**Responsibilities of the roles in Agile:**

**Product Owner**: a product owner is the leader responsible for maximizing the value of the products created by a scrum development team.An agile product owner takes on several roles including business strategist, product designer, market analysis, customer liaison, and project manager.

**Scrum master**: scrum master is responsible for monitoring the scrum process and scrum meetings. He increases his team efficiency, motivates his team, spins, argues for changes that will ensure quality.

**Developers**: taking responsibility for estimating, planning, and managing all of his/her own tasks and reporting on progress.

**Senior Software Engineer**:Senior Software Engineer will develop information systems by studying operations; designing, developing and installing software solutions; support and develop software team.

**Software Engineering**:A software engineer is a person who applies the principles of software engineering to the design, development, maintenance, testing, and evaluation of computer software.

**EPIC:**

An epic is a big task that is given by the PO, here a customer service tab should be created for amazon.

**7 Features:**

The 7 features of amazon customer service tab should contain

* Your orders
* Returns & refunds
* Manage addresses
* Manage prime
* Payment settings
* Account settings
* Covid 19 and amazon

**User stories:**

Your orders:

The user story is that end user should be able to view his order details, track order, cancel order, and edit the order.Build UI, API to do services for the user, build a database to insert, update, get and delete from the user.

Return & Refunds:

The user should be able to return the order the placed, should have the return summary, able to print the return statement, and should have option to replace the item.Build UI, API to do services for the user, build a database to insert, update, get and delete from the user.

**Tasks:**

Your orders:

There should be one component to view the order details and track order, another component to cancel and edit the order.

Return & Refunds:

There should be three components, one for returning the order, one for return summary and printing the summary, and one for replace.

**Service:**

Your order:

It must be able to create request to show the order using get, edit the order using put,Cancel order using delete operation

Return & Refunds:

Must be able to get the return summary, delete summary, post new order for replacement