Project Design Phase-II

Data Flow Diagram & User Stories
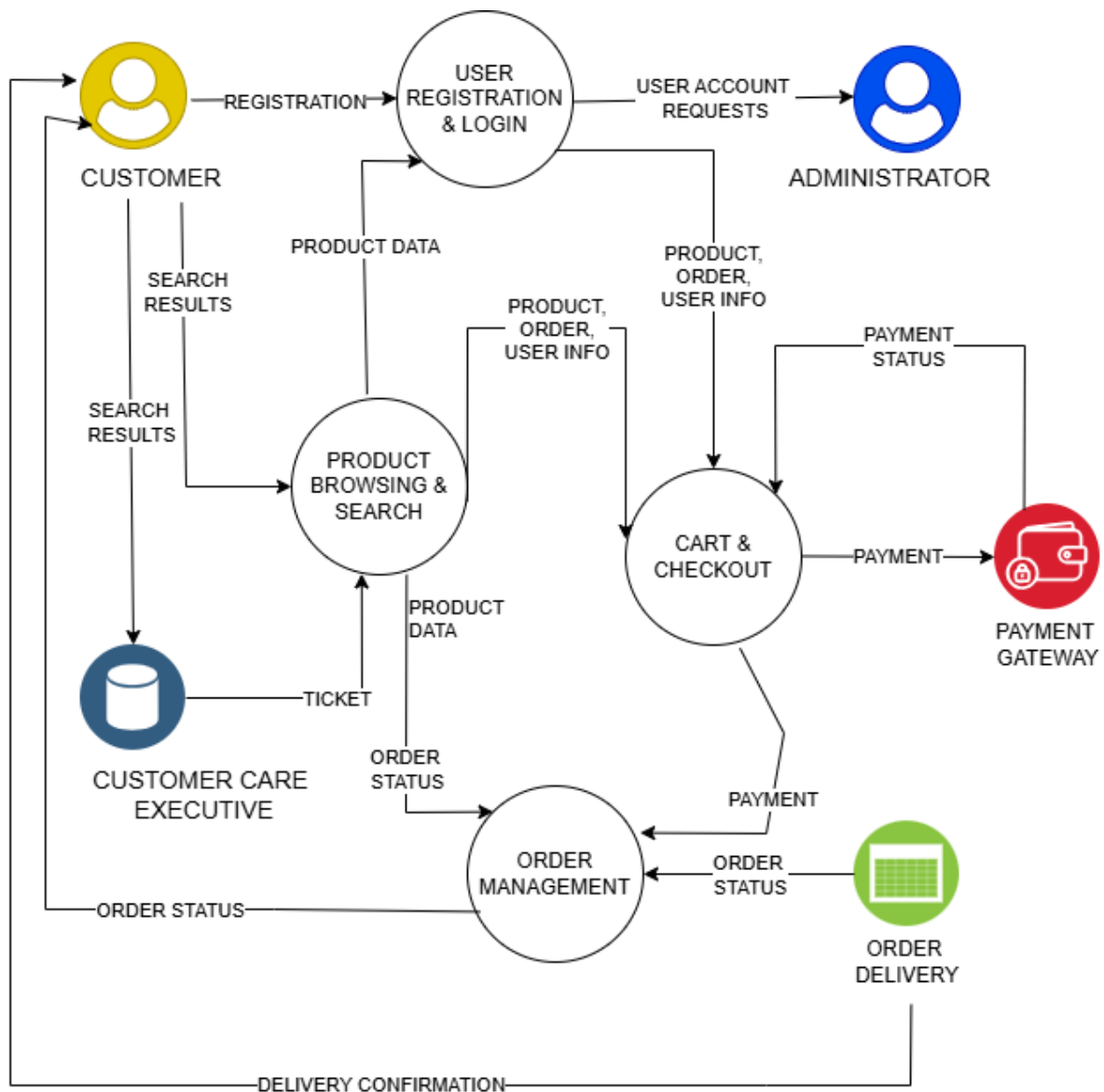
Date	16th April 2025
Team ID	SWTID1744119659
Project Name	ShopEZ: One-Stop Shop for Online Purchases
Maximum Marks	4 Marks

Data Flow Diagram:

This diagram illustrates the **functional flow** between users and components in an e-commerce platform:

- **Customer**: Registers, logs in, browses products, adds to cart, and places orders.

- **User Registration & Login**: Handles user sign-up and authentication, and communicates user account requests to the **Administrator**.

- **Product Browsing & Search**: Allows users to search and view products using data from the system.

- **Cart & Checkout**: Collects selected products and user data, processes payment via the **Payment Gateway**, and sends updates to **Order Management**.

- **Order Management**: Tracks order status, coordinates with **Order Delivery**, and updates both the **Customer** and **Customer Care Executive**.

- **Order Delivery**: Completes the delivery process and sends confirmation to the customer.

- **Customer Care Executive**: Assists users via support tickets and checks order status.

- **Administrator**: Manages user accounts and admin-level tasks.

- **Payment Gateway**: Processes transactions and returns payment status.

User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer (Mobile/ Web)	Registration	USN-1	As a user, I can register by email, password, and confirmation	I can access my account/dashboard after registering	High	Sprint-1
Customer	Registration	USN-2	As a user, I receive a confirmation email after registration	Email is sent and link verifies account	High	Sprint-1
Customer	Registration	USN-3	As a user, I can register using Facebook.	I can access dashboard using Facebook login	Low	Sprint-2
Customer	Registration	USN-4	As a user, I can register using gmail.	I can log in with Gmail without additional signup	Medium	Sprint-1
Customer	Login	USN-5	As a user, I can login with email and password	I can log in and see my dashboard	High	Sprint-1
Customer	Rowse/Search	USN-6	As a user, I can browse and search for products like iPhone 16	Relevant products appear in search	High	Sprint-2
Customer	Cart	USN-7	As a user, I can add a product to my cart	Product appears in cart with correct details	High	Sprint-2
Customer	Checkout	USN-8	As a user, I can check out securely and make payment	Order is confirmed and receipt is sent	High	Sprint-2
Customer	Orders	USN-9	As a user, I can view my past orders	My orders show correct status and details	Medium	Sprint-3

Customer	Support	USN-10	As a user, I can contact customer care for help	Ticket is created and support can respond	Medium	Sprint-4
Admin	Product Management	USN-11	As an admin, I can add/edit/ delete products	Changes reflect in the product list instantly	High	Sprint-1
Admin	User Management	USN-12	As an admin, I can manage user accounts	I can suspend, edit, or reset user data	High	Sprint-3
Customer Care	Support Management	USN-13	As a support agent, I can view and respond to tickets	I can see open tickets and reply to customers	High	Sprint-4