

Data Flow Diagram & User Stories

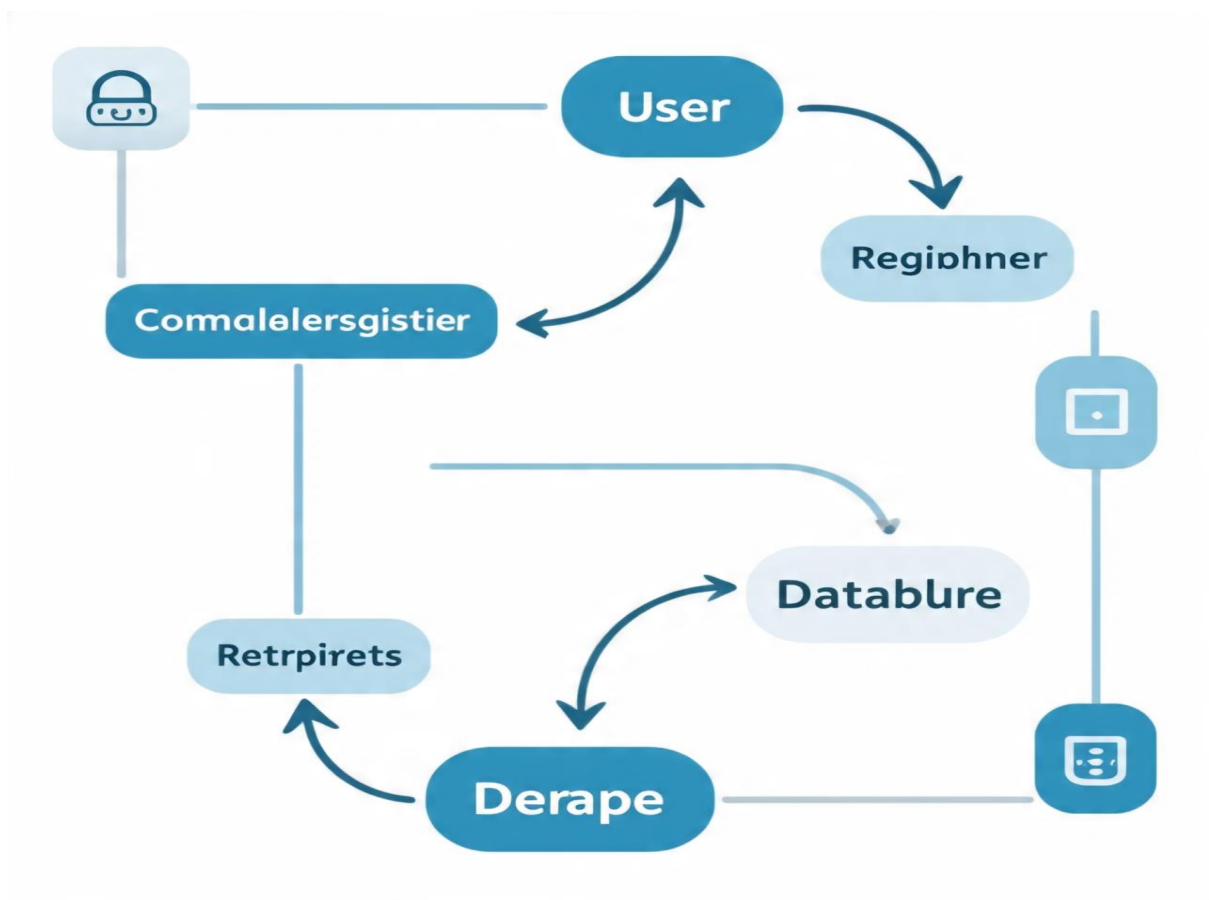
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Project Name	Resolve Now: Platform For Online complaints
Maximum Marks	4 Marks

Data Flow Diagrams:

A **Data Flow Diagram (DFD)** illustrates how data moves within the Freelance Finder platform. It captures how users (freelancers and clients) interact with the system, how information flows between different components, and where the data is stored.

Example: DFD Level 0 (Industry Standard)

1. Context Level DFD (Level 0)



User Stories

User Story Table-DocSpot

User Role	User Story	Priority	Acceptance Criteria
Citizen/User	As a user, I want to register an account so that I can file and track complaints.	High	Registration form validates data, stores user, and sends confirmation email.
Citizen/User	As a user, I want to log in securely so that only I can access my complaint data.	High	Login uses secure authentication; invalid logins are handled properly.
Citizen/User	As a user, I want to submit a complaint so that my issue is addressed by authorities.	High	Form submits complaint with required fields and stores it in the database.
Citizen/User	As a user, I want to receive a confirmation when my complaint is submitted.	Medium	System displays confirmation and sends email/SMS.
Citizen/User	As a user, I want to check the status of my complaints so that I stay informed.	High	User can view a list of submitted complaints and their current status.
Admin	As an admin, I want to view and manage all complaints so that they are resolved efficiently.	High	Admin dashboard shows complaint list, filters, and assignment options.
Admin	As an admin, I want to assign complaints to support staff so that they can be addressed.	High	Admin can assign a complaint to a staff member and update status.
Support Staff	As support staff, I want to see assigned complaints so that I can resolve them.	High	Staff dashboard shows only complaints assigned to that user.
Support Staff	As support staff, I want to update the status of complaints so that users stay informed.	High	Status updates are saved and reflected in user view.
Admin	As an admin, I want to generate reports so that I can analyze complaint trends.	Medium	System can generate reports by date, category, or status.

This is the **high-level overview** of the system. It shows the system as a single process and its interactions with external entities.

Entities:

- **User** (citizen or customer)
- **Admin**
- **Support Staff**

Process:

- Online Complaints and Management System

Data Stores (implicit in Level 0, or shown simply):

- Complaint Records
- User Data

► **Diagram Elements:**

pgsql

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[User] --> (1) Submit Complaint --> [System]

[Admin] <-- View Reports / Complaints -->

[Support Staff] <-- Receive Complaint -->

◇ **2. Level 1 DFD**

This breaks the system into main processes.

Processes:

1. **Register/Login**
2. **Submit Complaint**
3. **Assign Complaint**
4. **Track Complaint Status**
5. **Generate Reports**

Data Stores:

- **D1: Complaint Database**

- **D2: User Profiles**
- **D3: Staff Assignments**

► **Diagram Flow Example:**

pgsql

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[User] ---> (1) Register/Login ---> D2

---> (2) Submit Complaint ---> D1

<--- (4) Track Complaint Status <--- D1

[Admin] ---> (3) Assign Complaint ---> D3

---> (5) Generate Reports <--- D1

[Support Staff] <--- (3) Get Assigned Complaint <--- D3

---> (4) Update Complaint Status ---> D1

◇ **3. Level 2 DFD (optional, more detailed)**

Break down each Level 1 process into smaller tasks.

For example, process **(2) Submit Complaint** might include:

- Validate input
- Save complaint
- Notify support staff

User Stories summary

1. Citizen / User

These stories focus on the ability to register, file, and track complaints.

- Users can **register and log in** securely.
- Users can **submit complaints** with relevant details.
- Users receive **confirmation notifications** after submission.
- Users can **view and track the status** of their complaints.

- Users may **edit or cancel** a complaint before it's processed (optional feature).
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2. Admin

Admin stories revolve around system oversight and workflow management.

- Admins can **view all submitted complaints**.
 - Admins can **assign complaints** to support staff.
 - Admins can **update complaint status** or flag duplicates.
 - Admins can **generate reports** and view analytics on complaint trends.
 - Admins can **manage user accounts and permissions**.
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3. Support Staff

Support staff are responsible for resolving complaints assigned to them.

- Support staff can **view complaints assigned to them**.
- They can **update complaint status** (e.g., in progress, resolved).
- They can **add notes or feedback** on resolution steps.
- They receive **notifications of new assignments**.

Area	Description
User Management	Registration, login, and authentication
Complaint Handling	Submit, assign, track, and resolve complaints
Communication	Email/SMS notifications, status updates
Reporting	Complaint statistics and reports (for admin)
Security & Access	Role-based access: users, staff, admins