

## Project Design Phase-II Data Flow Diagram & User Stories

Date	03 October 2022
Team ID	PNT2022TMID27274
Project Name	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.

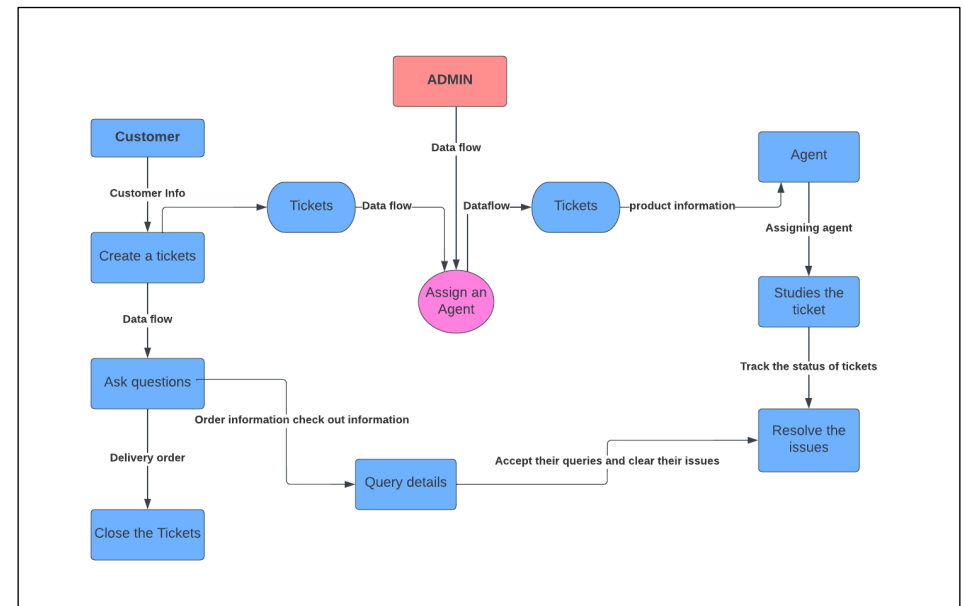
### Example: (Simplified)

Flow



1. User configures credentials for the Watson Natural Language Understanding service and starts the app.
2. User selects data file to process and load.
3. Apache Tika extracts text from the data file.
4. Extracted text is passed to Watson NLU for enrichment.
5. Enriched data is visualized in the UI using the D3.js library.

### Example: DFD Level 0 (Industry Standard)



## 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
	Acknowledgement	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
	Ticket creation	USN-3	As a user, I can create new tickets with description of my query.	I can create a ticket and ask my query.	Medium	Sprint-2
	Forget password	USN-4	As a user, I can reset my password by this option in case I forgot my password.	I can change the password.	Medium	Sprint-1
	Login	USN-5	As a user, I can login into the application by entering email & password.	I can access the account	High	Sprint-1
	Dashboard	USN-6	As a user, I am able to see all the tickets raised by me.	I get all information in the dashboard.	Low	Sprint-1
Agent	Login	USN-1	As a user, I can login into the application by entering email & password.	I can access my account.	High	Sprint-2
	Forget password	USN-2	As an Agent, I can reset my password in case I forget my password.	I can change my password.	High	Sprint-2
	Dashboard	USN-3	As an Agent, I can able to see all the tickets Raised by the customer.	I can see all the tickets and clarify the queries.	High	Sprint-2
Admin	Login	USN-1	As an admin, I can login to the application by entering email id and password.	I can access my account.	High	Sprint-3
	Agent creation	USN-2	As an admin, I can able to create agent for the customer to solve the queries	I can create agent.	High	Sprint-3
	Forget password	USN-3	As an admin, I can reset my password by this option in case I forgot my password.	I can change password.	Medium	Sprint-3
	Assigning Agent	USN-4	As an admin, I can assign agent to the customer who raised the tickets	I can assign agent to the customer.	High	Sprint-3