

Project Design Phase-II Data Flow Diagram & User Stories

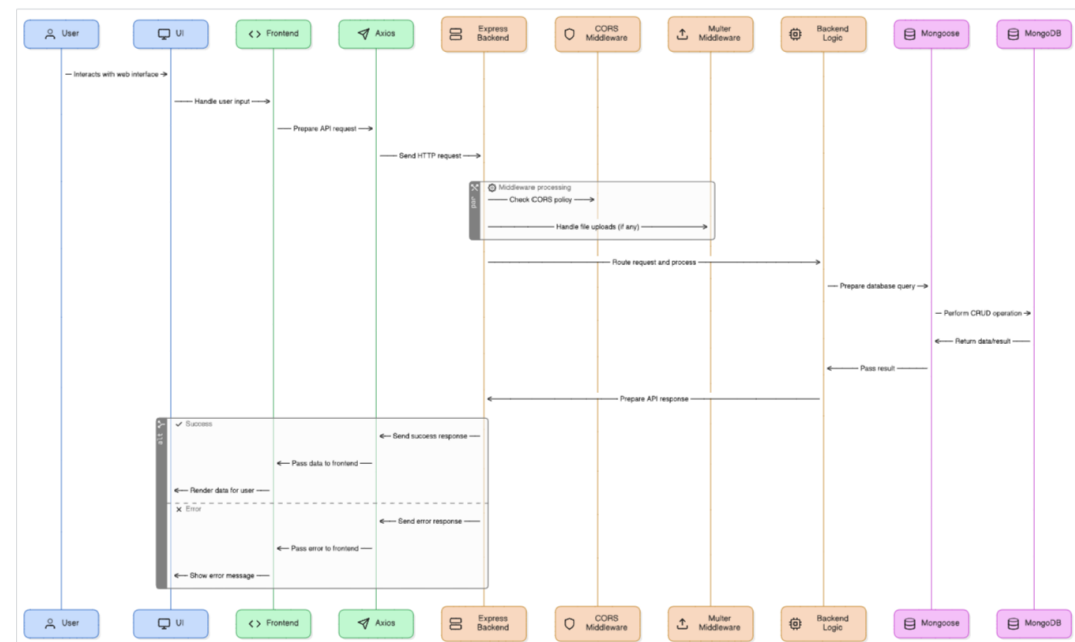
Date	26 th June 2025
Team ID	LTVIP2025TMID53959
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

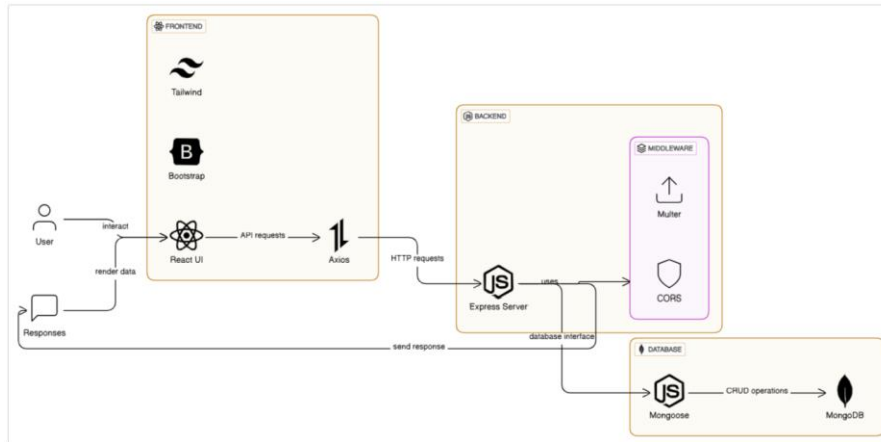
Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

Example: [\(Simplified\)](#)

Example: DFD Level 0 (Industry Standard)





Flow
 User interacts with the UI built using React + Bootstrap + Tailwind.
 Frontend uses Axios to send API requests to Express routes.
 Backend uses middleware like CORS and Multer (for uploads).
 Backend logic interfaces with MongoDB via Mongoose to perform CRUD.
 Responses are sent back to the frontend and rendered accordingly.

User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
		USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
		USN-3	As a user, I can register for the application through Facebook	I can register & access the dashboard with Facebook Login	Low	Sprint-2
		USN-4	As a user, I can register for the application through Gmail		Medium	Sprint-1

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
	Login	USN-5	As a user, I can log into the application by entering email & password		High	Sprint-1
	Dashboard					
Customer (Web user)	Book Browsing	USN-7	As a user, I can browse books by category, author, or price.	Books are filtered and displayed correctly	High	Sprint-2
	Wishlist	USN-8	As a user, I can add books to my wishlist to purchase later.	Books appear in my wishlist section	Medium	Sprint-3
	Cart & Checkout	USN-9	As a user, I can add books to cart and proceed to checkout.	I can purchase books and see order confirmation	High	Sprint-3
Customer Care Executive	Ticket Handling	USN-10	As a support agent, I can view and respond to customer complaints.	I can respond and update ticket status	Medium	Sprint-4
Administrator	User Management	USN-11	As an admin, I can add or remove users and assign roles.	I can manage user roles and accounts	High	Sprint-4
	Inventory Management	USN-12	As an admin, I can add, update, or remove books from inventory.	Changes reflect in the public catalog	High	Sprint-4