

## **Project Design Phase-II**

### **Data Flow Diagram & User Stories**

**Date : 14-10-2022**

**Team ID: PNT2022TMID28156**

#### **CUSTOMER CARE REGISTRY**

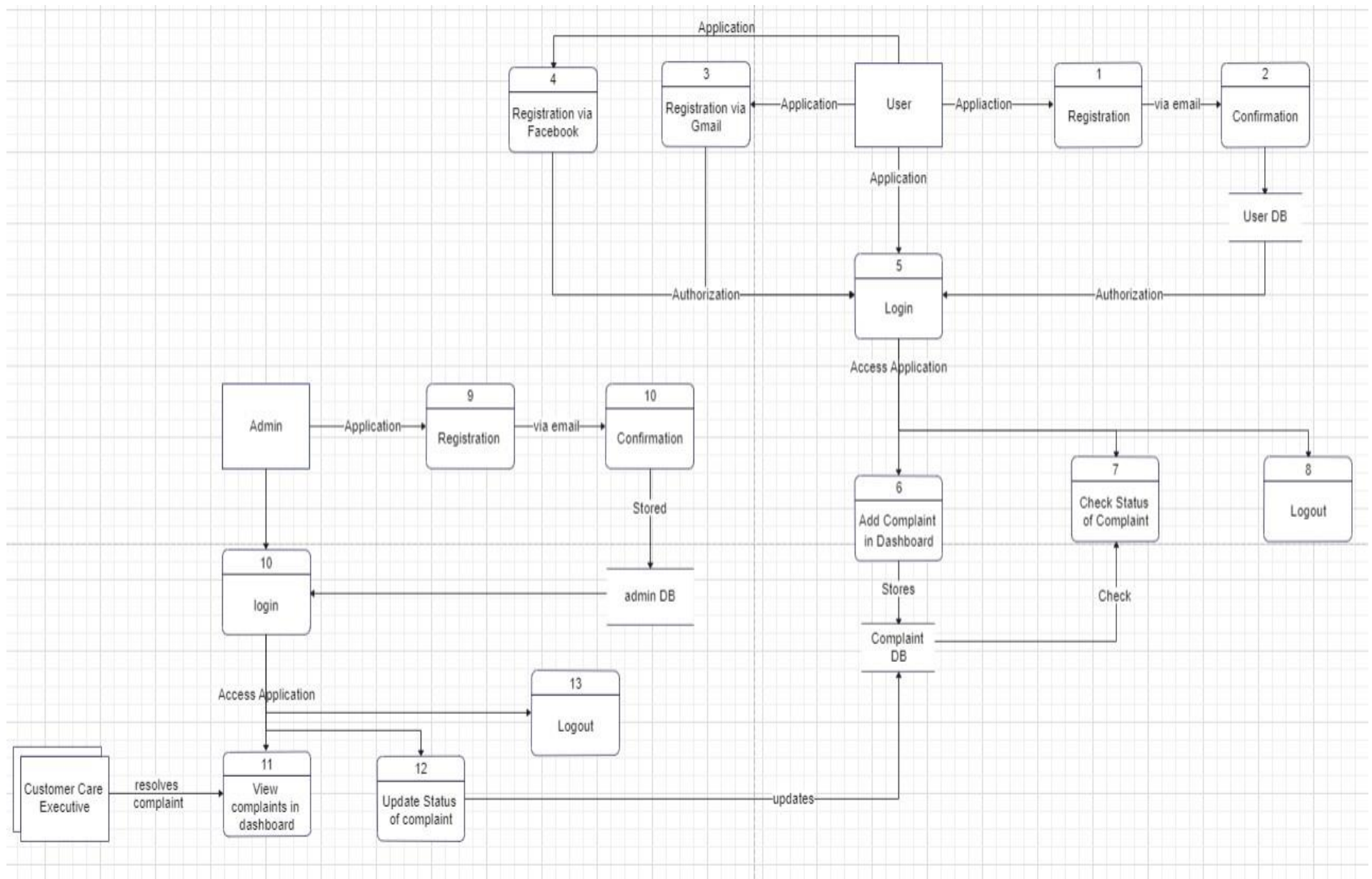
##### **Data Flow Diagrams:**

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.

A data-flow diagram is a way of representing a flow of data through a process or a system. The DFD also provides information about the outputs and inputs of each entity and the process itself. A data-flow diagram has no control flow — there are no decision rules and no loops.

The below diagram represents the data flow diagram of the customer care registry. The customer service process flow chart should allow the development of the basic structure for customer relation management. Similarly, you should ensure that you can monitor the contacts of users.

These customer complaints and requests flowchart controls, diagnoses and provide solutions. In some cases, the process of care will have to trigger an escalation to other service levels, so that conflicts are managed, and flows follow without interruption or unnecessary delay.



## User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Web 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
		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
		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
		USN-4	As a user, I can register for the application through Gmail		Medium	Sprint-2
	Login	USN-5	As a user, I can log into the application by entering email & password		High	Sprint-1
	Dashboard	USN-6	As a user , I can register the complaint in the register complaint page	I can register complaint(s)	High	Sprint-1
		USN-7	As a user , I can view the status of the complaint.	I can view status of complaint	Medium	Sprint-1
		USN-8	As a user, I can logout of the application	I can logout from the application	Low	Sprint-2
Customer Care Executive	Dashboard	USN-8	As a customer care Executive, I can resolve a complaint registered by user.	I can provide solution to a problem.	High	Sprint -1
Administrator	Registration	USN-9	As an admin, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
		USN-10	As an admin, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
	Login	USN-11	As an admin I can log into the application(admin panel) by entering email & password		High	Sprint-1
	Dashboard	USN-12	As an admin, I can update the status of the complaint to the user with the help of customer care executive.	I can satisfy the customer on his/her query.	Medium	Sprint-2
		USN-13	As an admin , I can logout from the application	I can logout from the application	Low	Sprint -2

