



# Feature File: Customer Notifications

<b>Scenario</b>	Sending automatic confirmation upon job acceptance
<b>Given</b>	Fluid accepts a job in the WMS
<b>When</b>	the job is accepted
<b>Then</b>	an automatic message is sent to the customer confirming the job acceptance and scheduled time

	<b>Good When</b>		<b>Bad When</b>
▶	Confirmation messages sent automatically without any unintended delay.	▶	Notifications are not sent or are unintentionally delayed.
▶	Message includes all relevant job details, including the scheduled time and any other relevant information.	▶	Confirmation messages don't share required information about the job.
▶	Customers receive confirmation in a clear format without the need for additional assurance.	▶	Messages are unreadable or unoptimised for all required devices

**Completed When**

Every accepted job triggers an immediate, accurate, and formatted confirmation to the customer.

Start When

When purchase order has been issued to the client.

Feature Priority	<div><input checked="" type="checkbox"/> High Priority</div> <div>Medium Priority</div> <div><input type="checkbox"/> Low Priority</div>
Client Approves Feature	<div><input type="checkbox"/> Approved</div> <div>Once approved, inform us by email, we will close the feature checklist and begin the process.</div>
Agreed Timeline	<div>Once approved the process will continue as<ul style="list-style-type: none"><li>Create mock ups of the feature within 14 days of 'Start When'</li><li>Schedule of the project will be agreed within 14 days of 'Start When',</li><li>Development of the feature once mocks up have been approved.</li><li>Q/A and delivery 7 days after development cycle</li></ul></div> <div>Estimated development time for this feature would be X days,</div>