

## Product Tester Reflection

As the product tester for the travel booking software, my main responsibility was to interpret user stories and convert them into effective test cases. This role is critical in Agile because testing ensures that the software meets user expectations and functions correctly before release. Through this experience, I learned how important clear user stories and strong communication with the Product Owner are when developing meaningful test cases.

One of the most helpful elements of the user stories was the acceptance criteria. Acceptance criteria clearly defined what needed to happen for a feature to be considered complete. For example, when a user story stated that a traveler should be able to search for flights by date and destination, the acceptance criteria helped identify expected behaviors such as valid input handling, error messages for missing data, and correct search results. The user role and goal within the user stories were also helpful because they provided context, allowing me to think like an end user while designing test cases.

Communication between the product tester and the Product Owner is extremely important during test case development. The Product Owner helps clarify business requirements, user expectations, and priorities. Without this communication, testers may create test cases that miss important scenarios or test the wrong functionality. During this phase, the Product Owner can be helpful by explaining edge cases, confirming assumptions, and answering questions about how the feature should behave in unusual situations. Regular communication reduces misunderstandings and helps ensure the test cases align with the intended functionality.

One challenge I faced was that some user stories lacked detailed edge cases and non-functional requirements, such as performance expectations or how the system should respond

under heavy user traffic. In some cases, error handling was not clearly described, making it harder to design complete test cases. Information about browser compatibility or system constraints would also have been helpful.

To obtain this missing information, I would schedule a quick discussion with the Product Owner or ask clarifying questions during backlog refinement meetings. Reviewing past user feedback or similar features could also help fill in gaps. Direct communication is often the fastest and most effective way to gather the details needed to improve test coverage.

Subject: Clarification Needed for Test Case Development

Hello [Product Owner Name],

I hope you are doing well. As I continue developing test cases for the upcoming sprint, I would like to clarify a few details related to the flight search and booking user stories.

Specifically, I am looking for more information on how the system should handle edge cases, such as invalid search inputs, unavailable flights, and performance expectations during high traffic. Additionally, could you confirm if there are any browser compatibility requirements or specific error messages that users should see in these scenarios?

Having this information will help ensure the test cases fully align with user expectations and business requirements. Please let me know a good time to discuss or feel free to respond via email.

Thank you for your support.

Best regards,  
Jorge

## References

Beck, K., Grenning, J., Martin, R. C., Beedle, M., Highsmith, J., Mellor, S., ... Hunt, A. (2021). *Manifesto for Agile software development*. <https://agilemanifesto.org/>

Sommerville, I. (2020). *Software engineering* (10th ed.). Pearson Education.