# CS-250 4-3 Assignment: Tester

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As a Tester, to have the ability to ensure the quality of the software feels complete is important to deliver the product to the end user. During the testing process, it is necessary to find errors, bugs, wording verbiage or grammatical mistakes, and even test cases to improve UI flow. First a test plan is needed and design a test case based off user stories. User stories are important during the testing process. User Goals and Context is important as it helps understand the end users’ goals or how the feature will be used. Understanding the goals and context can help create real-world use cases and can help ensure the software behaves correctly that meets the users’ expectations. Detailed descriptions are another important part of a user story. It can give examples of what is to be expected and help clarify with the tester what is to be expected. If during the testing process, there are any questions that need to be clarified it is up to the Product Owner to answer and help define what is to be expected when testing the user cases.

When testing and creating test cases it is important to have communication with the Product Owner. The Product owner can play an important role in helping define requirements and ensure the team is on the right track, following testing guidelines, and ensuring user needs are met. For example, with clarifying what is needed the Product Owner can explain the reasoning behind a certain feature or user story. This can help better understand what is expected when testing the feature. Sometimes the users request may be vague or missing information. The Product owner can help clarify these issues and explain how the feature may behave. Product Owner can also help with prioritizing test cases if needed. If there is a more critical feature, then the team may require putting more effort into testing the feature over other parts of the software.

Reviewing the user stories client feedback would have helped with making quick changes to meet the clients’ needs. Understanding the expectations and requirements before testing from the client would help ensure that testing was done based on their expectations and not from how it was designed. For example, building out the feature it is important to have the customers needs in mind. If the feature is built out with little customer input more time may be required to fix the flow or how the feature functions. To address this, scheduled meetings with stakeholders and the Product Owner would be necessary to have constant communication and clarify the expectations. Email threads are important as well. It can help outline and provide additional information. Doing this can improve the quality of the test case process.

For my example email:

Hello,

I am currently working on test cases on the test stories that were provided yesterday during the product meeting. Going over the test stories, I had a few questions on them, and I am hoping you can help clarify.

1. For edge cases do we have any guidelines on what to expect when running these cases? For example, if a user is booking a reservation and the room is no longer available. Do we have any examples of what kind of messaging is expected or UI flow?
2. For error messages that are seen during testing. The current stories that were provided did not show any details on what to expect if a user runs into an error. For example, in my testing when clicking on the buy reservation button it gave me a generic warning message. This has been documented and added to the jira page for this project. Do we know what error messaging or invalid error messages are expected? Should the error messages be translated into other languages? Do we know which main language regions we will be supporting?
3. I understand we are still testing the software but has there been any performance testing or stress testing. Do we know what the maximum client numbers should be or expected? Currently I have been testing with three to five clients but would need feedback on what is expected with 100 to 1000 clients at a time. This can help better understand expected load times.

Please let me know if we have time to discuss this. I can schedule a Zoom meeting if needed.

Thank You,

Joshua Williamson

Software Development and Support

Citations

Max Rehkoph. User stories with examples and a template

https://www.atlassian.com/agile/project-management/user-stories

Mastering Communication: A Guide for Agile Product Owners

https://leadershiptribe.com/mastering-communication-a-guide-for-agile-product-owners/