**EPIC: CUSTOMER SERVICE**

**FEATURES:**

1.Your Orders

2.Returns and Refunds

3.Manage Addresses

4.Manage Prime

5.Payment Settings

6.Account Settings

7.Digital Services and Device Support

**USER STORIES:**

1.Your Orders

a. Track Packages

b. Edit or Cancel Orders

2. Returns and Refunds

a. Return or Exchange items

b. Print return mailing labels

3. manage Addresses

a. Update your addresses

b. Add address, landmark details

4. manage Addresses

a. View your benefits

b. Membership details

5. Payment Settings

a. Add or edit payment methods

b. Change expired debit or credit card

6. Account Settings

a. Change your email or password

b. Update login information

7. Digital Services and Device Support

a. Find device help and support

b. Troubleshoot device issues

**TASKS:**

1.Your Orders

a. Track Packages

* Build UI layer -->8hrs
* Build API layer-->7hrs
* Build DB layer-->9hrs

b. Edit or Cancel Orders

* + - Build UI layer-->6hrs
    - Build API layer-->10hrs
    - Build DB layer-->9hrs

2. Returns and Refunds

a. Return or Exchange items

* Build UI layer-->8hrs
* Build API layer-->9hrs
* Build DB layer-->8hrs

b. Print return mailing labels

* Build UI layer-->8hrs
* Build API layer-->9hrs
* Build DB layer-->10hrs

3. manage Addresses

a. Update your addresses

* Build UI layer-->5hrs
* Build API layer-->7hrs
* Build DB layer-->10hrs

b. Add address, landmark details

* Build UI layer-->7hrs
* Build API layer-->5hrs
* Build DB layer-->6hrs

4. manage Addresses

a. View your benefits

* Build UI layer-->9hrs
* Build API layer-->8hrs
* Build DB layer-->6hrs

b. Membership details

* Build UI layer-->6hrs
* Build API layer-->8hrs
* Build DB layer-->10hrs

5. Payment Settings

a. Add or edit payment methods

* Build UI layer-->8hrs
* Build API layer-->10hrs
* Build DB layer-->9hrs

b. Change expired debit or credit card

* Build UI layer-->8hrs
* Build API layer-->12hrs
* Build DB layer-->10hrs

6. Account Settings

a. Change your email or password

* Build UI layer-->6hrs
* Build API layer-->12hrs
* Build DB layer-->11hrs

b. Update login information

* Build UI layer-->7hrs
* Build API layer-->8hrs
* Build DB layer-->9hrs

7. Digital Services and Device Support

a. Find device help and support

* Build UI layer-->5hrs
* Build API layer-->8hrs
* Build DB layer-->7hrs

b. Troubleshoot device issues

* Build UI layer-->6hrs
* Build API layer-->9hrs
* Build DB layer-->10hrs