

User Story Template

User Stories

- A brief explanation of a *business* capability to be provided by the system from a user's viewpoint.
- Should be fairly narrowly defined--can describe in one or two paragraphs.
- Guidelines:
 - Title is a short verb-noun phrase
 - Description is one to two paragraphs in length
 - Business Value [essential!] summarizes the business value expected from the implementation

User Story:

Description:

Business Value (Measure of success):

Creator:

Priority:

Related Stories:

User Story: Provide access to technical subject matter experts

Description:

Provide a convenient means to connect real-time with technical subject matter experts when helping customers troubleshoot their internet connections.

Business Value (Measure of success):

Getting connected to the right subject matter expert can save hours of time and help maintain customer satisfaction.

Creator: Bob Jones **Priority:** 1 **Related Stories:** E-mail of on-line help.

User Story Session – What to Expect

- Create stories with a homogeneous set of customers (i.e., a single customer group)
- Review user stories with the entire group
 - Creators read user stories aloud
 - Combine user stories and remove duplicate user stories
- Organize and group user stories
- Prioritize user stories
- Drill down into highest priority user stories (time permitting)