 **User Story 8: Access to Package Information for CSRs**

* **Description:** CSRs access all packages to inform customers and handle enquiries submitted via the app.
* **Tasks:**
  + Implement package information access in CRM
  + Design information display for CSRs
  + Handle customer enquiries
* **Story Points:** 8

 **User Story 9: Order Processing and Payment Verification**

* **Description:** The CRM checks package availability, calculates total, processes payment, and verifies card details.
* **Tasks:**
  + Implement package availability check
  + Calculate order total
  + Process payment and verify card details
* **Story Points:** 13

 **User Story 10: Customer Profiling and Special Offers**

* **Description:** CSRs profile customers based on packages they use and create/send special offers via the app.
* **Tasks:**
  + Implement customer profiling
  + Design special offers creation and management
  + Set up special offer notification system
* **Story Points:** 13