

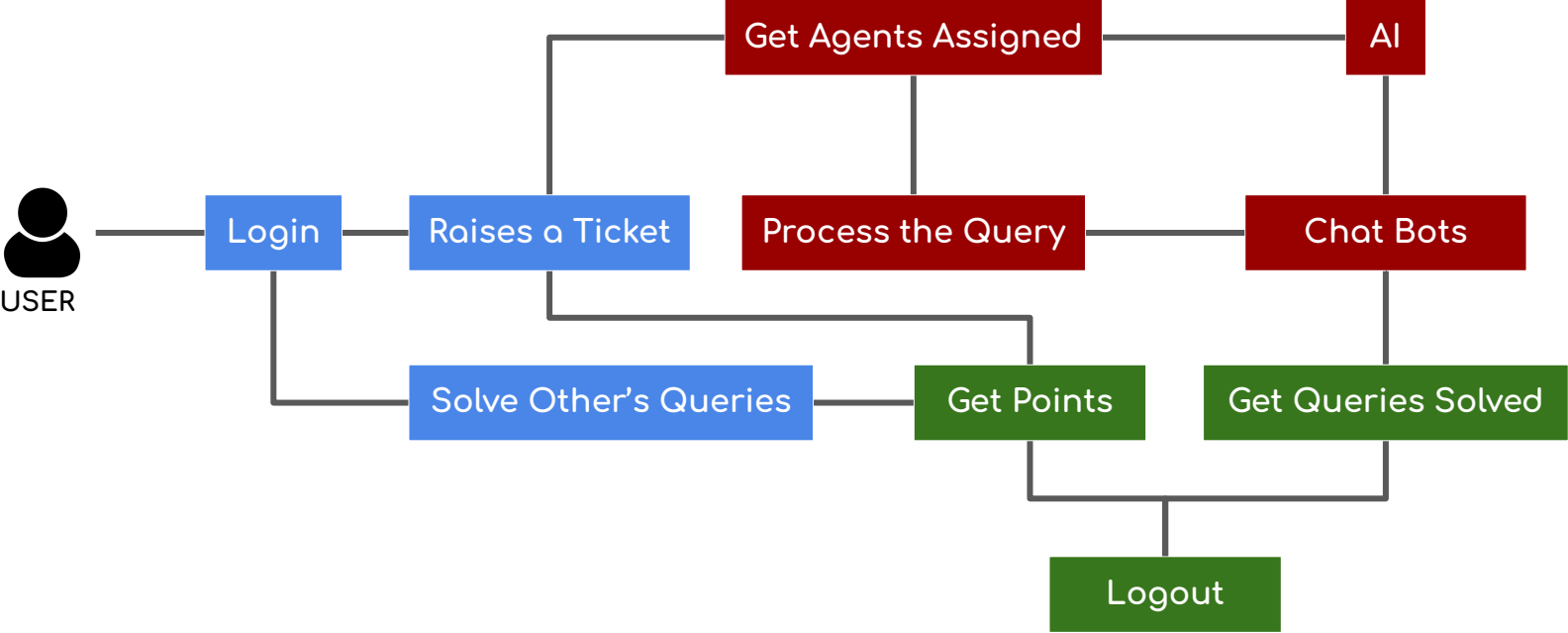
# Project Design Phase II

## Data Flow Diagrams & User Stories

Date	15 October 2022
Team ID	PNT2022TMID32174
Project Name	Customer Care Registry
Maximum Marks	4 Marks

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# Data Flow Diagram



# User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer	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 the application by entering email & password	I can log into my account / dashboard	High	Sprint-1
	Raising Tickets	USN-3	As a user, I can raise a ticket regarding my query	I can raise a ticket	High	Sprint-1
	Rewarding points	USN-4	As a user, I can get points or be able to get a reward for resolved queries	I can resolve other's queries	Medium	Sprint-4
	Logout	USN-5	As a user, I can logout from my account	I can logout from my account	High	Sprint-2
Admin	Login	ASN-1	As a admin, I can login to my account / dashboard	I can access my dashboard / account	High	Sprint-2
	Track the status	ASN-2	As a admin, I can track the status of the user raised queries	I can track the status of the ticket	Medium	Sprint-2
	Assign the agents	ASN-3	As a admin, I can assign the agents respective to the customers	I can assign agents	High	Sprint-2
	Ban suspicious accounts	ASN-4	As a admin, I can ban the suspicious accounts or users	I can ban accounts	Medium	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Agent	Resolve Queries	AGSN-1	As a Agent, I can resolve the customer queries	I can resolve user queries	High	Sprint-3
	Connecting with related problems	AGSN-2	As a Agent, I can connect to the related problems	I can connect related problems or queries	Medium	Sprint-3
	Chat with the customers	AGSN-3	As a Agent, I can chat with the customers or users	I can chat with the one raised ticket	Medium	Sprint-3
	Flag the tickets	AGSN-4	As a Agent, I can flag the status of the raised ticket	I can flag the ticket	Low	Sprint-4