

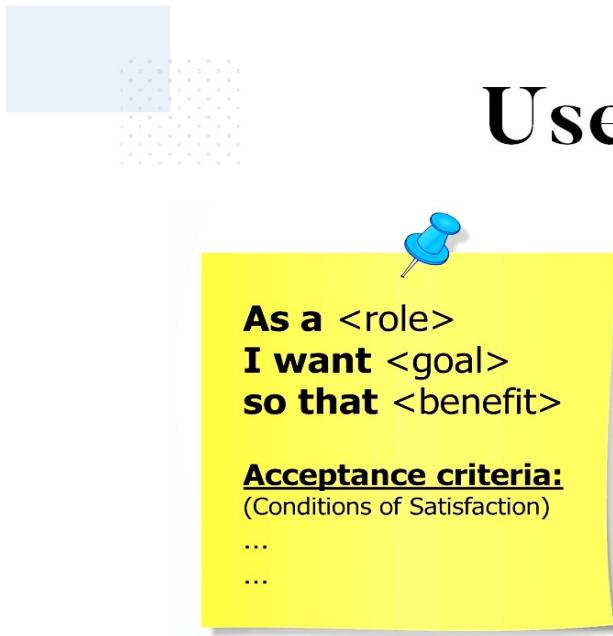
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# User Stories and Case Study with an Example: Sai Restaurant

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## ◆ 1. Introduction to User Story



**As an** Account Manager  
**I want** a sales report of my account to be sent to my inbox daily  
**So that** I can monitor the sales progress of my customer portfolio

**Acceptance criteria:**

1. The report is sent daily to my inbox
2. The report contains the following sales details: ...
3. The report is in csv format.

A User Story is the smallest functional unit in an Agile project.

It represents an informal, general description of a software feature written from the perspective of the end user.

It focuses on:

- **Who** wants the feature (user)
  - **What** they want (goal)
  - **Why** they want it (benefit)
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## ◆ **2. Purpose of a User Story**

- To capture user requirements in a simple, user-centric way.
- To ensure developers and stakeholders have a **shared understanding** of what needs to be built.
- To **deliver incremental value** to the customer through smaller, testable features.

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### ◆ 3. Format of a User Story (Gherkin Style)

A user story is commonly written using the **Gherkin format**:

**AS A [type of user]**

**I WANT TO [perform some action]**

**SO THAT I CAN [achieve some benefit]**

### ◆ Acceptance Criteria

Acceptance Criteria define the **rules, conditions, and boundaries** for the feature.

They help the team determine when a story is “**Done**” and accepted by the Product Owner or Customer.

#### Example:

- *User should be able to log in using valid credentials.*
- *System should show an error for invalid credentials.*

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## ◆ 5. Hierarchy of Agile Requirements

Level	Description	Example
Theme	Overall goal of the project	Sai Restaurant
Epic	Large body of work that can be broken into smaller stories	Sai Restaurant Mobile App
User Story	Smallest unit of work representing a single feature	Login, Logo, Product List
Task	Breakdown of a user story	Product List → Veg / Non-Veg
Sub-task	Further division of a task	Veg → Veg Biryani, Veg Kofta

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◆ **6. Work Breakdown Structure (WBS)-**

Breakdown of the project work into smaller portions- simpler tasks - WBS

**Case Study: Sai Restaurant Mobile App Features:**

1. Logo

2. Registration

3. Login / Logout

4. Product List

- Veg

    • Veg Biryani

    • Veg Kofta

- Non-Veg

    • Chicken Biryani

    • Fish Curry

5. Payment Methods (UPI, Credit Card, Debit Card, COD, Smart Card, Corporate Card)

6. Offers & Discounts

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## ◆ 7. User Stories for Sai Restaurant Mobile App (SRM)

### 1 Registration

**As a customer of SRM**

**I want to register in the app**

**So that I can create an account and access features**

**Acceptance Criteria:**

- User should be able to register successfully with required details.
  - System should validate mandatory fields.
  - Confirmation message should appear upon successful registration.
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### 2 Logo

**As a customer of SRM**

**I want to view the logo on the app home screen**

**So that I can identify the Sai Restaurant brand easily**

**Acceptance Criteria:**

- The logo should appear clearly on the app's main screen.
  - Logo should be properly sized and responsive.
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### **3 Login**

**As a customer of SRM**

**I want to log in to my account**

**So that I can access personalized services and order food**

**Acceptance Criteria:**

- User can log in with valid credentials.
  - Error message appears for invalid inputs.
  - Password should be encrypted.
- 

### **4 Logout**

**As a customer of SRM**

**I want to log out of my account**

**So that I can securely end my session**

**Acceptance Criteria:**

- User can successfully log out from the app.
  - Session should end and user should return to login screen.
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## **5 Product List**

**As a customer of SRM**

**I want to view the list of available food items**

**So that I can select items to order**

**Acceptance Criteria:**

- The app should display all available food items.
  - Items should be grouped under Veg and Non-Veg categories.
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## **6 Product List – Veg**

**As a customer of SRM**

**I want to view the list of vegetarian items**

**So that I can choose from veg options**

**Acceptance Criteria:**

- Veg items should be displayed under the Veg category.
  - Each item should show price, description, and “Add to Cart” option.
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## **7 Product List – Veg Biryani**

**As a customer of SRM**

**I want to view Veg Biryani under the Veg category  
So that I can check details and place an order**

**Acceptance Criteria:**

- Veg Biryani details (name, price, image, ingredients) must be visible.
  - User can add Veg Biryani to the cart and proceed to payment.
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## **8 Payment Methods**

**a. UPI**

**As a customer of SRM**

**I want to pay through UPI**

**So that I can make quick and secure payments**

### **Acceptance Criteria:**

- App should integrate UPI payment gateway.
  - Confirmation message after successful payment.
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### **b. Debit Card**

**As a customer of SRM**

**I want to pay using my debit card**

**So that I can complete payment easily**

### **Acceptance Criteria:**

- System should accept valid debit card details.
  - Payment should process securely via gateway.
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### **c. Credit Card**

**As a customer of SRM**

**I want to pay using a credit card**

**So that I can purchase items even without available balance**

### **Acceptance Criteria:**

- System should support major credit cards.
  - Confirmation message after payment success.
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#### **d. Cash on Delivery (COD)**

**As a customer of SRM**

**I want to select “Cash on Delivery”**

**So that I can pay after receiving the order**

**Acceptance Criteria:**

- COD should be available as a payment option.
  - Confirmation message should show “Payment to be made at delivery.”
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#### **e. Smart Card / Corporate Card**

**As a corporate customer of SRM**

**I want to use a corporate or smart card**

**So that I can pay through my company account**

**Acceptance Criteria:**

- System should allow secure payment using smart or corporate cards.

## ◆ 8. Benefits of Using User Stories

- Keeps requirements **simple and clear**
  - Focuses on **user value** rather than technical tasks
  - Enhances **collaboration** between stakeholders and developers
  - Allows **incremental delivery** through small, testable features
  - Supports **Agile adaptability** — changes can be easily managed
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## ◆ 9. Example: From Epic to Subtask

**Level**      **Example from SRM Project**

**Theme**      Sai Restaurant

**Epic**      Sai Restaurant Mobile App

**User Story Product List**

**Task**      Veg Item List

## **Level      Example from SRM Project**

**Sub-Task** Veg Biryani, Veg Kofta

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### **◆ 10. Summary Table of User Stories**

<b>Feature</b>	<b>Gherkin User Story</b>	<b>Acceptance Criteria</b>
Registration	As a customer, I want to register...	User registered successfully
Logo	As a customer, I want to view logo...	Logo visible
Login	As a customer, I want to log in...	Successful login
Logout	As a customer, I want to log out...	Session ended
Product List	As a customer, I want to view products...	Menu visible

Feature	Gherkin User Story	Acceptance Criteria
Veg Items	As a customer, I want to view veg...	Veg list viewable
Veg Biryani	As a customer, I want to view veg biryani...	Can view & order
Payment Methods	As a customer, I want to pay via options...	All modes functional

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## Conclusion

User Stories are the **foundation of Agile project delivery.**

They help the Business Analyst express requirements in **user language**, ensure **testability** through acceptance criteria, and enable the team to deliver value **incrementally and iteratively**.

The *Sai Restaurant Mobile App* is a practical example demonstrating how a BA translates high-

**level requirements into detailed, structured user stories aligned with Agile best practices.**

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