Project Design Phase-II
Data Flow Diagram & User Stories

| Date	06 May 2023
Team ID	NM2023TMID10705
Project Name	**Project -** The Issue Tracker: A Reliable Complaint Management System For Improved Customer Service.

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.
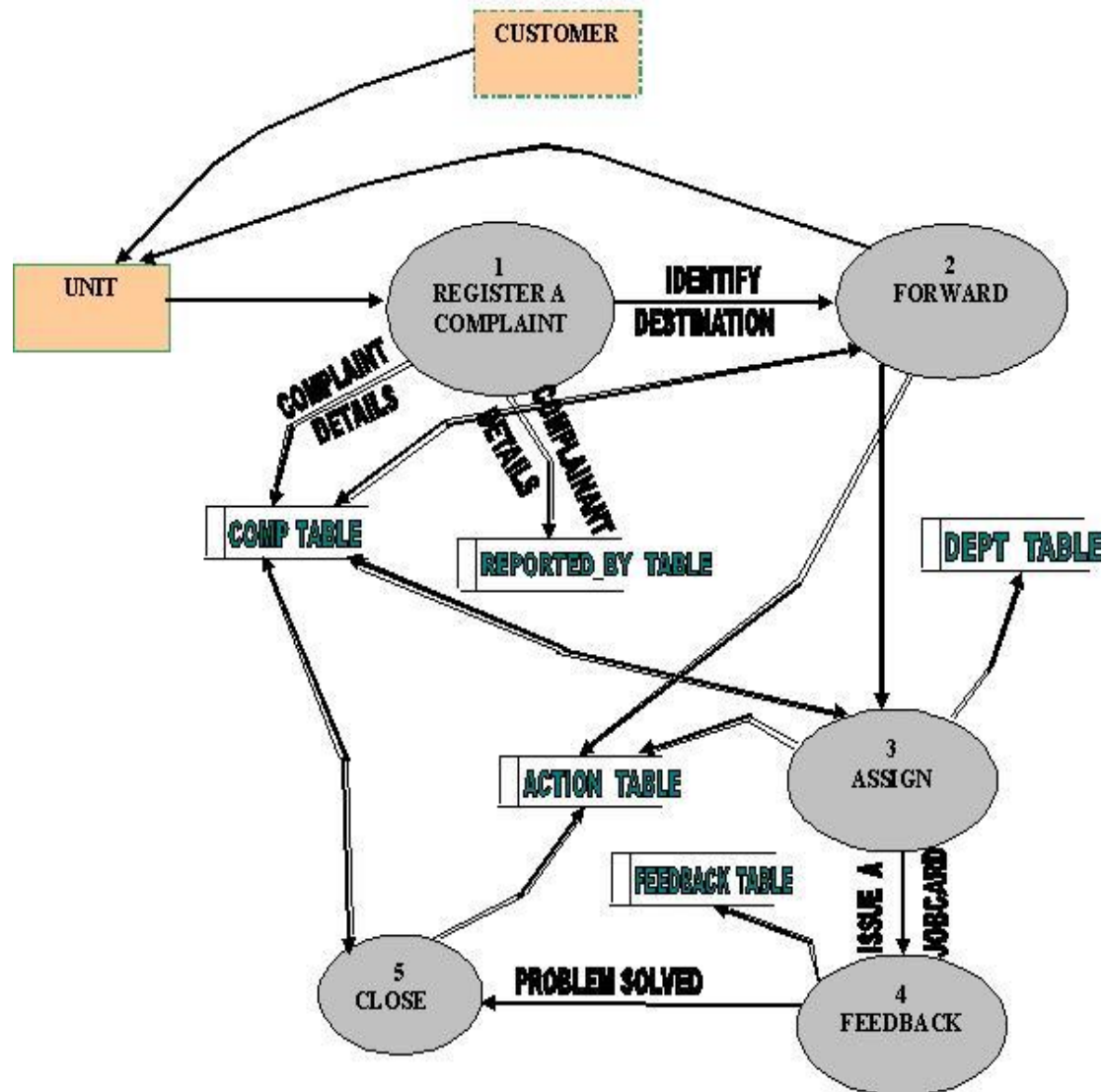
Diagram:

Data flow diagram:
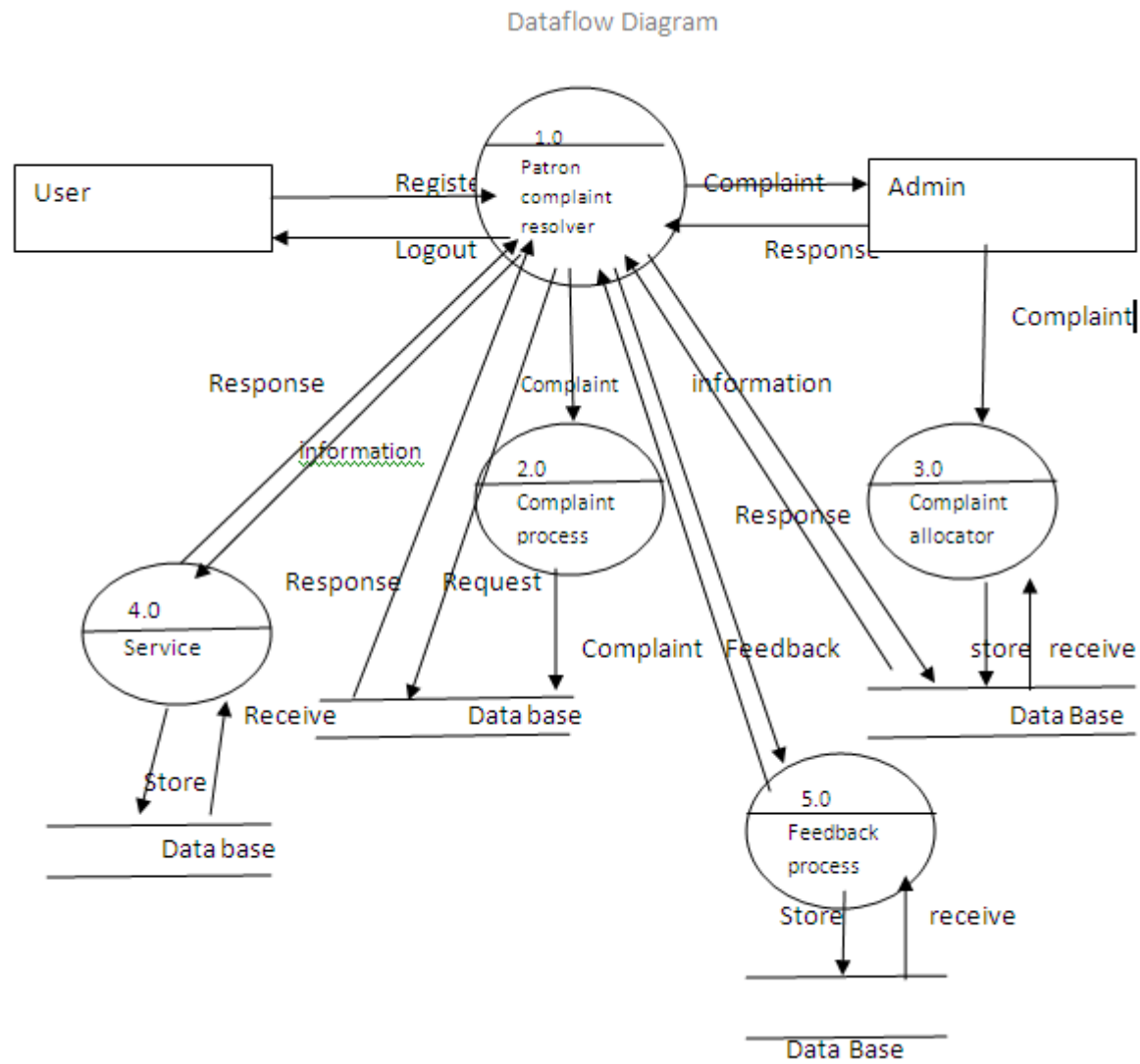
Dataflow Diagram

DATA FLOW DIAGRAM

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	Team Member
User of this system	Complaint creation	USN-1	As a user, I want to be able to create a complaint with detailed information about the problem I am facing.	• The user should be able to access the complaint creation form. • The complaint creation form should include fields for issue description, type of issue (streetlights, water pipes leakages, road renovation), image upload option, and issue location. • The user should be able to submit the complaint after filling in all the required information. • Upon successful submission, the complaint should be stored in the database with a unique complaint ID.	High	Penyamine

User of this System	Complaint tracking	USN-2	As a user, I want to be able to track the status of my complaints.	• The user should have a dedicated page where they can view the list of their complaints. • The list of complaints should display the current status of each complaint. • The user should be able to click on a specific complaint to view more details, including the assigned agent and any updates on the progress. • The complaint status should be updated in real-time as the complaint progresses.	High	Arun

Admin of this system	Agent assignment	USN-3	As an admin, I want to be able to assign agents to handle user complaints.	• The admin should have access to an agent management interface. • The admin should be able to create new agent profiles, including their name, contact information, and expertise. • The admin should be able to assign agents to specific complaints. • Once an agent is assigned, the complaint details and assignment should be updated in the database. • The admin should be able to view the list of assigned complaints for each agent.	Medium	Tamizh selvan