Epics

EPIC 1: User Authentication and Profile Management

Description:
Enable customers to securely access and manage their profiles and preferences.

User Stories:

- **US 1.1**: As a customer, I want to create an account using my email and mobile number so that I can manage my mobile plans securely.

- **US 1.2**: As a customer, I want to securely log in using my email/mobile number and password/OTP so I can access my account.

- **US 1.3**: As a customer, I want a "Forgot Password" option to reset my password quickly.

- **US 1.4**: As a customer, I want to edit my personal details (name, address, contact details) to ensure my profile remains accurate.

- **US 1.5**: As a customer, I want to update my payment methods securely so I can easily checkout during plan activation.

- **US 1.6**: As a customer, I want to set my notification preferences so I can receive relevant alerts about my plans.

EPIC 2: Plan Discovery and Comparison

Description:
Allow customers to explore and compare different mobile plans effectively.

User Stories:

- **US 2.1**: As a customer, I want to browse all available mobile plans clearly categorized (data, voice, SMS, roaming) so that I can find plans that match my needs.

- **US 2.2**: As a customer, I want to filter and sort mobile plans based on price, data limits, validity, and offers to quickly identify suitable options.

- **US 2.3**: As a customer, I want to compare multiple plans side-by-side to easily evaluate features and prices.

- **US 2.4**: As a customer, I want to view detailed descriptions of each plan, including costs, features, and limitations, so I can make informed decisions.

EPIC 3: Plan Customization

Description:
Enable customers to tailor mobile plans based on their specific usage patterns and preferences.

User Stories:

- **US 3.1**: As a customer, I want to adjust data, voice minutes, and SMS limits using intuitive controls (sliders/toggles) so I can design a plan suited to my needs.

- **US 3.2**: As a customer, I want the cost to dynamically update based on my customizations so I can see immediate pricing impacts.

- **US 3.3**: As a customer, I want recommendations based on my previous usage patterns to help customize plans efficiently.

EPIC 4: Plan Selection and Activation

Description:
Allow customers to easily select and activate a chosen mobile plan.

User Stories:

- **US 4.1**: As a customer, I want to add my selected or customized plan to a cart so I can review it before purchase.
- **US 4.2**: As a customer, I want to clearly see all details (charges, taxes, and validity) in my cart before making a payment.
- **US 4.3**: As a customer, I want multiple payment options (credit/debit cards, wallets, net banking, UPI) to conveniently complete my transaction.
- **US 4.4**: As a customer, I want instant confirmation of successful payment and details of my activated plan via SMS/email and in-app notifications.

EPIC 5: Current Plan Management

Description:
Allow customers to effectively manage and monitor their current mobile plan.

User Stories:

- **US 5.1**: As a customer, I want to view details of my current active plan (expiry date, remaining data/voice/SMS, and billing details) clearly in the app.
- **US 5.2**: As a customer, I want alerts as my plan approaches expiry or usage limits to avoid disruptions.
- **US 5.3**: As a customer, I want to easily renew my current plan or quickly switch to another recommended plan when nearing expiry.

EPIC 6: Notifications and Promotions

Description:
Ensure customers are aware of promotional offers, personalized recommendations, and important account notifications.

User Stories:

- **US 6.1**: As a customer, I want notifications about personalized plan recommendations based on my historical usage.
- **US 6.2**: As a customer, I want timely alerts about limited-time promotional plans or discounts to take advantage of special offers.
- **US 6.3**: As a customer, I want notifications about any issues or delays in activating or changing my selected plans.

EPIC 7: Order Status and History

Description:
Allow customers to track the status of their plan activation and maintain a clear historical record.

User Stories:

- **US 7.1**: As a customer, I want real-time tracking of my plan activation status within the app to know when my new plan becomes active.
- **US 7.2**: As a customer, I want a clear history of my previous plan changes, including dates, reasons, and payment details for my reference.

EPIC 8: Customer Support and Self-Service

Description:
Enable customers to resolve queries and issues through effective support channels and self-service resources.

User Stories:

- **US 8.1**: As a customer, I want a quick and simple way to access customer support (chat, call, or tickets) directly within the app.

- **US 8.2**: As a customer, I want FAQs and troubleshooting guides for common issues like activation delays, payment problems, or network queries.

EPIC 9: Generative AI Integration for Enhanced Customer Experience

Description:
Integrate AI-driven capabilities to simplify and enhance customer interactions and decision-making.

User Stories:

- **US 9.1**: As a customer, I want to use a natural language chat interface to inquire about plans, features, and billing, getting immediate, clear answers.

- **US 9.2**: As a customer, I want personalized, AI-driven suggestions for plan upgrades or adjustments based on predictive usage analysis.

- **US 9.3**: As a customer, I want the AI assistant to explain complex billing or terms in simple, conversational language to clearly understand my options.