

Project Design Phase-II

Data Flow Diagram & User Stories

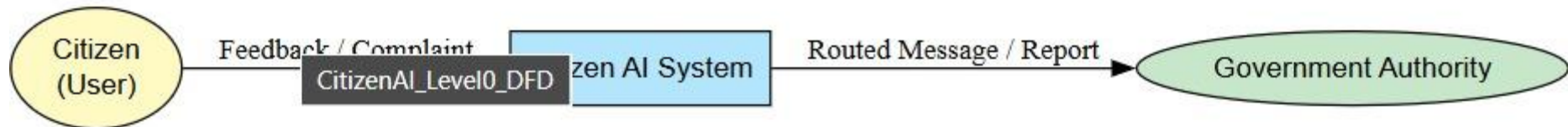
Date	18 JUNE 2025
Team ID	LTVIP2025TMID29997
Project Name	CITIZEN AI
Maximum Marks	4 Marks

Data Flow Diagrams:

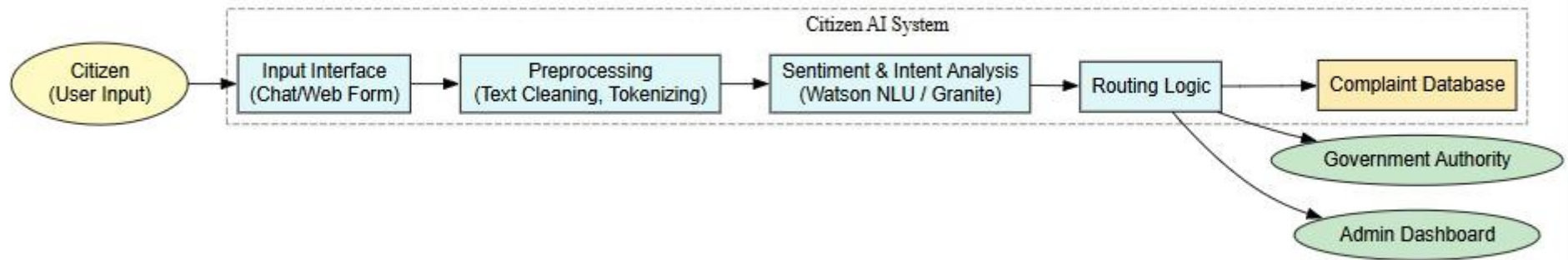
A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

Data Flow Diagram

Level 0 DFD:



Level 1 DFD:



User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story ID	User Story / Task	Acceptance Criteria	Priority	Release
Citizen	AI Chatbot	CZN-1	As a citizen, I can ask questions about public services via the chatbot	The system provides relevant and accurate answers	High	Sprint 1
Citizen	Feedback Submission	CZN-2	As a citizen, I can submit feedback about services	The system stores the feedback securely	High	Sprint 1
Citizen	File Upload	CZN-3	As a citizen, I can upload supporting documents with my query	Files are accepted (PDF/JPG) and stored securely	Medium	Sprint 2
Citizen	Multi-language Support	CZN-4	As a citizen, I can interact with the chatbot in my local language	The chatbot replies correctly in the selected language	High	Sprint 2
Official	Sentiment Analysis	CZN-5	As an official, I can view sentiment analysis of feedback	The system classifies feedback as Positive/Neutral/Negative	High	Sprint 1
Official	Query Routing	CZN-6	As an official, I can get escalated queries that need manual handling	Complex queries are correctly routed to officials	Medium	Sprint 2
Official	Visual Dashboard	CZN-7	As an official, I can see analytics on citizen queries and feedback trends	Dashboard shows charts and trends in real-time	High	Sprint 2
Official	Report Generation	CZN-8	As an official, I can generate reports for decision making	Reports are downloadable in PDF/CSV	Medium	Sprint 3
Admin	System Management	CZN-9	As an admin, I can manage user access and system settings	Roles and permissions work correctly	Medium	Sprint 3