | x | |
| Some (MHV) test users get reset with new passwords every day | QA | Medium | x | |
| Real challenge to figure out all the different user flows | QA | Medium | | x |
| It would be easier if rep could see user's screen instead of logging in and replicating | Call center | Medium | | x |
| Who is responsible for writing How-to content? (upload to claim) | Call center | Medium | | x |
| Can only log in to tool if you are a vet yourself | Call center | Medium | | |
| No standardized document for sharing results | QA | Medium | | |
| Need to report out QA status, but what does that look like? | QA | Medium | | |
| Hard to get Product Owner (VA) to follow VSP launch process (iterative releases are hard to grasp along with tight timelines) | QA | Medium | | |
| How to report on quality given the context of daily builds (1-day scope) | QA | Medium | | |

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|--|-------------|-----|---|--|
| Can't run iOS simulators on non-Mac machines | QA | Low | | |
| No standard way to test across virtual devices | QA | Low | | |
| Multi-tasking (listening, transcribing, thinking about answer) | Call center | Low | | |
| Sometimes hard to decipher what the user is trying to explain | Call center | Low | | |
| QA team members not involved in user story creation from inception | QA | Low | | |
| Not always time allowed to fully flesh out user stories | QA | Low | | |
| staging isn't provisioned the same as production - not a huge problem for QA though, more for load testing | QA | Low | | |
| Not able to test on actual devices - uses online simulator | QA | Low | | |
| Testing on virtual devices only isn't ideal | QA | Low | | |
| Currently test account availability is not a thing b/c people don't update the table. | FE | Low | x | |
| usually just picks users from knowledge and experience | MULTIPLE | Low | x | |