

Pain Point	Persona	Priority	Improved by the Recommended Solution	Identified an Alternative Solution
Knowledge articles aren't current with state of website	Call center	High		X
It would be easier if rep could see user's screen instead of logging in and replicating	Call center	High		
No required user attributes or connected systems documented	QA	High	X	
No test users viable for the scenarios they need	QA	High	X	
Lack of defined user scenarios leads to testing gaps	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	
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	
Can only log in to tool if you are a vet yourself	Call center	Medium		
Who is responsible for writing How-to content? (upload to claim)	Call center	Medium		X
Need to find someone who has a personal log in to help	Call center	Medium	X	
No one has robust user stories	QA	Medium		X
Don't know who else uses the subsystems we use?	QA	Medium	X	
Possible ways to test super varied and not much info available about functionality or data of the options (harnesses vs prod endpoints)	QA	Medium	X	
Real challenge to figure out all the different user flows	QA	Medium		X
Spot checking a list of 100 users to find hopefully 1 that will work is tedious, frustrating, not effective	QA	Medium	X	
Emailing MVI and database admins is organic, based on whether you have established relationships already not possible for everyone.	QA	Medium	X	
If you need custom data across multiple databases, it's herding cats and takes forever	QA	Medium	X	
Not knowing full dependencies makes things more complicated (hard to confirm integrations are working)	QA	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	
Can't run iOS simulators on non-Mac machines	QA	Medium		
No standard way to test across virtual devices	QA	Medium		
Some (MHV) test users get reset with new passwords every day	QA	Medium	X	
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		
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	