User Story E2E - End to End (EPIC)

Create Order Customer 1 (Retailer - Workflow)

As a Customer (Retailer), I want all orders that go to my shopping cart to integrate your application functionality into the product workflow to complete order fulfillment per product per customer so that my customers (End Users) will have Gift Cards (any object here) included with their product orders upon delivery of the product to the Customer (End Users).

The User Story must contain the following feature sets.

* Customer Data Page
* Order Creation
* Order Cancellation
* Order Sync - tool, core sync function
* Order Push - tool
* Data Resync - tool
* Retailer Admin Panel
* Native Admin Support Panel
* Site Search - Data based on roles/security model
* Case Support - Support feature integrated with Customer Order
* Card Publisher - mini application /Editor
* Retailer Data Store - each retailer will require independent data stores for:
  + Transaction data
  + Product data
  + Product asset data
  + Site data
* Billing - dashboard - data lake - see data requirements
* Reporting - dashboard - data lake - see data requirements

Acceptance Criteria:

* Retailer Integration:
  + When I order a product via the GC portal, I should be able to select “3rd party” products to add as gifts, integrated into the workflow process prior to check out.
  + When I order a product at Customer (Retail) - the GC application prompt should be included in the native cart-check out process - See Design Document for details.
* All features (functionality) must be completed
* Application should have native enterprise portal features enabled:
  + Search
  + User Personalization via presentation stylesheets (standard templated CSS based on portal selection)
  + Directory Integration - Federated
  + Supports multiple instances (ie, SP, WSP, Oracle) for customer personalization
  + Integrated workflow and notification
  + Mule/Service Layer for API Integration
  + Vertical and horizontal scaling
  + Integrated web analytics - Adobe/Omniture
  + Application Analytics - See Gift Card Data Requirements
* Each Product ordered should have the ability to include a gift card
* Multiple products ordered for a single end user should support a single gift card.
* Multiple products ordered for multiple customers should include a gift card per product group per cart transaction.
* Each product transaction should identify gift card included or not included
* Each Gift Card transaction should provide the updated data to the application data and push the data to the customers fulfillment system
* Gift Card transaction data should meet requirements identified in the Gift Card Data Requirements.
* Customer (Retailer) data should be stored in a CRM style application to be leveraged for portal personalization

Feature User Stories

Order Creation - Corp Portal Customer (Retailer)

As a Customer I want to create a order, so that I can have a GC included in my native retail purchase, so that when my products are shipped GCs are included with each product as required by the logic of the order

Acceptance Criteria

Upon retailer product workflow (order creation process) final steps, GC application should be integrated and provide GC options to be included in the product delivery per product per delivery

Site Search –

As a customer, I want to be able to query the content on the site so that I can find relevant information about my accounts, new products, “How to’s”, Support and related products. The content on the site should include all relevant content, my purchases, and potential products based on my search criteria (role/security model).

Acceptance Criteria

The search query should return a search results page organized based on the Search Results Page model. The Search results functions should be enabled with the following capabilities.

* Filters based on keyword, topic, categories, and tags
* Search Results Page based on the Search Results UI Model
* Search Results should provide a preview page, defined in Search Results UI Model
* Search Results should be based on the portal security model and the customer identity
* Search Results should support a Synonym model
* Search Results should support a taxonomy
* Search Results should support a dictionary
* Search Results should support weighted content libraries or weighted tags
* Search Results should contain listing of page numbers concatenated at the bottom
* Search Results should index multiple content libraries based on security model

Support and Case management

As a business product owner I want to be able to provide a single application experience to users for the creation, updating, and analysis of product related support tickets.

Acceptance Criteria

The case management tool should provide the following capabilities:

* Custom support ticket metrics, such as ticket start time, and ticket total time (see Data Requirements)
* Knowledgebase integration
* IAM/LDAP integration (security and business model)
* Searchable as a custom weighted collection
* Workflow enabled
* Reporting dashboards leveraging the reporting requirements data spec.
* Notifications via email and SMS

Admin Support Panel

As Admin I want to be able to configure and recreate the customers experience on a single form to be able to test if there are issues with any aspect of the process.

Acceptance Criteria

The Admin tool should provide the following capabilities:

* The admin tool should not support multiple users, but instead spawn a new instance to ensure data integrity and application stability
* The admin tool should connect to the STG DB, the PROD DB and local test data
* The admin tool should provide traceroute monitors for the workflow
* The admin tool should allow an admin to create a standard or custom order and complete the product lifecycle

Order Cancellation

As a customer or admin, I want to be able to cancel an order. I inherently would like to view the lifecycle of the process of the order creation to confirm the cancellation.

Acceptance Criteria

The Order Cancellation feature should provide the following capabilities:

* Log data illustrating original order
* Log data illustrating cancellation of order with confirmation key
* Log data of potential impact to fulfillment systems and downline teams.
* Cancellation tkt#
* Notification to Support teams via SMS and Social App/Slack/etc

Order Sync

The order sync tool should enable the application to sync data as created with local and remote data stores.

Data Resync Tool

The Data Resync tool should enable the application and admin users to resync production data to the customer-integrated data. The Data Resync tool has a similar function to the Sync. The Resync tool is utilized on demand by an admin or the application seeking to resolve an error. The sync tool is used as part of the main processing of the application (see the Sync feature for more detail).

Acceptance Criteria

The Data Resync Tool should provide the following capabilities:

* A log of each transaction with timestamp, sender, destination, keyID, and data ID (See data requirements)
* Ability for the application to sync and validate the data after each customer transaction
* Ability for an admin to sync and validate current, and previous data posted after each customer transaction
* Ability to cache the data which includes relevant caching functionality (session, duration, flushing, size)

Design Document data here →

Data Requirements data here-->