

## **Creating a user story with chatGPT:**

Customer case:

As a customer, I can log in to the online store's website and after logging in, I can edit my contact details and payment details.

ChatGPT query:

I have this user story: "As a customer, I want to be able to log in to the store website and be able to edit my contact information," and I want to re-present it in a "how" or "then" format to format and add use cases or industry best practices. Finally, add acceptance criteria. Also suggest negative scenarios for this story. Suggest non-functional aspects.

chatGPT response:

Of course, here's the user story presented in a "how" and "then" format, with use cases and industry best practices added:

As a customer, I want to be able to log in to the store's website and be able to edit my contact details.

How:

1. How the customer:

- o I go to the store's website.

2. As a user logged in:

- o I click on "Log in" and enter my login details.

3. How does a user who wants to edit contact information:

- o I go to the account section or user panel.

4. As a user in the user panel:

- o I find the "Edit contact details" or similar option.

5. How does a user make changes:

- o I am entering new information such as email address, phone number, etc.

Then:

1. Then the system confirms the changes:

- o The system displays confirmation that the contact details have been successfully updated.

2. Then the system informs about errors:

- o If something went wrong (e.g. incorrect email address format), the system should display an error message.

3. Then the user can check the change history:

- o The system should store a history of changes to contact details so that the user can track the modifications made.

Use cases:

1. Registration of a new account:

- o If a user does not have an account, they should be able to register easily.

2. Password reminder:

- o If a user forgets their password, they should be able to use the reminder option to reset their password.

3. Data protection:

- o User data should be stored and transmitted securely (e.g. via HTTPS), ensuring customer privacy.

Industry best practices:

1. Usability:

- o The user interface should be intuitive, providing easy access to data editing functions.

2. Password security:

- o Require strong passwords and use security mechanisms such as two-factor authentication.

3. Email Notifications:

- o Notify the user by email of any change in contact information for authentication purposes.

4. Compliance with data protection regulations:

- o Make sure that the data recording and processing system complies with applicable privacy regulations, such as GDPR.

Implementing these elements will provide the user with a safe and convenient experience in managing contact details on the store's website.

### Acceptance Criteria:

1. Correctness of changes:

- o The user's contact details are updated in accordance with the changes made.

2. Success message:

- o The system displays a clear message confirming successful data updating.

3. Error handling:

- o The system correctly identifies and communicates errors in the event of incorrect data entered by the user.

#### 4. Change history:

- o The system allows the user to view the history of changes made to contact details.

#### 5. Security:

- o All operations, including data transfer and storage, are secured to protect customer privacy.

#### 6. Compliance with regulations:

- o The system meets all applicable regulations regarding the protection of personal data.

### Here are some potential negative scenarios for this story:

#### 1. Errors when updating data:

- o Scenario: You try to update your contact information, but the system displays an unclear error message, making it impossible to accurately diagnose the problem.

- o Cause: Error in system code or incorrect data validation.

#### 2. No confirmation of changes:

- o Scenario: Despite successfully updating the data, the user does not receive confirmation, which makes him unsure whether the changes have been saved.

- o Cause: Problem with the system for sending notifications or communicating with the database.

#### 3. Data Loss:

- o Scenario: While updating contact details, the system crashes, leading to the loss of changes made by the user.

- o Cause: Hardware failure, backup problem or database problem.

#### 4. Hacker attack:

- o Scenario: A malicious hacker gains access to a user's account and makes an unauthorized change to contact information.

- o Cause: Poor security, phishing attack, outdated software.

#### 5. Problems accessing your account:

- o Scenario: The user forgets the password and the access recovery procedure does not work correctly.

- o Cause: Incorrect recovery data, problems with the email server for sending password reset links