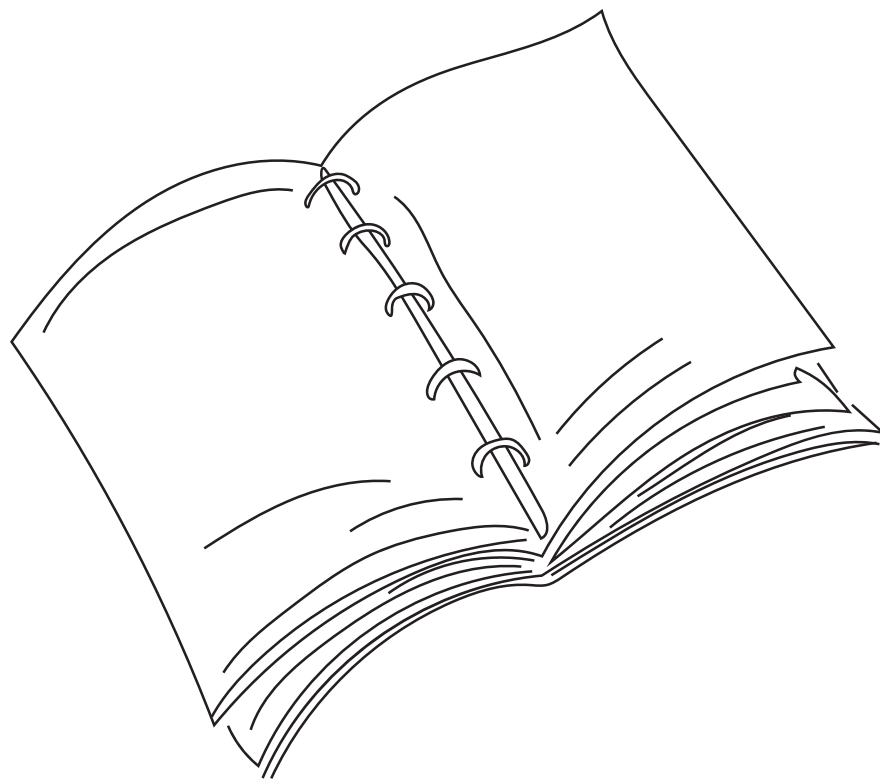


BUSINESS ANALYST GUIDE

HOW TO WRITE USER STORIES



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WHAT IS A USER STORY?

A user story is a short, plain-language description of a feature from the perspective of the end user. It captures who wants something, what they want, and why it matters—so teams can discuss, implement, and validate value.

Example:

Who	As a traveler
What	I want to receive real-time flight delay alerts
Why	so that I can adjust my plans without surprises

USER STORY TEMPLATE

As a	<type of user>
I want	<capability>
so that	<benefit/outcome>.

Tips:

- Keep it user-centric and outcome-oriented.
- Make the “so that” real and measurable when possible.

USER STORY CHECKLIST (INVEST)

I ndependent	can be delivered without heavy coupling.
N egotiable	not a contract; invites conversation.
V aluable	clear benefit to a user or business.
E stimable	team can size it reasonably.
S mall	fits within a sprint/iteration.
T estable	acceptance criteria make it verifiable.

EXAMPLES: USER STORIES

As a frequent flyer (**Who**), I want to save multiple payment methods (**What**), so that checkout is faster on future bookings (**Why**).

As an admin (**Who**), I want to export user activity logs (**What**), so that I can complete compliance reviews (**Why**).

As a learner (**Who**), I want to resume a course where I left off (**What**), so that I don't lose progress (**Why**).

WHY NOT TASKS?

Tasks:

describe work we do
(implementation steps).

Stories:

describe outcomes users get
(value delivered)

*Use tasks to break a story into
actionable work after the story is
understood and prioritized.*

WHAT IS ACCEPTANCE CRITERIA?

Acceptance criteria define the boundaries of a story and the conditions that must be true for the story to be considered done. They align expectations, guide development and testing, and make the story testable.

Common formats:

1. **CHECKLIST OF CONDITIONS**
2. **BEHAVIORAL (GIVEN-WHEN-THEN)**

CHECKLIST STYLE

Example: save payment methods

1. User can add a new card with required fields validated.
2. User can set one saved method as default.
3. System masks stored card numbers except last 4 digits.
4. Failed save shows a clear error and no data is stored.
5. Saved methods are available during checkout.

ACCEPTANCE: GIVEN–WHEN–THEN STYLE

Example: save payment methods

Given I'm on "Payment Methods" and all required fields are valid,

When I select "Save,"

Then the method is stored and visible in my list.

Given I have multiple methods saved,

When I mark one as default,

Then it appears first during checkout.

Given a network error occurs during save,

When I retry,

Then the system prevents duplicates and shows a helpful message.

ACCEPTANCE CRITERIA CHECKLIST

1. Clear pass/fail conditions (no ambiguity).
2. Covers happy path and key edge cases.
3. Includes validation, error states, and permissions.
4. Aligned with the “so that” outcome.
5. Testable within the sprint (manual or automated).