**How Agile story works**

**Epic - Customer Service**

**Feature**

1.Your order

2.Returns and Refunds

3.Manage Addresses

4.Manage Prime

5.Payment Settings

6.Account settings

7.Digital services and device services

**User Stories**

1.Your order

a.Track Packages

b.Edit or cancel orders

2.Returns and Refunds

a.Return and Ex Items

b.Print return and mailing labels

3.Manage Addresses

a.Update your address

b.Add address, Landmark details

4.Manage Prime

a.View your benefits

b.Menbership 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,a.Track packages

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

b.Edit or cancel orders

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

2,a.Return and Ex Items

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

b.Print return and mailing labels

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

3,a.Update your address

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

b.Add address, Landmark details

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

4,a.View your benefits

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

b.Menbership details

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

5,a.Add or edit payment methods

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

b.Change expired debit or credit card

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

6,a.Change your email or password

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

b.Update login information

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

7,a.Find device help and support

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs

b.Troubleshoot device issues

a.Build the UI Layer-5 hrs

b.Build the API Layer-8hrs

c.Build the DB Layer-6hrs