**Project Design Phase-II**

**Data Flow Diagram & User Stories**

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| Date | 26-08-2025 |
| Team ID | LTVIP2025TMID60976 |
| Project Name | **Resolve Now : Your Platform for Online Complaints** |
| Maximum Marks | 4 Marks |

**📊 Data Flow Description:**

The DFD illustrates how users (complainants, respondents, and admins) interact with the ResolveNow system. It shows the movement of complaint data through various modules including submission, messaging, admin review, and resolution, as well as data storage (complaint database, user accounts, status logs, etc.).

**🔁 High-Level Flow (DFD Level 1 – Conceptual)**

[Complainant] ---> [Submit Complaint Form] ---> [Complaint DB]

[Respondent] ---> [Receive Notification] ---> [Complaint DB]

[Both Parties] <--> [Messaging System] <--> [Message DB]

[Admin] <--> [Admin Dashboard]

|---> Review Reports

|---> Escalate or Resolve Cases

[System] ---> [Notification Service]

---> [Complaint Status Tracker]

---> [Search & Filter]

**✅ User Stories – Reimagined for Resolve Now**

| **User Type** | **Functional Requirement (Epic)** | **User Story / Task** | **Acceptance Criteria** | **Priority** | **Release** |
| --- | --- | --- | --- | --- | --- |
| **Complainant** | Complaint Submission | As a user, I can submit a complaint against a business or individual. | Complaint is visible on my dashboard and sent to respondent. | High | Sprint-1 |
| **Respondent** | Complaint Browsing | As a respondent, I can view complaints filed against me. | Only complaints assigned to the logged-in respondent are visible. | High | Sprint-1 |
| **User** | Messaging | As a user, I can chat with the other party and admin in real-time. | Messages appear instantly in the conversation thread. | Medium | Sprint-2 |
| **Complainant** | Complaint Tracking | As a complainant, I can see the status of my complaint. | Status updates (Submitted, In Review, Resolved) are visible. | High | Sprint-1 |
| **Respondent** | Response Management | As a respondent, I can reply to complaints and upload evidence. | Response is logged and timestamped. | High | Sprint-1 |
| **User** | Profile Management | As a user, I can update my personal details and preferences. | Changes are saved successfully. | Medium | Sprint-2 |
| **Complainant** | Review System | As a user, I can leave a review after the complaint is resolved. | Review appears on respondent’s profile. | Medium | Sprint-2 |
| **Admin** | Complaint Moderation | As an admin, I can review complaints and take action. | Admin actions (warnings, bans, resolutions) are logged. | High | Sprint-1 |
| **Admin** | User Moderation | As an admin, I can manage users and investigate abuse reports. | All reports and actions are auditable. | High | Sprint-1 |

**📌 Notes on Agile Planning:**

* **Sprint-1:** Core functionality: user registration, complaint submission, status tracking, basic messaging, admin moderation.
* **Sprint-2:** Enhancements: real-time chat, reviews, filtering/search, profile management.