Journal 4 Tester

When developing initial test cases for travel booking software, there were several elements of the user stories particularly helpful were the acceptance criteria, specific user roles, clear functionality descriptions, and business value statement. These elements provided clear guidelines on what the software should achieve and how users are expected to interact with it. The acceptance criteria help provide clear conditions that have to be met for the feature to be able to be considered complete; these are direct inputs for positive test cases. For specific user roles that need to be able to understand whether a feature is intended for travelers, travel agents, or administrators, this helped me reflect realistic user behaviors and permissions.

Communication between the tester and the Product Owner is critical during the development of test cases for several reasons: They can clarify ambiguous requirements before time is wasted developing incorrect test cases. Provide business context that helps prioritize testing efforts. Validate whether the edge cases identified are worth testing or are outside the intended scope. They can serve as the bridge between stakeholders' expectations and the testing team.

The Product Owner can be helpful by clarifying the relative importance of different features to guide testing depth, provide additional context, and ensure that the test cases align with the intended functionality and user experience. Their insights can help in refining the test cases to cover all necessary scenarios.

What was missing from the user stories that would have been helpful: Boundary conditions and constraints, Error handling expectations, data requirements, performance expectations, and integration points. These details are crucial for comprehensive testing but were not always explicitly mentioned in the user stories. To obtain this missing information, I would:

1. Schedule a requirements refinement session with the Product Owner
2. Create a standardized template for missing information to ensure consistency
3. Develop and share draft test cases early to identify gaps
4. Request access to business analysts or subject matter experts when needed
5. Propose reasonable assumptions and ask for validation

Sample Email:

Subject: Request for Additional Information on User Stories

Dear [Product Owner's Name],

I hope this message finds you well. I'm currently developing test cases for the hotel search feature (User Story #101) and have identified several areas where additional information would help ensure our testing is comprehensive and aligned with business expectations.

Specifically, I need more information on the following:

1. Searching Parameters:
   * What are the min/max values for:
     + Number of travelers as in (adults/children)
     + Length of stay
     + booking period
   * Are there any location restrictions as countries/regions not supported?
2. Error Handling:
   * How should the system respond when no hotels match the search criteria provided?
   * What kind of error message should display if the search service is unavailable?
3. Performance Requirements:
   * What is the expected maximum response time for search results?
   * How many concurrent searches should the system support?
4. Filter Functionality:
   * Is there a limit to how many filters can be applied simultaneously?
   * Should filter selections persist between searches?

I've attached in this email my draft test cases to this email for your review. Your input will help me ensure our testing covers all critical scenarios and aligns with business expectations.

I'm available to discuss these items during tomorrow's standup, or if that does not align with your availability, we can schedule a separate 30-minute meeting at your convenience.

Thank you for your assistance.

Best regards, [Your Name]