

CRAFTING GREAT USER STORIES



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What is a User Story?

A user story describes a feature from the customer's point of view



Format

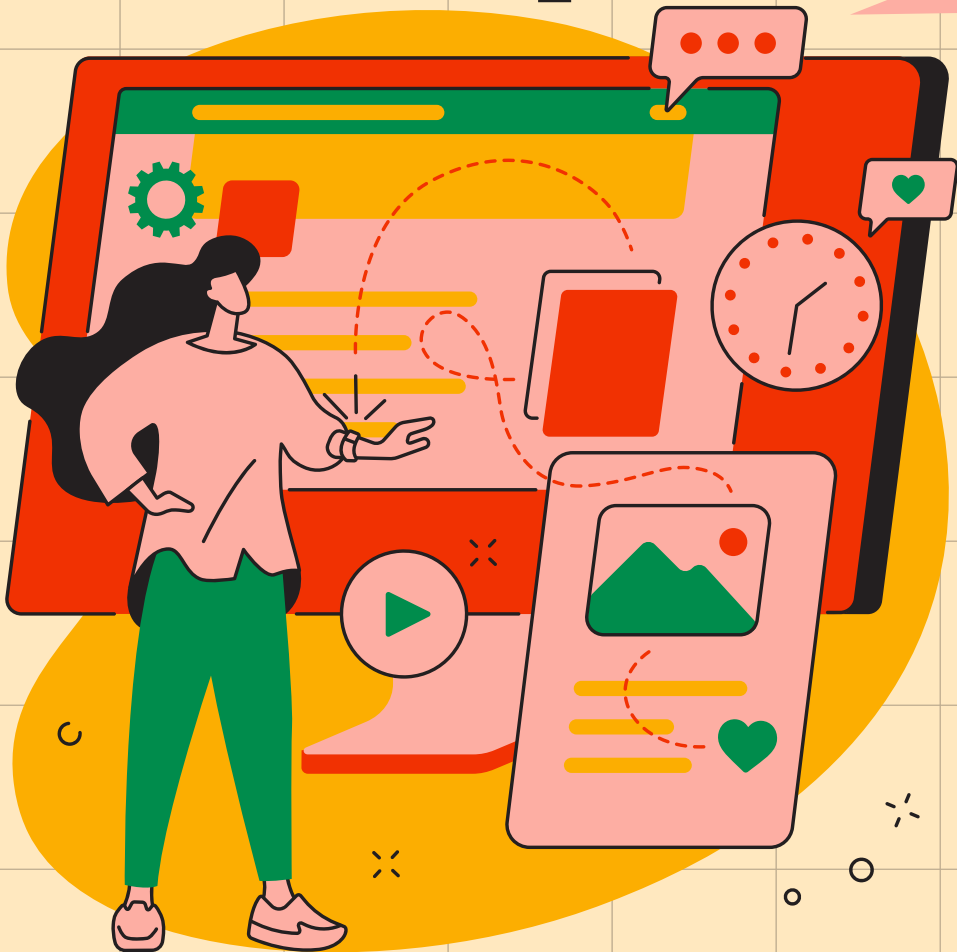
As a [type of user],
I want to [do something],
so that [benefit/value]

Example

As an online shopper,
I want to track my order online
so that I can see estimated
delivery times

Use INVEST Principles

The building blocks
of a high-quality
user story



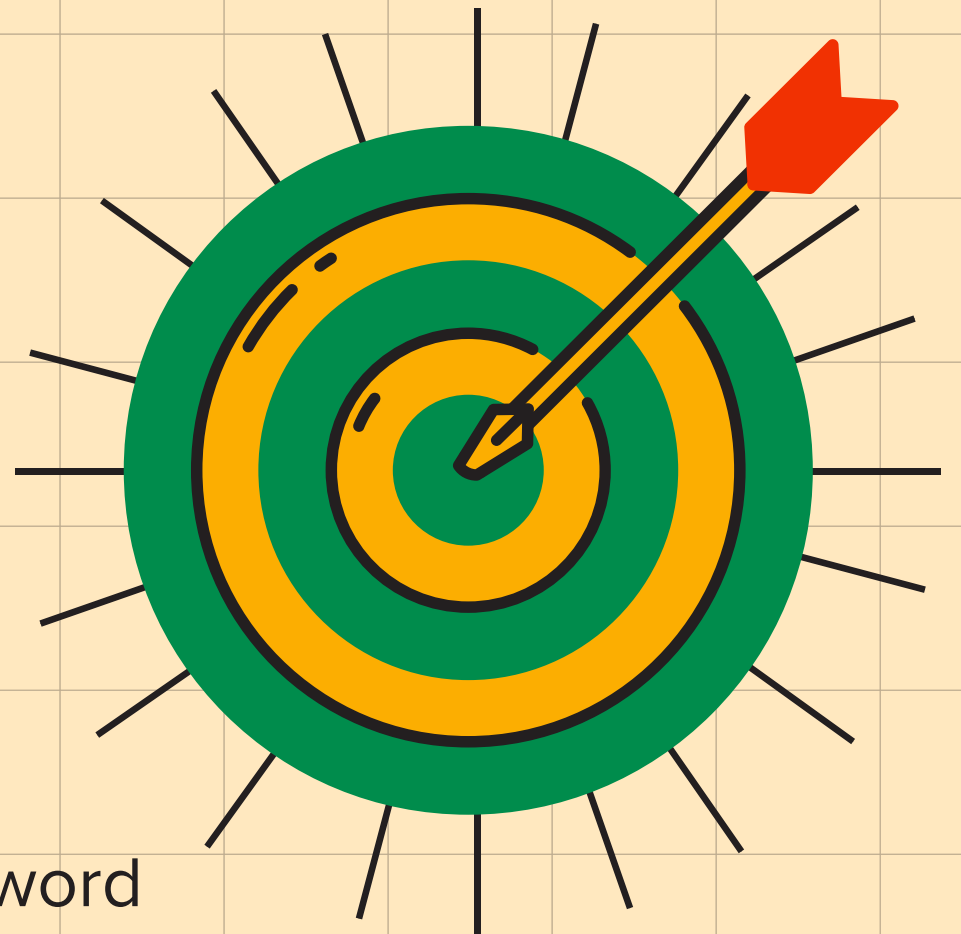
INVEST

I	Independent	Deliverable on its own
N	Negotiable	Collaborate, not dictate
V	Valuable	Useful to the customer
E	Estimable	Small enough to estimate
S	Small	Fits within a sprint
T	Testable	Has clear acceptance criteria

Add Acceptance Criteria

Acceptance Criteria are specific, testable conditions that a user story must meet to be considered complete.

They clarify expectations, guide development, and ensure quality.



Style Option 1: Checklist

Example:

- Must allow login with username/password
- Must show orders in reverse-chronological order
- Must display delivery date for each order

Style Option 2: Given / When / Then (Behavior-Driven)

Example:

Given a customer is logged in,

When they click “Order History,”

Then they see a list of past orders from the last 30 days.

Crafting Acceptance Criteria

- 🎯 Be specific and measurable
- 🎯 Cover both functional and edge-case behavior
- 🎯 Avoid technical jargon
- 🎯 Align with business and customer needs
- 🎯 Make testable (by QA and dev)
- 🎯 Aim for 3–6 criteria per story

📢 Pro Tip: Think like a tester



Make Stories Shine



- Use **real user roles** - not “the system”
- Focus on **customer value**, not just technical details
- Tie each story to a **business goal**
- Include clear, testable **acceptance criteria**
- Keep it small - **one story, one outcome**
- Effort < 1 sprint [so it fits into a sprint]
- Describe what the user needs, **not how to build it**

