

# USER STORIES - CUSTOMER SERVICE

## CS1. Access Public Help Center

### *Front of Card:*

- As a potential buyer, I want to access a public help center with searchable FAQs so that I can find answers instantly without needing to contact support.

### *Back of Card:*

- Given the buyer is on the website, when they navigate to the footer and click on "Help Center", then the system must display all FAQ articles by category.
- The search bar must return relevant articles instantly without requiring login.

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## CS2. Submit a Detailed Complaint

### *Front of Card:*

- As a buyer with an issue, I want to submit a detailed complaint through a form so that I can get specific help from the support team.

### *Back of Card:*

- Given the buyer is logged in, when they click "Contact Support" and fill the form with a category, subject, and description, then the complaint must be submitted successfully.
- Required fields must be clear, and the system should provide confirmation of successful submission.

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## CS3. Update Complaint Status

### *Front of Card:*

- As a customer service agent, I want to update a complaint's status to reflect its current state so that my team and I can accurately track progress and manage workloads.

### *Back of Card:*

- Given the agent is viewing a complaint, when they select a new status from a dropdown, then the system must save the change instantly and reflect it in the complaint history.
- The system must not require navigating to another screen and must avoid errors while saving.

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#### **CS4. View User Profile & Order History**

##### *Front of Card:*

- As a customer service agent, I want to see the user's profile and order history when I open a complaint so that I have full context and don't need to ask the user for information they've already provided.

##### *Back of Card:*

- Given the agent opens a complaint, when they view the detail screen, then the system must show the user's contact info and recent orders (dates, items, statuses) clearly.
  - The information must be accurate and up-to-date without requiring other admin systems.
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#### **CS5. Perform Actions like Refunds or Cancellations**

##### *Front of Card:*

- As a senior customer service agent, I want to perform actions like issuing refunds and canceling orders directly from the support complaint so that I can resolve the user's issue quickly without switching to another system.

##### *Back of Card:*

- Given a relevant complaint, when the agent clicks "Initiate Refund" or "Cancel Order", then the system must process the action and log it in the complaint.
  - Buttons must work correctly and respect the agent's permissions.
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#### **CS6. Fast Dashboard Load**

##### *Front of Card:*

- As a customer service agent, I need the dashboard to load very quickly so that I can work efficiently and help more customers without frustrating delays.

##### *Back of Card:*

- Given the agent clicks on any page or filters the queue, then the system must load pages almost instantly without noticeable waiting.
- Response time must not exceed 3-4 seconds per action.