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As a product tester for SNHU Travel, my role involves interpreting user stories to develop effective test cases. This reflection discusses the elements of user stories that aided in this process, the critical communication with the Product Owner, and what additional information was necessary to enhance the test cases.

The most helpful elements of user stories in developing initial test cases were the acceptance criteria and detailed descriptions of user interactions. Acceptance criteria provided clear, measurable conditions for the software to meet, ensuring that the test cases were aligned with the expected functionality. Detailed descriptions of user interactions helped in understanding the end-to-end process, allowing the creation of comprehensive test scenarios that covered various user actions.

Communication between the tester and the Product Owner (PO) is vital during the development of test cases. The PO provides insights into the user's needs and expectations, which are crucial for creating relevant and effective test cases. During this phase, the PO can clarify ambiguities in user stories, provide additional context, and ensure that the tester's interpretation aligns with the intended user experience.

While the user stories were generally comprehensive, they occasionally lacked detailed error handling scenarios and edge cases. Information on how the system should behave under unusual conditions or incorrect user inputs would have been beneficial. This information is critical for ensuring the robustness and reliability of the software.

To gather this additional information, direct communication with the PO is essential. This can be achieved through regular meetings, detailed discussions, and follow-up emails. Below is a sample email requesting the necessary information.

**Sample Email**

Subject: Re: User Story Clarifications

Good afternoon,

I have some follow up questions regarding the user stories. Please see the list below and respond at your earliest convenience.

**User Story One – Relevant suggestions**

1. How should we handle Relevant suggestions if there is no travel history?
2. If no user travel history or preferences exist, should we default to the most popular?

**User Story Two - Preferences**

1. When collecting user preferences, should also include questions if they want to stay domestic or travel international?

**User Story Three – Hot Deals**

1. What list should be shown if there are no current specials?
2. Should this list also have an option to filter by user preferences?

Thank you for your attention to these details. Let me know if you need any further information or have additional questions.

Best regards,  
Hiroshi Thomas