

Journal 4

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Product Tester Reflection Journal: Developing Test Cases for Travel Booking Software

When developing initial test cases for the travel booking software, the most helpful elements of the user stories were:

1. **User Role:** Understanding who the feature is for (e.g., frequent traveler, cruise enthusiast, budget-conscious traveler) helped in considering different user perspectives and potential edge cases.
2. **Desired Outcome:** The clear statement of what the user wants to achieve provided a focal point for test case design, ensuring that the main functionality was thoroughly examined.
3. **Acceptance Criteria:** These specific conditions served as a starting point for test cases, offering concrete scenarios to verify.
4. **Value Statement:** Understanding why the feature is important to the user helped in prioritizing test cases and considering the feature's impact on the overall user experience.

Importance of Communication with the Product Owner

Communication between the tester and the Product Owner is crucial during test case development. The Product Owner can be helpful in several ways:

1. Clarifying ambiguities in user stories
2. Providing additional context about user needs and expectations
3. Helping prioritize test scenarios based on business value
4. Offering insights into edge cases or specific user behaviors

Effective communication ensures that test cases align with the product vision and user needs, reducing the risk of misinterpretation and wasted effort.

Missing Elements from User Stories

Some elements that would have been helpful if included in the user stories are:

1. Specific examples of expected behavior
2. Performance expectations (e.g., load times, number of results)
3. Integration points with other features or systems
4. Potential error scenarios and expected handling

Obtaining Additional Information

To get this additional information, I would:

1. Schedule a meeting with the Product Owner to discuss the user stories in detail
2. Request access to any available user research or analytics
3. Propose a collaborative session with developers and designers to discuss technical constraints and UI/UX considerations
4. Ask to observe or participate in user testing sessions, if available

Sample Email to Product Owner

To: Christy (Product Owner) Subject: Clarification Needed for Test Case Development - Travel

Booking Software

Dear Christy,

I hope this email finds you well. As we move forward with developing test cases for our travel booking software, I've identified some areas where additional information would be extremely helpful in ensuring comprehensive test coverage.

Specifically, I'm seeking clarification on the following points:

1. For the "Customized Top Destinations" feature (User Story 2):
 - Are there specific criteria for how the system should analyze user travel history?
 - What is the expected update frequency for the personalized list?
2. Regarding the "Cruise Preference Setting" (User Story 3):
 - Are there any limitations on the number of preferences a user can set?
 - How should conflicts between preferences be handled (e.g., if preferred destinations don't align with preferred cruise lines)?
3. For the "Price-Based Destination Filtering" (User Story 4):
 - What specific costs should be included in the "estimated total cost"?
 - Are there any performance expectations for how quickly the list should update when adjusting the price filter?

Your insights on these points will greatly assist in creating more accurate and comprehensive test cases. Additionally, if there are any user research findings or analytics that could provide context about user behavior or expectations, that information would be invaluable.

I'm happy to discuss these points further in person if that would be more convenient. Thank you for your time and assistance.

Best regards,

Ifeoluwa Adewoyin

Quality Assurance Tester

References

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