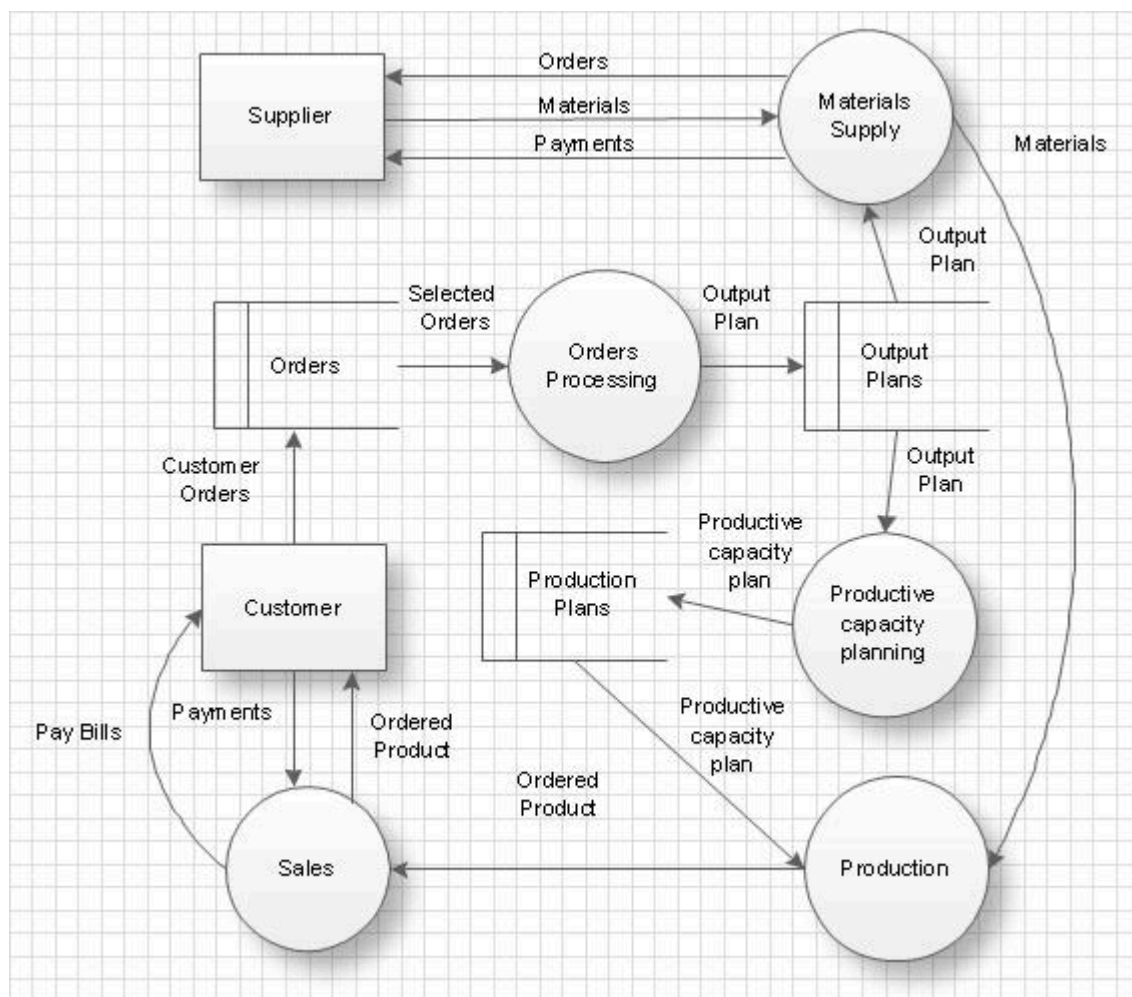


Data Flow Diagram & User Stories

Date	24 JUNE 2025
Team ID	LTVIP2025TMID31649
Project Name	Lease Management
Maximum Marks	

A **Data Flow Diagram (DFD)** is a **graphical representation** of how data moves through a system, depicting where data comes from, how it's processed, where it's stored, and where it ends up.



1. Process 1 – Application Submission & Screening

- Input: Tenant Application
- Flows: →Application record, trigger Screening API call, receive results → update Application Status

2. Process 2 – Lease Generation & Signing

- Input: Approved Application
- Flows: → Lease record creation, invoke DocuSign envelope, track Signing Status → update Lease record

3. Process 3 – Deposit Handling & Onboarding

- Input: Deposit Payment
- Flows: → Create Payment Transaction, mark Lease/Onboarding Status, create tasks in Salesforce

4. Process 4 – Rent Collection & Issue Tracking

- Scheduled Rent Reminder → Tenant pays → ERP sync → update Payment record
- Tenant logs maintenance issue → Ticket record in Salesforce → Property Manager triages

5. Process 5 – Renewal & Exit

- Scheduled trigger at 90/60/30 days → generate Renewal Notification tasks
- If renewal → update Lease; if exit → trigger Refund process

6. Process 6 – Post-Lease Activities

- On Exit: call ERP for Deposit Refund
- Send Survey → collect feedback → close Lease record
- **Data Stores:** Tenant, Application, Lease, Payment Transaction, Onboarding Task, Ticket, Survey Response

◆ Tenant-Facing Stories:

- *As a tenant, I need to submit an online rental application so that I can apply remotely.*
Acceptance Criteria: Application is saved in Salesforce; Screening Flow starts; tenant is notified.
- *As a tenant, I need to sign my lease electronically so that I avoid printing and mailing documents.*
Acceptance Criteria: DocuSign envelope is generated and sent; once signed, the Lease record status updates to "Signed."
- *As a tenant, I want rent reminders sent automatically each month so I avoid late payments.*

Acceptance Criteria: Reminder emails are sent; ERP receives rent payment update.

- *As a tenant, I need to pay my security deposit online so that I can complete move-in paperwork.*

Acceptance Criteria: Payment gateway request is logged; Deposit Received checkbox or record is updated.

◆ **Property Manager & System Stories:**

- *As a property manager, I want to review application statuses so I can quickly approve tenants.*

Acceptance Criteria: Application record shows Screening Completed; PM is notified.

- *As a property manager, I want scheduled workflows that remind me of upcoming lease renewals so I'm proactive.*

Acceptance Criteria: Reminders at 90/60/30 days before lease end; task created.

- *As a property manager, I need to record maintenance requests so issues can be tracked.*

Acceptance Criteria: Tickets appear in Service console; status and assignments tracked.