1. Questions on the Specs Design Document:

* Does the CSR and USER profile login screen looks same?
* After Login, How can we differentiate a CSR layout and USER layout? I see Owner Dashboard, is it the link where I can see the user profiles

CSR Profile Search:

* How’ll the users be displayed for the CSR, does he need to search in a search box or he has a list?
* If it is a list, what is the length of the USER profiles he can see it on the screen. Suppose, if there are 10k USER profiles, how can a CSR can find a user in the list?
* If CSR has a search, on what attribute he need to search in the search box, are we supporting only one attribute or an advanced search with multiple attributes?

CSR Screens:

* CSR Login - Are we supporting uploading the picture of the user? I don’t think CSR can have the capability to upload a picture
* I also see a settings page in the design, Can CSR can have the access to the settings and deactivate an account, I think settings should be with respect to User which shouldn’t go to the CSR – Please Clarify

User Screens:

* Aren’t we keeping the mandatory fields in the USER Profile page? If a user removes the name and save the changes, will our system still work, can the user login?
* User need to login with the email address, But in the settings page, there isn’t any field for login. So how is the user going to update the email address?
* There is drop down on the Name Field, Are we giving any suggestions to the user? That doesn’t look good
* Are we not supporting attributes like – Phone Number (Cell, Home), Address & State.

Change Password

* User- Aren’t we supporting to enter the old password on Password change screen – Good to have the old password entered, if someone forgets to logout from a public system, and user profile is accessible, this can be a potential problem? Either we need to set a time out on the page or Have the old password entered.
* Do we have any validation messages set on the Change password screen? (Like passwords entered do not match/Entered password doesn’t match the password instructions)
* Where does this “Reset password” link came from? I don’t see this on Login screen/Edit Profile Screen.

1. Questions to the Product Manager:

Questions 1 & 2, if the QA doesn’t have the knowledge on the team.

* Who is the replacement on his/her behalf? – I would expect someone for replacement
* Does the business analyst aware of the implementations changes, if so who is it? I can clarify on the business logic questions in near time
* How do CSR search the user in his screen? – Not given anywhere how does that look for CSR login
* Mandatory fields on the User profile update.