

Project Design Phase-II Data Flow Diagram & User Stories

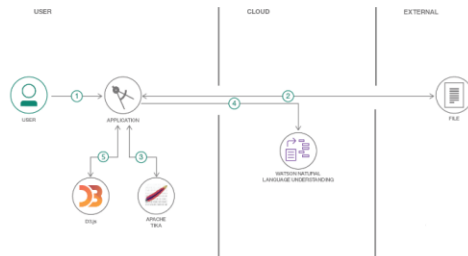
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|---------------|--|
| Date | 22 June 2025 |
| Team ID | LTVIP2025TMID54898 |
| Project Name | Resolvenow: your platform for online complaints |
| Maximum Marks | 4 Marks |

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.

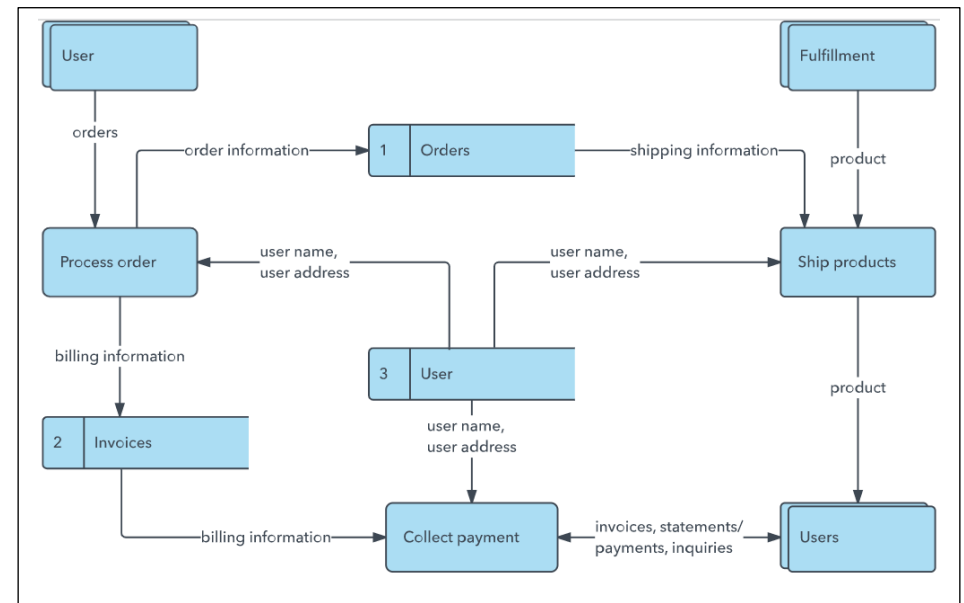
Example: [\(Simplified\)](#)

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)



User Stories

| User Type | Functional Requirement | User Story No. | User Story / Task | Acceptance Criteria | Priority | Release |
|---------------------|------------------------|----------------|---|--|----------|----------|
| Customer (Web User) | Registration | USN-1 | As a user, I can register via form with email and password | I can create an account and access my dashboard | High | Sprint-1 |
| Customer (Web User) | Login | USN-2 | As a user, I can log in using my email and password | I enter valid credentials and log in successfully | High | Sprint-1 |
| Customer (Web User) | Dashboard | USN-3 | As a user, I can view my submitted complaints and their statuses | I see a list of my complaints with current status | High | Sprint-1 |
| Customer (Web User) | Complaint Submission | USN-4 | As a user, I can submit a new complaint with issue details | My complaint gets saved and visible on my dashboard | High | Sprint-1 |
| Customer (Web User) | Complaint Chat | USN-5 | As a user, I can chat with the assigned agent for a complaint | I can send and receive messages within the complaint | Medium | Sprint-2 |
| Agent | Login | USN-6 | As an agent, I can log in to view assigned complaints | I enter my credentials and see complaints assigned to me | High | Sprint-1 |
| Agent | View Complaints | USN-7 | As an agent, I can see all complaints assigned to me | A list of assigned complaints is displayed | High | Sprint-1 |
| Agent | Respond to Complaint | USN-8 | As an agent, I can respond to users via the complaint chat | My messages appear in the chat visible to the customer | Medium | Sprint-2 |
| Agent | Update Status | USN-9 | As an agent, I can update the status of a complaint (In Progress, Resolved, etc.) | Status changes are reflected on both user and agent side | Medium | Sprint-2 |

| | | | | | | |
|---------------|-------------------------|--------|---|--|--------|----------|
| Administrator | Login | USN-10 | As an admin, I can log in using secure credentials | I access the admin dashboard | High | Sprint-1 |
| Administrator | Manage Users | USN-11 | As an admin, I can view all registered users | User list is visible with roles | Medium | Sprint-2 |
| Administrator | View Complaints | USN-12 | As an admin, I can view all complaints in the system | I can view complaint details from all users | High | Sprint-1 |
| Administrator | Assign Agents | USN-13 | As an admin, I can assign agents to unresolved complaints | Selected agent is assigned and reflected to user & agent | High | Sprint-1 |
| Administrator | Change Complaint Status | USN-14 | As an admin, I can override or update complaint status | Status changes are immediately updated | Medium | Sprint-2 |