ID: 27381

ASSIGNMENT 1

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 AND TASKS FOR FEATURES:

1. User Stories for Your Orders – Track packages

Edit or cancel orders

Tasks for Your Orders - Build the UI Layer - 5hrs

Build the API Layer – 8hrs

Build the DB Layer – 7hrs

2. User Stories for Return and Refunds – Return or exchange items

Print return mailing labels

Tasks for Return and Refunds - Build the UI Layer - 6hrs

Build the API Layer – 10hrs

Build the DB Layer – 8hrs

3. User Stories for Manage Addresses – Update your addresses

Add addresses, landmark details

Tasks for Manage Addresses – Build the UI Layer - 6hrs

Build the API Layer – 9hrs

Build the DB Layer – 7hrs

4. User Stories for Manage Prime – View your benefits

Membership details

Tasks for Manage Prime – Build the UI Layer – 4hrs

Build the API Layer - 9hrs

Build the DB Layer – 7hrs

5.User Stories for Payment Settings – Add or edit payment methods

Change expired debit or credit card

Tasks for Payment Settings – Build the UI Layer – 6hrs

Build the API Layer – 10hrs

Build the DB Layer – 8hrs

6. User Stories for Account Settings – Change your email or password

Update login information

Tasks for Account Settings – Build the UI Layer – 5hrs

Build the API Layer – 11hrs

Build the DB Layer – 8hrs

7. User Stories for Digital Services and Device Support – Find device help and support

Troubleshoot device issues

Tasks for Digital Services and Device Support – Build the UI Layer – 6hrs

Build the API Layer – 10hrs

Build the DB Layer – 8hrs