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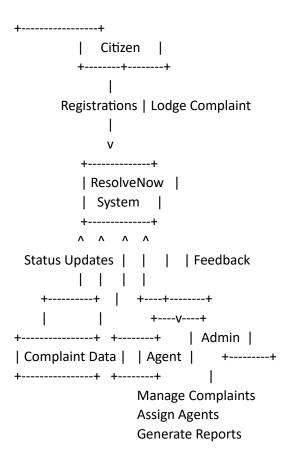## Data Flow Diagram & User Stories

Date	18-06-2025
Team ID	LTVIP2025TMID53208
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

Data Flow Digrams:

A Data Flow Diagram (DFD) for ResolveNow illustrates the flow of complaint-related data between users (citizens, agents, and admins) and the system components. It highlights how data such as registrations, complaint lodging, status tracking, feedback, and report generation moves through the system.

DFD for ResolveNow: Your Platform for Online Complaints

```
+----------------+
        |   Citizen   |
        +--------+--------+
                 |
    Registrations | Lodge Complaint
                 |
                 v
       +--------------+
       | ResolveNow   |
       |  System      |
       +--------------+
        ^   ^    ^   ^
 Status Updates  |   |    | Feedback
            |  |   |  |
    +----------+   |    +----+--------+
    |          |        +----v----+
+---------------+  +--------+     | Admin  |
| Complaint Data |  | Agent  |      +---------+
+---------------+  +--------+          |
                        Manage Complaints
                        Assign Agents
                        Generate Reports
```

User Stories

Key Data Flows:

Citizen → System: Registration, Complaint Submission, Feedback

System → Agent: Assigned Complaints, Complaint Status

Agent → System: Complaint Status Updates, Communication Logs

System → Citizen: Complaint Updates, Resolution Status

Admin → System: User Management, Agent Assignment, Report Generation

System → Admin: Dashboards, Reports, Complaint Metrics