4-3 Journal: Tester

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CS-250

As the product tester for the SNHU Travel website, I found that going through the feedback from the user stories and evaluating their requests is the most rewarding part of my job. The elements of the user stories that were most helpful are the ones that suggest a new way of looking at a feature that our team had not yet considered. Specifically, the hot deals feature that is in userstory2 provides a completely new way to interact with our customers. This sort of inspiration can trickle into other parts of the project that were not previously considered. The thing that is usually missing from user stories is how to implement this new feature or how does it coincide with the rest of the site. It is simple enough to request a personalized top destinations list, but how is that implemented. What kind of algorithms need to be in place to ensure the accuracy of the list? Often time a user story has a solid concept, but lacks detail and detail is critical to building a new feature correctly. Certainly, getting this information though an email would be the simplest way of doing things. In this, the email would need to be personal and enthusiastic.

Dear User,

Thank you for taking the time to review our product and giving us great feedback on what we can improve on. Your thoughts have been instrumental in our development process. We would like to implement your feedback but require some more details. We would love to continue this discussion, so please let us know a convenient day and time for you!