TEMPLATE

User Scenarios

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Template for User Scenarios

User scenarios are descriptions of how a user might interact with a system to achieve a specific goal. They are useful for identifying functional requirements and testing software. Here is a general template for writing user scenarios, followed by a concrete example. This scenario helps the team understand the end-to-end user experience and is fundamental to designing test cases. It is also useful for identifying potential usability issues before they reach users.

TITLE
Set a short, descriptive title for the scenario.

GOAL
What the user is trying to achieve with the scenario.

USER
The specific user or role to which the scenario applies.

PREREQUISITES
Conditions that must be met before the scenario begins.

STEP BY STEP
Step 1 - What does the user do first?

Step 2 - What happens next?

Step 3 - And so on...

Final Step - Describe how the scenario ends.

EXPECTED RESULT
What the user expects to happen when the scenario is executed.

ALTERNATE FLOWS OR EXCEPTIONS
Describe any alternate paths or errors that may occur during the course of the scenario.

EXAMPLES OF USER SCENARIOS

TITLE

Purchase of a product on an e-commerce site

GOAL

The user wants to buy a laptop from a website.

USER

End customer (consumer)

PREREQUISITES

The user already has a registered account and is logged in.

STEP BY STEP

Step 1 - The user navigates to the "Laptops" category.

Step 2 - The user selects a specific model of laptop.

Step 3 - The user adds the laptop to their cart.

Step 4 - The user goes to the shopping cart to review their selection.

Step 5 - User clicks "Proceed to Checkout".

Step 6 - User fills in delivery information and selects payment method.

Step 7 - The user reviews the order and confirms the purchase.

Final Step - The user receives a confirmation of the purchase via email.

EXPECTED RESULT

The user receives an order confirmation and is expected to receive the laptop within the specified delivery time.

ALTERNATE FLOWS OR EXCEPTIONS

- Product is out of stock: If the laptop is out of stock when the user tries to add it to the shopping cart, a message is displayed to that effect, and the user can choose to be notified when the product is back in stock.
- Payment error: If the payment cannot be completed, the user receives an error message and is prompted to try another payment option.

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