### **User Story 1: View Unified Customer Profile**

**As a** customer support agent,**I want** to view a customer’s complete profile **so that** I can quickly understand their background and provide accurate assistance.

**Acceptance Criteria:**

* When I search for a customer by name, phone, or email, the system displays their full profile.
* The profile includes personal details, contact info, past orders, and complaint records.
* I can access order details (status, date, delivery info) directly from the profile.

### **User Story 2: Update Customer Information**

**As a** customer support agent,**I want** to edit or update a customer’s information **so that** the data remains accurate and up to date.

**Acceptance Criteria:**

* The system allows editing authorized fields (e.g., contact info, preferences).
* Changes are logged with timestamp and agent ID for audit purposes.
* Updated data is reflected across all modules instantly.
* Unauthorized agents cannot edit restricted fields (like payment info).

### **User Story 3: Search and Filter Customers**

**As a** customer support agent,**I want** to search and filter customers **so that** I can quickly find the right profile while handling requests.

**Acceptance Criteria:**

* I can search by at least three criteria: name, email, or phone number.
* The system returns results sorted alphabetically or by relevance.
* Search results update dynamically without reloading the page.

### **User Story 4: Respond to Customer Messages**

**As a** customer support agent,**I want** to send and receive customer messages within the CRM  
 **so that** I can respond without switching between apps.

**Acceptance Criteria:**

* The CRM displays communication channels (chat) in one interface.
* I can reply to customer messages directly from the dashboard.
* The system notifies me when a new message or complaint arrives.
* Messages are time-stamped and linked to the corresponding customer profile.

### **User Story 5: Track Complaints and Resolutions**

**As a customer support agent, I want to track complaint status and get alerts for unresolved cases so that I can resolve issues quickly and follow up on delays.**

**Acceptance Criteria:**

* Each complaint has a unique ID, date, and assigned status (“New,” “In Progress,” “Resolved”).
* I can update complaint status and add notes or follow-up actions.
* The system automatically records the time taken to resolve each complaint.
* I can filter complaints by status or date for quick review
* The CRM sends a notification if a complaint remains unresolved beyond a set time.
* Notifications appear in a visible dashboard section and via email (optional)
* The alert disappears once the issue is marked as resolved.

For User Story 5: Track Complaints and Resolutions

Suggestion: Consider splitting this into two stories for better focus and to keep them "small."

Story 5a (Track): As a customer support agent, I want to track the status of customer complaints and add resolution notes so that I can manage my workload and maintain a clear history.

Story 5b (Alert): As a customer support agent, I want to be notified when a complaint remains unresolved beyond a set time limit so that I can prioritize it and prevent delays.

**User Story 7:Access Real-Time Order Status.**

As a customer Support Agent, I want to check real-time order status so that I can give customers accurate delivery updates

**Acceptance Criteria:**

* Must display current order status and last updated timestamp
* Should show assigned rider name and contact information if dispatched
* Must display estimated delivery time if available
* Order history should show status changes with timestamps