Epic — Customer Service Portal

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Features & User Stories

1. Your Orders

- Track Packages

- Edit or Cancel Orders

2. Manage Prime

- View Benefits

- Manage Membership Details

3. Digital Services and Device Support

- Find Device Help

- Troubleshoot Device Issues

4. Returns and Refunds

- Return/Exchange Items

- Print Return Labels

5. Payment Settings

- Add/Edit Payment Methods

- Update Expired Cards

6. Manage Addresses

- Update Addresses

- Add Landmark Details

7. Account Settings

- Change Email/Password

- Update Login Information

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Tasks

1. Your Orders

- Track Packages

a. Build UI Layer – 5 hrs

b. Build API Layer – 8 hrs

c. Build DB Layer – 6 hrs

- Edit or Cancel Orders

a. Build UI Layer – 5 hrs

b. Build API Layer – 16 hrs

c. Build DB Layer – 7 hrs

2. Manage Prime

- View Benefits

a. Build UI Layer – 4 hrs

b. Build API Layer – 6 hrs

c. Build DB Layer – 3 hrs

- Manage Membership Details

a. Build UI Layer – 6 hrs

b. Build API Layer – 10 hrs

c. Build DB Layer – 5 hrs

3. Digital Services and Device Support

- Find Device Help

a. Build UI Layer – 5 hrs

b. Build API Layer – 7 hrs

c. Build DB Layer – 4 hrs

- Troubleshoot Device Issues

a. Build UI Layer – 8 hrs

b. Build API Layer – 12 hrs

c. Build DB Layer – 6 hrs

4. Returns and Refunds

- Return/Exchange Items

a. Build UI Layer – 7 hrs

b. Build API Layer – 10 hrs

c. Build DB Layer – 8 hrs

- Print Return Labels

a. Build UI Layer – 4 hrs

b. Build API Layer – 6 hrs

c. Build DB Layer – 3 hrs

5. Payment Settings

- Add/Edit Payment Methods

a. Build UI Layer – 6 hrs

b. Build API Layer – 9 hrs

c. Build DB Layer – 5 hrs

- Update Expired Cards

a. Build UI Layer – 5 hrs

b. Build API Layer – 8 hrs

c. Build DB Layer – 4 hrs

6. Manage Addresses

- Update Addresses

a. Build UI Layer – 4 hrs

b. Build API Layer – 7 hrs

c. Build DB Layer – 3 hrs

- Add Landmark Details

a. Build UI Layer – 3 hrs

b. Build API Layer – 5 hrs

c. Build DB Layer – 2 hrs

7. Account Settings

- Change Email/Password

a. Build UI Layer – 5 hrs

b. Build API Layer – 8 hrs

c. Build DB Layer – 4 hrs

- Update Login Information

a. Build UI Layer – 4 hrs

b. Build API Layer – 6 hrs

c. Build DB Layer – 3 hrs

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