Scenario:

1. Assume you are a part of engineering team that is building a loyalty app for a large retailer. You are in meeting in which the following stories are being discussed by the product owner and engineering team:

a. As a customer, I want to enroll in the loyalty program.
b. As a program participant, I want to check my balance of reward points.
c. As a program participant, I want to redeem some of my points for a reward.

Describe how you might participate in this meeting to ensure that the development work for these stories can be demonstrated to the product owner. What are your areas of concern? How would you address them? Write test cases for any one of the stories mentioned. Provide your answers as a PDF.

Since, this discussion will be on level of Scrum:

For quality assured product to be delivered, my **area of concerns** would be around:

1. Loyalty Program **launch and expiration dates**
2. Tackling of customers, who enrolled before the tenure: **Loyalty Tenure Eligibility**
3. **Eligibility Criteria** to receive, Loyalty
4. What if we have multiple loyalty program/codes launched, **Loyalty prioritization criteria**
5. **Methods of Enrollments**: Systematic, Forceful, Migration. (Either combinations or, all of these)
6. **Promo/Loyalty Codes** UI & Backend enhancements
7. **Verification** of customers who received loyalty _ Kind of **memo**
8. **Grace Period** for legacy customers, who could not make to enrollments need to be considered, for reception
9. Methods in terms of privileges, **redemption of reward points**
10. If a customer has somehow violated any minimum eligibility criteria, how business wants to handle the **unenrollment** process following the legal constraints of a geography
11. **Balance enquiry portal specifications** in terms of information to be passed from backend to frontend both for CSR's and customers.

 # Designing of test cases as a customer to be enrolled in a loyalty program (a case):

a. Positive Flows:

1. TC_1_Create Customers within valid Loyalty program tenure_ Customer Creation Validation

2. TC_2_Enroll created customers to loyalty Progarm_Application of Promo Code

3. TC_3_Validate whether Promo (loyalty) got applied or, Not

4. TC_4_Mathematical Verification for discounted or, enhanced value if Loyalty offers redemption/addition from main balance while using base account balance

5. TC_5_Reflection in main balance if, addition or, negation

6. TC_6_Validation of account in terms of bifurcation of Loyalty balance and main account balance

b. Compatibility / Negative Flows:

7. TC_1_Create Customers within invalid Loyalty program tenure_ Customer Creation Validation

8. TC_2_Enroll created customers to loyalty Progarm_Application of Promo Code

9. TC_3_Customers should not be enrolled to loyalty

10. TC_4_ Create Customers within valid Loyalty program tenure_ Customer Creation Validation

11. TC_5_Enroll created customers to invalid loyalty Promo(Program)_ Wrong Application of Promo Code

12. TC_6_Customer should not be enrolled to loyalty since wrong code applied

c.   Regression Flows:

13. TC_1_Create Customers on regular base not loyalty offers tenure_ Customer Creation Validation

14. TC_2_Enroll created customers to loyalty Progarm_Application of Promo Code

15. TC_3_Customers should not be enrolled to loyalty

16. TC_4_Although Customer do not have any points to redeem but should be eligible for normal flows

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Hope it helps ☺