**User Stories**

* User stories play an important role in Agile methodologies, serving as the smallest unit of work and showing the end goals from the user's understanding.
* They are a tool to focus on technical requirements and the needs of the end-users, making them an essential tool in product development.
* We can always rewrite or change user stories according to the needs until the goals are met.
* It facilitates communication between the development team and stakeholders or clients.
* They help to ensure everyone has a clear, shared understanding of what goals are to be achieved.
* These are designed User stories to be simple and to the point, going through non-technical language to express what the user wants in plain and language.
* User stories are flexible. They can be rewritten or split into smaller stories as needed, enabling the team to adapt to changes quickly.

**Format**

As a < user >

I want to < perform an action >

So that < I expect…. >

here, < user > is the end-user or the role of the user in the application software.

< perform an action > is the action the user is performing/wants to perform on the application software.

< I expect…. > is outcome, desired value, the user expects out of the action performed.

Few examples includes:

(i)As an Admin of the software, I want to access all records so that I can make changes to customer data.

(ii)As a Sales Professional, I want to generate reports so that I can take a decision on the marketing strategy for the upcoming quarter.

(iii)As a Banking Customer, I want to Login to Net banking so that I can view credit card details.

Types of User Stories:

(i)Functional User Stories:-

Normally, a user story is written based on the functional aspects of the application software, while focusing on the user and the value of the functionality provided to the user.

Functional stories concentrate on the product features which the customer will be testing at the end of an iteration based on the acceptance criteria defined for the story.

(ii)Technical User Stories: -

Technical stories are written to be able to support the functional stories.

It could be related to any addition/modification that may be required to support the functional story, maintaining codes, addressing errors and bugs & any research or design required.

**Epics**

* An epic is a body of work that can be broken down into specific tasks (called user stories) based on the needs/requests of customers/stakeholders or end-users.
* Epics are a helpful way to organize our work and to create a hierarchy. Epics help teams break their work down, while continuing to work towards a bigger goal in an efficient way.

Acceptance Criteria for user stories

It refer to a set of predefined requirements that must be met to mark a user story complete. Acceptance criteria are also sometimes called the “definition of done” because they determine the scope and requirements that must be executed by developers to consider the user story finished.

Point to be taken care of in acceptance criteria:

(i)Acceptance criteria should be testable.

(ii)It should be clear & to the point.

(iii)Everyone must understand the acceptance criteria.

(iv)It should provide user perspective.

INVEST in user stories

This is an acronym for a set of attributes or criteria that helps us to assess the quality of the user story. If any of the attributes falls short in a story, it means that the team may want to consider rewriting the user story.

**1. Independent:** User stories should be independent of other stories. There should be no overlap between them. They can however follow one after the other in a sequence, in a way that makes it easy to schedule and implement them.

**2. Negotiable:** The story should not be written in so much detail that it becomes a requirement document. If it is in too much detail, it does not give an opportunity for the dev team to have any conversation with the product owner or the business. The story should be written with just enough detail so that it paves the way to open discussions with the product owner or business, and helps to elicit details or come up with creative solutions.

**3. Valuable:**The story should be valuable to the customer. It should clearly state why we are doing this? How is it going to produce value to the customer? What value will the customer realize by implementing this story?

**4. Estimable:** The user stories should have sufficient detail for the dev team to understand and estimate them. The conversation in 3 C’s helps the team to uncover the details with the product owner and stakeholders, so that they can size the story. If the story is too big and not sizeable, then the story should be refined or decomposed further.

**5. Small:** Good user stories should be small. This does not refer to the size or number of words written in a story. A small story is of the right length so that the implementation team can complete the story within an iteration. It should be small enough that the story is “fully delivered” during an iteration.

**6. Testable:** A good user story should be testable in order to be “Done”. This is supported by the “Confirmation” in 3 C’s where the team comes up with acceptance criteria for every story after the detailed conversation with the stakeholders.  
The customer should be clear about what he should test during the review. If he is not clear, then the story is not good enough to be implemented.

**E-commerce Website**

Log-in

1. As a user, i want to have an option to stay logged in, so that I don't have to enter my credentials everytime.
2. As a user, i want to have a forgot password option, so that i can regain access in case i forget my password.
3. As a user, i want to have an error message window when incorrect login credentials, so that i know when my login attempt has failed.

Registration

1. As a new user, I want to choose a unique username, so that i can personalize my credentials.
2. As a new user, I want to provide my basic information such as Date of Birth, so that i can personalize my profile.
3. As a new user, I want to provide a strong password, so that i can personalize my credentials.

Homepage

1. As a user, i want a search bar on the top of the page, so that i can directly search for required product instead of browsing through catalogue.
2. As a user, i want a filter option on search bar, so that i can filter my search based on my requirement.
3. As a user, i want a ribbon tab just below search bar based on discounts, so that i can check what discounted deals are available.

Order tab

1. As a user, i want to have a order status option, so that i can check my order status.
2. As a user, i want to have a delivery person information option, so that i can check his name and contact details.
3. As a user, i want to have a previous order option, so that i can see what i have ordered previously and can reorder if i want.