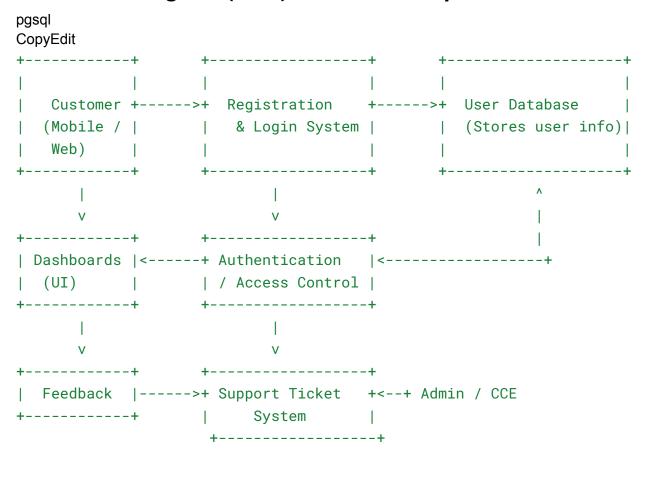
Project Design Phase-II Data Flow Diagram & User Stories

Date	24 June 2025
Team ID	LTVIP2025TMID31732
Project Name	HealthAl
Maximum Marks	
	4 Marks

Data Flow Diagram (DFD) - Level 0: Simplified Overview



📝 User Stories Template

Q Customer (Mobile/Web User)

User	Epic	USN	User Story	Acceptance	Priorit	Releas
Type				Criteria	у	е

Custome r	Registratio n	USN- 1	As a user, I can register for the app by entering email, password, confirm	I can access my dashboard	High	Sprint- 1
Custome r	Registratio n	USN- 2	As a user, I will receive a confirmation email after registering	I can receive and click a confirmation link	High	Sprint- 1
Custome r	Registratio n	USN- 3	As a user, I can register via Facebook	I can access the app through Facebook login	Low	Sprint- 2
Custome r	Registratio n	USN- 4	As a user, I can register via Gmail	I can access the app using Google credentials	Mediu m	Sprint- 1
Custome r	Login	USN- 5	As a user, I can log into the app with email and password	I am redirected to the dashboard on successful login	High	Sprint- 1

Customer Care Executive (CCE)

User Type	Epic	USN	User Story	Acceptance Criteria	Priorit y	Releas e
CCE	Ticket View	USN- 6	As a CCE, I can view all incoming support tickets	I can see user-submitted tickets with timestamps	High	Sprint- 2
CCE	Ticket Reply	USN- 7	As a CCE, I can reply to support tickets	I can send answers and see thread history	Mediu m	Sprint- 2
CCE	Profile View	USN- 8	As a CCE, I can view customer profile from ticket	Profile info (email, history, issues) is visible	Low	Sprint- 3

Administrator

User	Epic	USN	User Story	Acceptance	Priorit	Releas
Type				Criteria	у	е

Admin	User Managemen t	USN- 9	As an admin, I can deactivate/reactivate any user	A toggle allows me to change account status	High	Sprint- 3
Admin	System Monitoring	USN- 10	As an admin, I can view system usage stats (logins, errors)	Graphs/data logs are available for daily/weekly metrics	Mediu m	Sprint- 4
Admin	Ticket Oversight	USN- 11	As an admin, I can monitor CCE ticket responses	I can view ticket resolution time and response quality	Mediu m	Sprint- 4