

## Project Design Phase-II Data Flow Diagram & User Stories

Date	14 October 2022
Team ID	PNT2022TMID53532
Project Name	Customer Care Registry
Maximum Marks	4 Marks

### 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.

### Example: (Simplified)

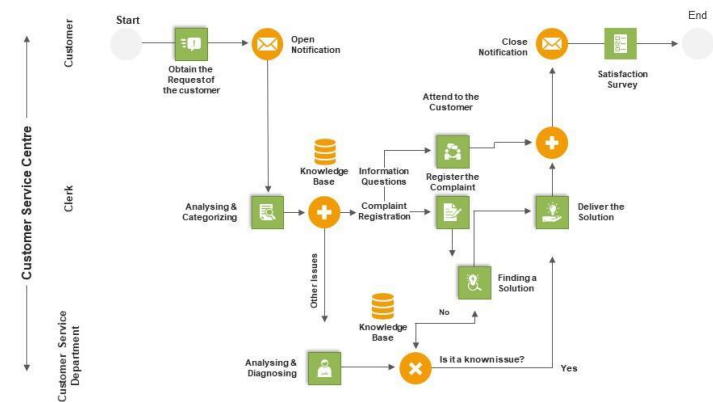
Flow



1. User configures credentials for the Watson Natural Language Understanding service and starts the app.
2. User selects data file to process and load.
3. Apache Tika extracts text from the data file.
4. Extracted text is passed to Watson NLU for enrichment.
5. Enriched data is visualized in the UI using the D3.js library.

### Example: DFD Level 0 (Industry Standard)

#### 2 Customer Service Process Flowchart



*This slide is 100% editable. Adapt it to your needs and capture your audience's attention.*

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## 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	Release
Customer (Mobile 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	I can register & access the dashboard with Gmail Login	Medium	Sprint-1
	Login	USN-5	As a user, I can log into the application by entering email & password	I can login to the analysis page using username and password.	High	Sprint-1
	Dashboard	USN-6	As an Administrator, I can access the Dashboard.	I can update the details of the Employee Attrition Reasons.	High	Sprint-1
Customer (Web user)	Issue	USN-1	As a web user, I can raise complaints with detailed description	I can raise complaints with detailed description	High	Sprint-1
Customer Care Executive	Analyse the complaints	USN-1	As a customer care executive, I can analyse the issue and perform the needful action	I can analyse the issue and perform the needful action	High	Sprint-1
Administrator	Login	USN-1	As a user, I can log into the application by entering email & password	I can login to the analysis page using username and password.	High	Sprint-1
	Dashboard	USN-2	As an Administrator, I can access the Dashboard.	I can update the details of the Employee Attrition Reasons.	High	Sprint-1