

"BUSINESS" USE CASE, OR USER STORY (AGILE PROGRAMMING)

Story describing how user would typically use the system.

Example (airport check in system):

- Client goes to check in and will present his/her passport and airline tickets.
- Attendant will ask them how many pieces of luggage they have and whether they have packed their own suitcase.
- Client will put the luggage on the scale and attendant will tag it.
- If oversized luggage...
- If luggage is too heavy...

SCENARIO (USABILITY TESTING)

Specific story which describes a specific interaction with the system

Example (airport check in system):

You and your spouse Chris are flying to Hawaii for your honeymoon. You are travelling each with a suitcase and a surfboard.

Use the system to check in.

Notes:

- Perspective is user perspective
- Language is user language
- No references to the system, technology or user interface except very generically. The system is a black box.
- Scenario is NOT all encompassing, but addresses a situation which is **central** to the application and which may include some **difficult** and **representative** situations.