

## **Tasks Defined As User Stories**

**\*\*Customer\*\*:** Hi, I'm having some trouble with the report feature on your platform. I was trying to get a list of the top 10 populated cities in South America, but nothing shows up.  
Could you help me out?

**\*\*Admin\*\*:** Hello! Thank you for bringing this to our attention. Just to clarify, you're looking for a report that lists the top 10 most populated cities in South America, but the results aren't displaying as expected, correct?

**\*\*Customer\*\*:** Yes, exactly. I followed all the steps for generating the report, but the page just refreshes without any data. I'm not sure if I'm missing something.

**\*\*Admin\*\*:** I appreciate the details. It sounds like there might be a glitch in our query or the data retrieval process for that specific report. Rest assured, we take such issues seriously and will investigate promptly.

**\*\*Customer\*\*:** That's a relief to hear. I really need this report for a project I'm working on. How long do you think it will take to resolve?

**\*\*Admin\*\*:** We'll start looking into it right away. While I can't give an exact timeframe at this moment, our team will prioritize this issue. I'll personally keep you updated on our progress.

**\*\*Customer\*\*:** Thank you for your help and for looking into this so quickly. Should I try anything else in the meantime?

**\*\*Admin\*\*:** For now, there's no action required on your part. We'll handle the technical investigation. I'll reach out as soon as we have an update or if we need further information from you.

