

Project Design Phase-II
Data Flow Diagram & User Stories

Date	03 October 2022
Team ID	PNT2022TMID18048
Project Name	Project – 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.

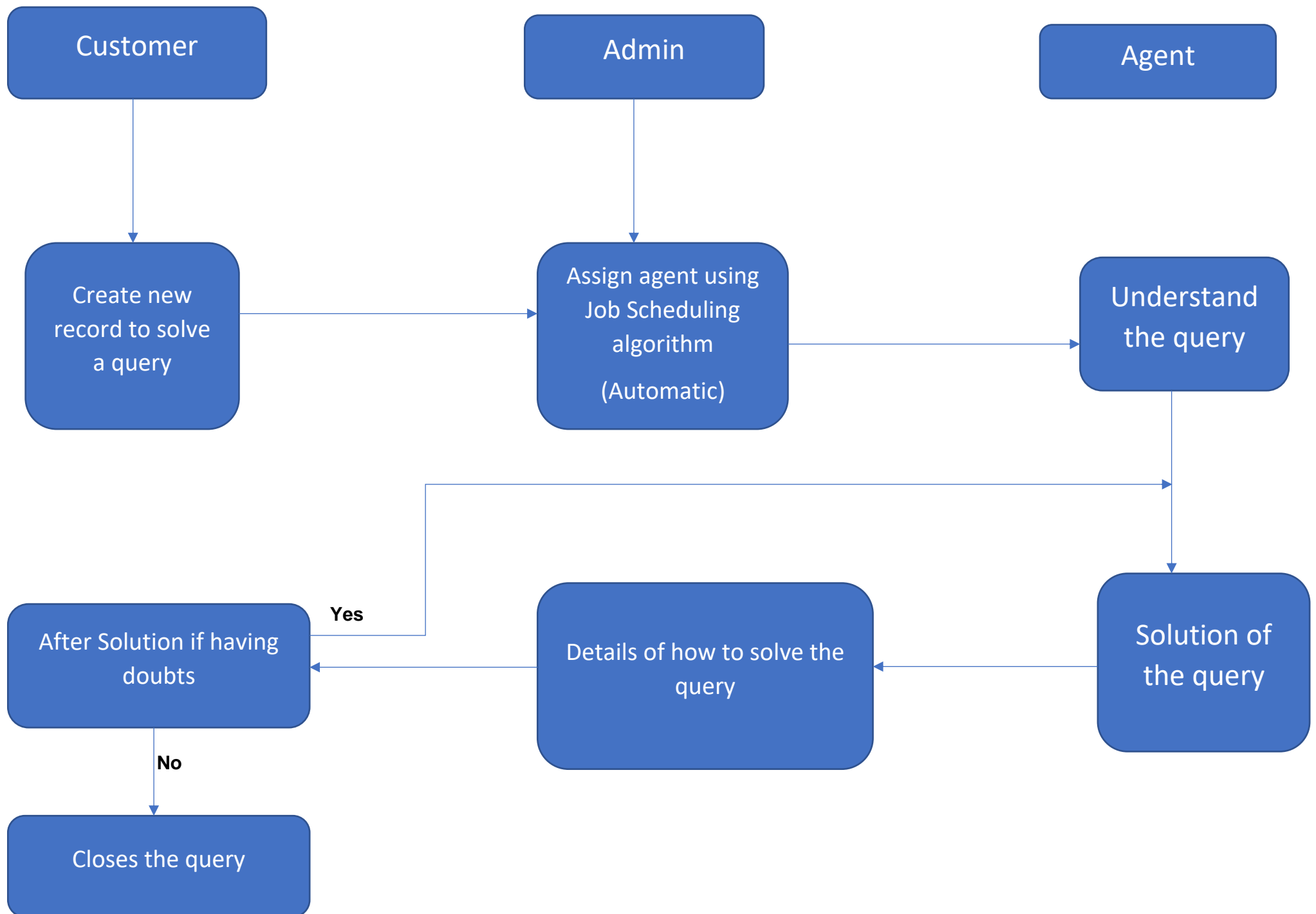
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User Stories

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 Customer, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
	Login	USN-2	As a Customer, I can login once they have registered	I can access my account / dashboard	High	Sprint-1
	Dashboard	USN-3	As a Customer, I can see my history of queries	I can see the Solution I got	Low	Sprint-2
	Request Help	USN-4	As a Customer I can request a help through Customer service	I can Ask my query	Medium	Sprint-1
	Share Screenshot	USN-5	As a Customer I can tag my screen shot to dashboard	I can share my screen shot of error to the agent	High	Sprint-3
	Request details	USN-6	Status of the current query requested	I can view the current status of my query	Medium	Sprint-4
Agent(Web User)	Login	USN-1	As an Agent, I can login to dashboard	View the Customer who are allotted	High	Sprint-2
	Dashboard	USN-2	View the list of details of customer query	List of queries with appropriate screen shots	High	Sprint-3
	Communication	USN-3	As an Agent I can Communicate to user in Communication area	I can communicate with the customer	Medium	Sprint-4
Admin	Login	USN-1	As an Admin I can Login into my account entering the correct	Access my account/Dash board	Low	Sprint-4
	Add Agent	USN-2	Create an agent and enlarge the service	Add new Agents	Medium	Sprint-1