**E2E Scenarios Template**

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| Primary Persona: | Customer Service Agent |
| Configuration Settings | Client: Web Client (Browsers: Chrome, Edge) |
| Problem / Opportunity Statement: |  |
| Pain Points: |   |
| User Goals: |  |
| Business Goals: |  |
| Triggers: |  |
| Narrative Description (e.g., plans, evaluation, actions, objects, context, events): |  |
| Detailed Steps |  |
| Success Metrics: |  |