

Project Design Phase-II Data Flow Diagram & User Stories

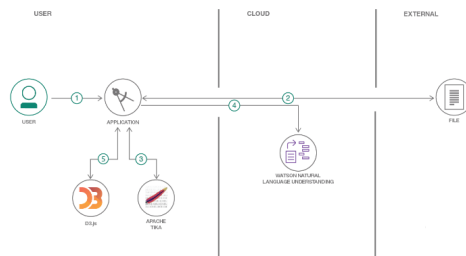
Date	03 October 2022
Team ID	PNT2022TMID27076
Project Name	Project - Customer Care Registry
Maximum Marks	4 Marks

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.

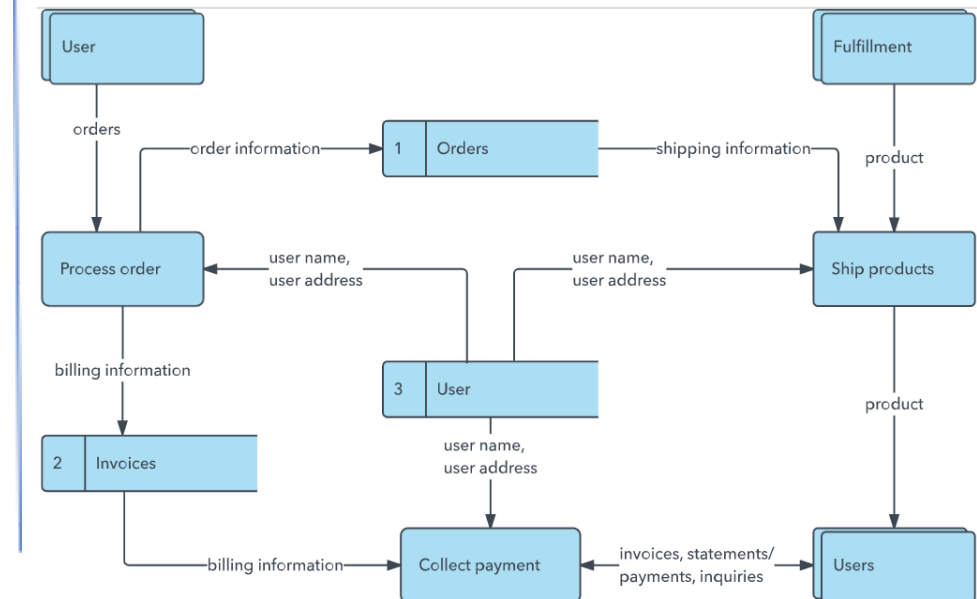
Example: (Simplified)

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

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 user, 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 user, I can log into the application by entering email & password	I can login	High	Sprint-1
	Dashboard	USN-3	As a user, I can see all my orders raised by me	I can login and access my dashboard	Low	Sprint-2
	Order creation	USN-4	As a user, I can place my orders with details of my queries	I can ask my queries	Medium	Sprint-2
	Address column	USN-5	As a user, I can talk with the assigned agent and get my queries cleared	My queries are resolved	High	Sprint-3
Agent (Web user)	Login	US-1	As an agent i can login using Agent login credentials	I can access my account/dashboard	High	Sprint-3
Customer Care Executive	Dashboard	US-2	I can see order details assigned to me by the admin	i can see the tickets that are assigned to me	High	Sprint-3
Administrator	Address Column	US-3	I can communicate with the customers clear their doubts	I can clear the issues	High	Sprint-3
	Forget Password	US-4	I can reset my password in case i forget the password	I can regain my account	Medium	Sprint-4