Project Design Phase-II
Data Flow Diagram & User Stories

Date	22 October 2022
Team ID	PNT2022TMID39526
Project Name	Project - Customer Care Registry
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.
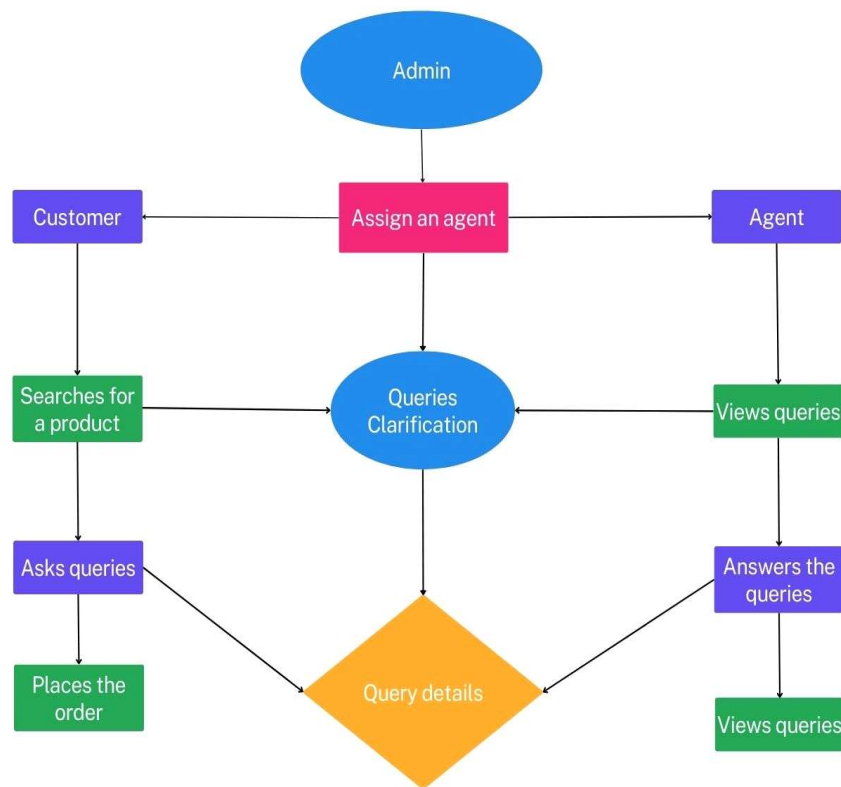
User Stories

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	I can sign up for the application as a customer by providing my email address, password, and password confirmation.	I may access the application as a customer by entering my accurate email address and password.	High	Sprint-1
	Login	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
	Dashboard	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
	Order creation	USN-4	As a user, I can register for the application through Gmail	I can access the dashboard through Gmail	Medium	Sprint-1
	Address column	USN-5	As a user, I can log into the application by entering email & password	I can access the dashboard by Email and password	High	Sprint-1
	Forgot password	USN-6	As a user I can reset my password	I get to access my account again	Medium	Sprint-4
	Order details	USN-7	I can view the most recent order statistics as a customer.	I am more able to grasp	Medium	Sprint-4
Customer (Web user	Login	USN-1	I may access the application as an agent by entering the proper email address and password.	I can log in to my account	High	Sprint-3
	Dashboard	USN-2	I may view the order specifics that admin assigned to me as an agent	I can see the tickets that need responses	High	Sprint-3
	Adress column	USN-3	I get to converse with the consumer as an agent and address any concerns they may have	I can explain the problems	High	Sprint-4

	Forgot password	USN-4	If I forget my old password as an agent, I can reset it using this option	I can access my account once more	HIgh	Sprint-1