**Product Owner**

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CS-250-T5472 Software Development Lifecycle

Jimmy Farley

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**Tester**

User stories are an extremely crucial part of any development team’s initial test cases, as they help provide a general understanding of how the end users feel about a product. The elements that impact development the most from point of view, are the scenarios, which helps us understand the various ways that the web application can be used, as well as what features the user felt would ultimately help improve the daily use of the product.

Another element that is of equal importance would be making sure that conditions are met that adequately meet expectations of the end user. Without user stories, we would have to essentially imagine what we assume the users would like, and for the most part, that ends up being disastrous.

A missing element that I would have preferred to have been included, would have been if the user stories included the specific time and date of each story. This small but significant detail would make a world of difference, as it would help us better understand the times in which people feel the most comfortable using the web application, as it would have helped us ultimately cater the application to fit this time better.

Acquiring this additional information will prove to be a bit of a challenge, as most people would not be able to immediately recall the exact moment the user interacted with the web application. They might remember the device, and the day, but as far as the specific time, that would require engaging the users in proper conversations to narrow down a specific time in which the application was utilized.

**Sample Email**

Dear Eric,

Thank you for your insightful breakdown of your experience with our web application. Your viewpoint greatly aided us in fine tuning the website to better fit your needs and create a pleasant experience for you with every interaction on our site.

While the user story you provided was useful, I did notice a detail missing that I was hoping to clarify with you. I would like to get a better understanding of the time and day of when you first used our application if possible.

I am aware that it has been a few days since you first tested the website, but I do hope that you are able to assist us in creating the ultimate travel site, and please provide the moments in which you interacted with our web application.

Your cooperation is greatly appreciated, and it will ultimately help us design a more robust and more effective web application for you and everyone else.

I greatly look forward to your response.

Sincerely,

Michael

Tester at SNHU Travel