A user story is a concise, informal description of a feature or functionality from the perspective of an end-user. It is typically written in non-technical language and follows a specific format known as the "As a [user role], I want [goal/desire], so that [benefit/value]."

Here's an example of a user story:

**User Story:** As a customer, I want to be able to track the delivery status of my order in real-time so that I can plan my schedule accordingly and know when to expect the package.

In this user story:

* **User Role:** Customer
* **Goal/Desire:** To track the delivery status of an order in real-time.
* **Benefit/Value:** To plan the schedule accordingly and know when to expect the package.

User stories are typically written on index cards or in digital tools and are used by agile teams as a means of capturing and prioritizing requirements. They serve as a starting point for discussions between stakeholders, including product owners, developers, and testers, to ensure that everyone has a shared understanding of what needs to be built and why. Additionally, user stories help to break down complex features into smaller, manageable units of work, making it easier to prioritize and deliver value incrementally.

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