1. Only writable users...  
   a. How do you determine a user as a writable user \* -

The specification never mentioned whether it’s a security role or business rule. If it’s a business rule then its more important to know the rules to determine the user is a writable user.

b. what other types of users are there  
c. is there a user type that overrides writable user and if so should they be having the same privileges as a writable user while editing the profile  
d. is there a scenario/situation when a writable user should not be allowed to update their profile

1. As a user I can only edit my own profile  
   a. what information should I be allowed to edit in my profile  
   b. can I be allowed to view other profiles \*

The specification ‘only edit my profile’ triggers the question whether the user can view other profile and how to access it.  
c. if so, why, how and what kind of information can I view of others

1. As a CSR I can edit any user  
   a. Am I allowed to login using the same credentials as a CSR and a USER, if I am also a USER. If so, what determines if I am logging in as a CSR VS a USER. \*

The specification did not mention any rule on how to differentiate between CSR and a User. The answer to this question drives the business logic. The developer can not make assumption on the business logic.   
b. As a CSR can I update my own profile  
c. If I use the same credentials and can update my own profile as a CSR but I am not a writable user, how does this work  
d. As a CSR is there a situation when I wont be allowed/able to update any user

e. How do you access the other profile.

1. Edit Profile...  
   a. Same behavior of change password - where is this defined \*

The behavior is never defined in the specification.

b. Should there be any deviation in the behavior for any reasons  
c. As a CSR should I be allowed to view and update the password for any user   
d. Where is the password reset link in the mockup

The questions that I want to ask the product owner /BA before they leave for the vacation are marked with \* and the justifications are below the question.