



User Story Tutorial - How to Write Confirmation?

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Benefits of Acceptance Criteria

User stories must go together with good acceptance criteria—the requirements that must be met for a story to be considered complete. Like the user story itself, acceptance criteria are written in simple language to clearly define when a work item is completed and working as expected. There are several benefits to including acceptance criteria with user stories:

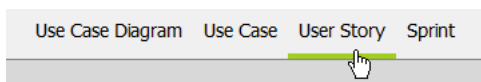
1. Confirmation scenarios encourage the team to think through how a feature or piece of functionality will work from the perspective of the end-user.
2. Acceptance criteria remove ambiguity from requirements to avoid surprises at the end of a sprint or release and to ensure customer satisfaction.
3. Developers can create tests based on those criteria that confirm when a work item is working and finalized.

Preparation

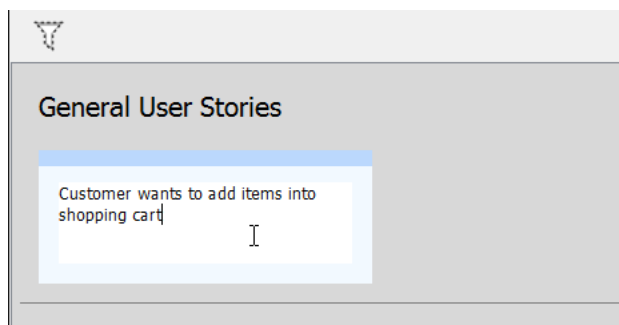
You need a project to work on. To avoid messing up your production data, create a new project in Visual Paradigm and name it *Online Shop*. You can create a new project by selecting **Project > New** from the application toolbar.

Creating a User Story

1. Open UeXceler by selecting **UeXceler > UeXceler** from the application toolbar.
2. Open the **User Story** page.



3. Create a new user story by double-clicking on an empty region of the pane and entering the subject of the story: *Customer wants to add items into shopping cart.*

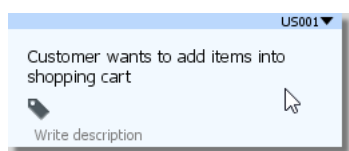


4. Click the background of the pane to confirm.

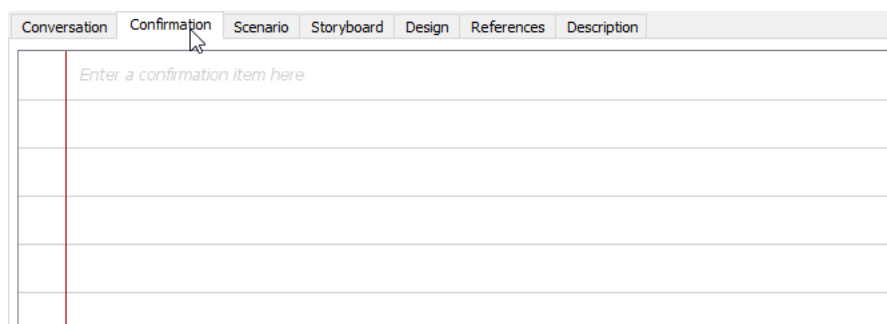
Writing Confirmation Items for a User Story

Let's write the confirmation for the user story we just created.

1. Double-click on the user story to open it.



2. Open the **Confirmation** tab.



3. Click on the first empty row and start typing the first confirmation item: *Add an item to shopping cart (one-off)*. This means that when the product owner confirms the completion of this user story, they will check if they can successfully add an item to the shopping cart. In other words, a developer has to deliver this feature/function when implementing this user story.

Conversation	Confirmation	Scenario	Storyboard	Design	References	Description
<input type="checkbox"/>	Add an item to shopping cart (one-off)					
	Enter a confirmation item here					

4. Now, enter the other items that need to be confirmed:
 1. *Add an item to shopping cart (multiple attributes)*
 2. *Add an item to shopping cart without all required attributes selected*
 3. *Add an item to shopping cart without quantity selected*
 4. *Add an item to shopping cart with non-numerical value for quantity*

Conversation	Confirmation (0/4)	Scenario	Storyboard	Design	References	Description
<input type="checkbox"/>	Add an item to shopping cart (one-off)					
<input type="checkbox"/>	Add an item to shopping cart (multiple attributes)					
<input type="checkbox"/>	Add an item to shopping cart without all required attributes selected					
<input type="checkbox"/>	Add an item to shopping cart without quantity selected					
<input type="checkbox"/>	Add an item to shopping cart with non-numerical value for quantity					
	Enter a confirmation item here					

Entering Steps and Expected Results for a Confirmation Item

For each confirmation item, the steps to take for confirmation and the expected results for each step can be further specified. Entering steps and expected results is optional. Usually, you do this when:

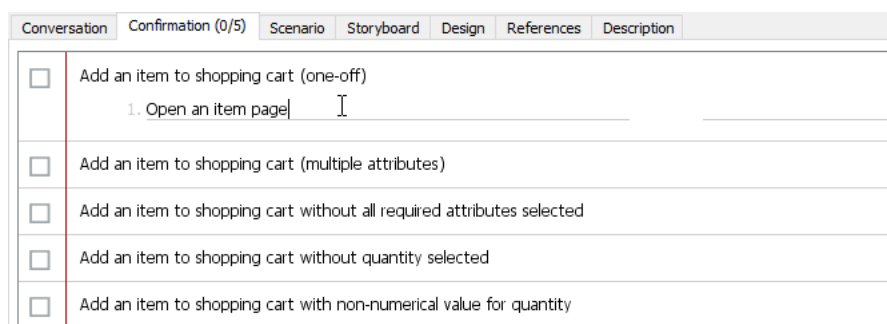
1. You want to clarify the product owner's needs and acceptance criteria with a usage scenario as expressed by the steps and expected results.
2. The product owner may not be able to recall how a feature can be confirmed, which is possibly due to:
 1. A potentially lengthy development period
 2. Complicated requirements
 3. Complicated system logic

To enter steps:

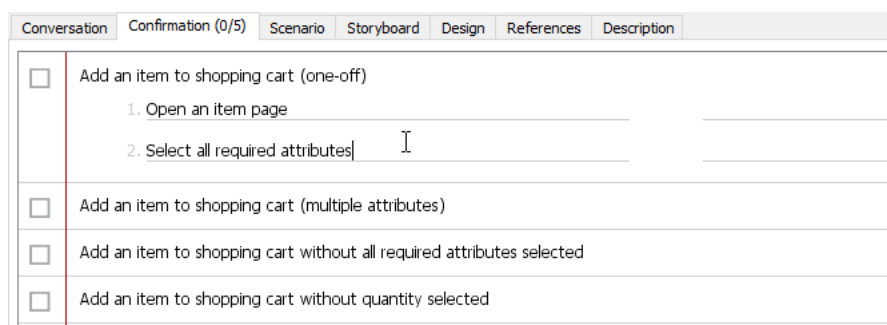
1. Click again on the first confirmation item, *Add an item to shopping cart (one-off)*.
2. Move the mouse pointer to the right-hand side of the item, near the edge of the application window. Then, click the **Add Step** button.



3. Enter the first step: *Open an item page*.



4. You may enter the expected result for this step, but for this case, since the result is pretty obvious (the item page will open), we will skip it.
5. Press **Enter** to proceed to the next step.
6. Enter *Select all required attributes* as the step.



7. Press **Enter** again.

8. Enter *Enter quantity '2'* as the third step.

The screenshot shows the 'Confirmation (0/5)' tab in the UeXceler application. The first step, 'Add an item to shopping cart (one-off)', is expanded to show three sub-steps: '1. Open an item page', '2. Select all required attributes', and '3. Enter quantity '2''. The text '2' is entered in the input field, and a cursor is positioned at the end. To the right of the input field is a placeholder text '<Expected Result>'. Below this step are two other unexpanded steps: 'Add an item to shopping cart (multiple attributes)' and 'Add an item to shopping cart without all required attributes selected'.

9. Press **Enter** again.

10. Enter *Click Add to Cart* as the step. Let's say we want to emphasize the triggering of a command. We can do this by selecting the text 'Add to Cart' and then pressing **Ctrl+B** to bold it. You can find other formatting options under the **UeXceler** menu in the application toolbar.

This screenshot is similar to the previous one, but the fourth step, '4. Click: **Add to Cart**', is now visible. The text 'Add to Cart' is bolded. The cursor is at the end of the text, and the '<Expected Result>' placeholder is still present to the right.

11. Let's describe the result expected from adding an item to the shopping cart. You can press the **Tab** key to move to the **Expected Result** field, or click on the field directly. Then, enter *Prompt to add the same item to cart, with the option to select other attributes and a new quantity.*

The screenshot shows the 'Expected Result' field for the first step. The text 'Prompt to add the same item to cart, with the option to select other attributes and a new quantity' has been entered. To the right of the text are two small icons: a plus sign and a trash can. The cursor is at the end of the text.

12. Press **Enter** to move on to the next step.

13. Enter *Click Cancel* as the step text. Bold the word 'Cancel'.

Conversation	Confirmation (0/5)	Scenario	Storyboard	Design	References	Description
<input type="checkbox"/>	Add an item to shopping cart (one-off)					
	1. Open an item page					
	2. Select all required attributes					
	3. Enter quantity '2'					
	4. Click: Add to Cart					Prompt to add the same it other attributes and a new
	5. Click: Cancel					

14. Enter *Popup dialog box is closed* as the expected result.

Conversation	Confirmation (0/5)	Scenario	Storyboard	Design	References	Description
<input type="checkbox"/>	Add an item to shopping cart (one-off)					
	1. Open an item page					
	2. Select all required attributes					
	3. Enter quantity '2'					
	4. Click: Add to Cart					Prompt to add the same item to cart, with the option to select other attributes and a new quantity
	5. Click: Cancel					Popup dialog box closed
<input type="checkbox"/>	Add an item to shopping cart (multiple attributes)					
<input type="checkbox"/>	Add an item to shopping cart without all required attributes selected					
<input type="checkbox"/>	Add an item to shopping cart without quantity selected					
<input type="checkbox"/>	Add an item to shopping cart with non-numerical value for quantity					

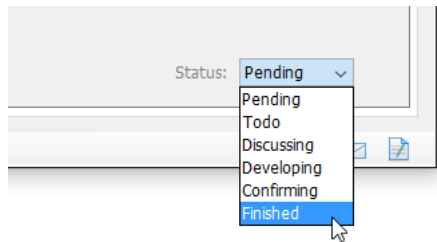
The Confirmation Process

As you can see, the **Confirmation** tab is actually a checklist of confirmation items. On the left of each item, there is a checkbox. When a product owner has confirmed a user story, they should place a check mark in the checkbox, indicating the completion of related work.

<input checked="" type="checkbox"/>	Add an item to shopping cart (multiple attributes)
<input type="checkbox"/>	Add an item to shopping cart without all required attributes selected
<input checked="" type="checkbox"/>	Add an item to shopping cart without quantity selected
<input checked="" type="checkbox"/>	Add an item to shopping cart with non-numerical value for quantity
<i>Enter a confirmation item here</i>	

When all the items are checked, and when the user story is in the **Confirming** state (as shown under the **Status** tab), you will be prompted to set the story to the **Finished** state.

If you don't see the prompt, you can also set the story to **Finished** manually by selecting it on the **Description** page.



Conclusion

By making use of the confirmation feature, the acceptance criteria of user stories become transparent to all parties. Both the user and the development team will have a common understanding of what is meant by 'right'. As a result, the chance of rework is reduced and the quality of work is improved.

Related Links

- [User's Guide - Recording confirmation items in user story](#)



[Visual Paradigm home page](https://www.visual-paradigm.com/)
(<https://www.visual-paradigm.com/>)

[Visual Paradigm tutorials](https://www.visual-paradigm.com/tutorials/)
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