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| **Epics** | **User Stories** | **User Acceptance Criteria** |
| KPI functions | As a user, I should be able to view customer, churn and tickets data in a clear concise manner | User should be able to view total customers, customers at risk and churn rate in the form of KPI cards |
| User should be able to view total tech and admin in the form of KPI cards |
| As a user, I should be able to view customer demographics | User should be able to view data of customers around gender, age, dependents and partner in the form of graphical charts and KPI cards |
| User should be able to view data of customers contracts and payment methods in the form of graphical charts |
| As a user, I should be able to view services customer have signed up for | User should be able to view all of its services and the number of customers signed up for the services in KPI cards |
| Filter functions | As a user, I should be able to filter as per contract, payment method, tenure and internet service | User should be able to view the filter panes in a clear concise manner to execute their tasks |
| Navigation and general functions | As a user, I should be able to return to default view of the dashboard with just one click | User should be provided with a reset button on top left corner with tooltip |
| User should be able click on reset button which will remove all applied filters on the dashboard |
| As a user, I want the ability to export data from the dashboard to other tools for further analysis | User should be able to export data in CSV or Excel format |