

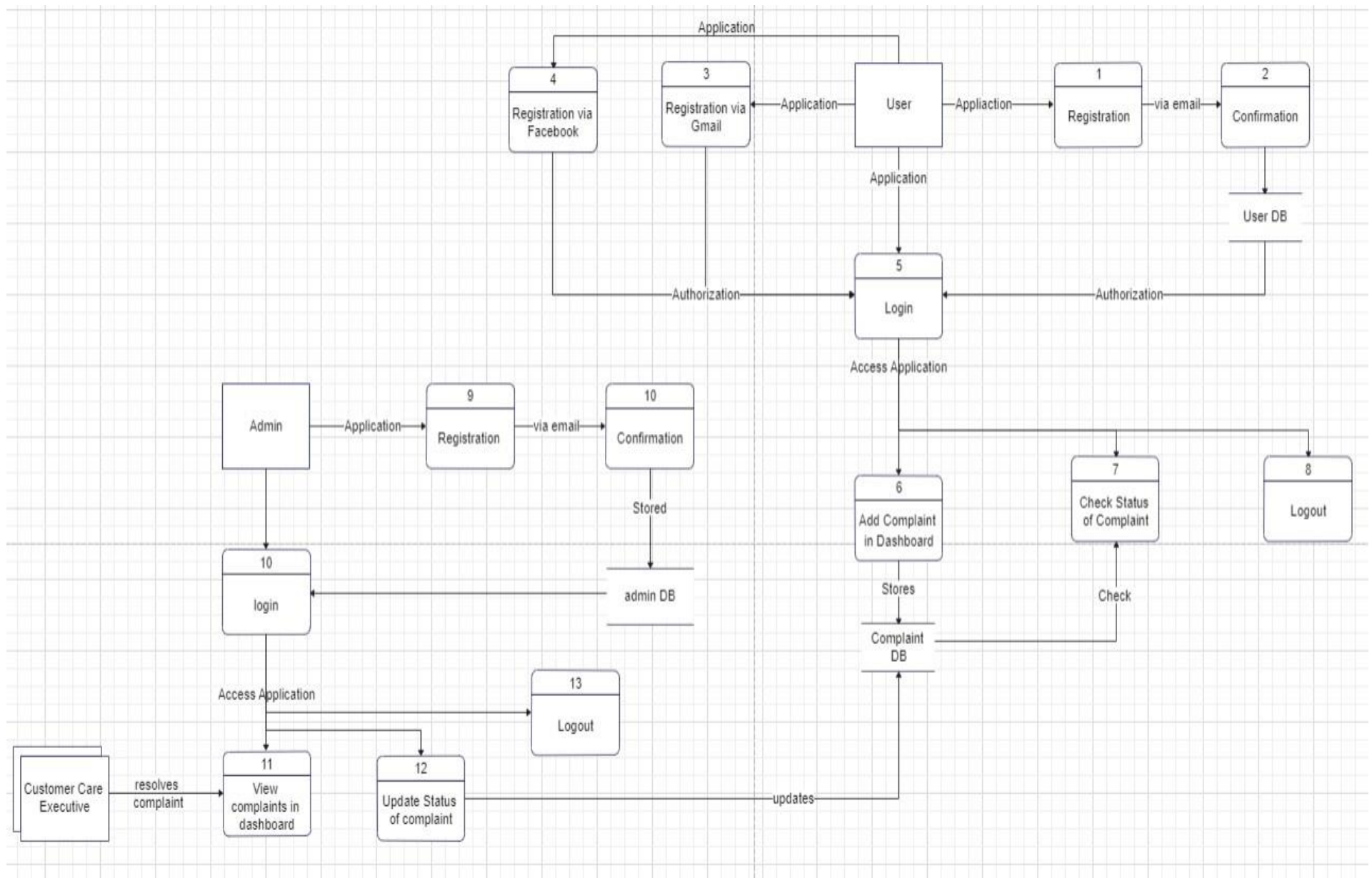
## **Project Design Phase-II**

### **Data Flow Diagram & User Stories**

Date	15 October 2022
Team ID	PNT2022TMID44404
Project Name	Customer Care Registry

### **Data Flow Diagrams:**

Traditional visual representation of the information flows within a system is called data flow diagrams. It shows how data enters and leaves the system, what changes the information, and where data is stored. A neat and clear DFD can depict the right amount of the system requirement graphically.



## User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Web user)	Registration	USN-1	As a user, I can register for the application by register and login with my email, password, and confirming my password.	I can access my account.	High	Sprint-1
		USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
		USN-3	As a user, I can register for the application through Facebook	I can register & access the dashboard with Facebook Login	Medium	Sprint-2
		USN-4	As a user, I can register for the application through Gmail	I can register via g-mail.	Low	Sprint-2
	Login	USN-5	As a user, I can log into the application by entering email & password		High	Sprint-1
	Dashboard	USN-6	As a user , I can register the complaint in the register complaint page	I can register queries.	High	Sprint-1
		USN-7	As a user , I can view the status of the queries.	I can view status of queries.	Low	Sprint-1
		USN-8	As a user, I can logout of the application	I can logout from the application	Medium	Sprint-2
Customer Care Executive	Dashboard	USN-8	As a customer care Executive , I can solve a queries registered by user.	I can provide solution to a problem.	High	Sprint -1
Officer	Registration	USN-9	I can register the application by entering my email, password, and confirming my password as admin.	I can access my account	High	Sprint-1
		USN-10	I will receive confirmation email once I have registered for the application as a admin.	I can receive confirmation email & make click conform.	High	Sprint-1
	Login	USN-11	I can log into the application (admin panel) as a admin by entering email & password.	Autentication of that password.	High	Sprint-1
	Dashboard	USN-12	I can modify the status of the queries to the user with the help of customer care executive offer as a admin.	I can satisfy the customer on his/her query.	Medium	Spritrn-2
		USN-13	I can logout from the application by as a admin.	I can logout from the application	High	Sprint -1