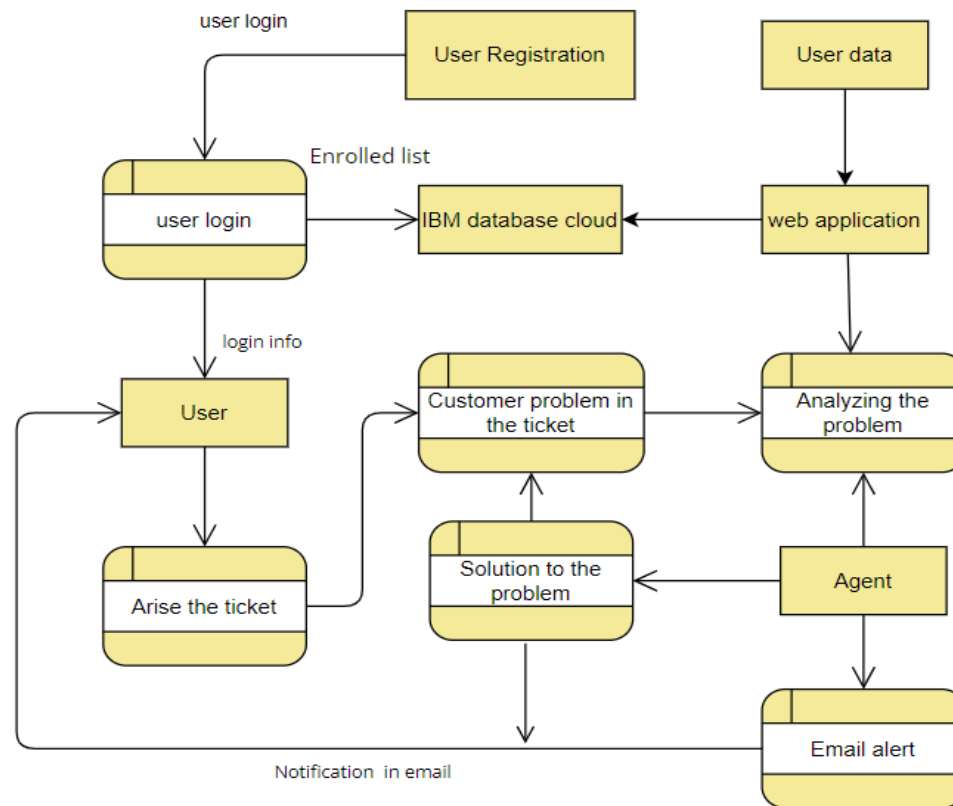


## Project Design Phase-II

### Data Flow Diagram & User Stories

Date	17 October 2022
Team ID	PNT2022TMI42765
Project Name	Project – Customer care registry
Maximum Marks	4 Marks

#### Data flow diagram



## 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
		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	Low	Sprint-2
		USN-4	As a user, I can register for the application through Gmail	I can register with Email and access the dashboard	Medium	Sprint-1
	Login	USN-5	As a user, I can log into the application by entering email & password	I can register with Email and password	High	Sprint-1
	Dashboard		As a user, I can Arise the ticket to say the problem	I can manually analyzing the problem.	High	Sprint-1
Customer (Web user)	user		As a customer, I can say my problem in the ticket	To provide good solution should analyzing be careful	High	Sprint-1
Customer Care Executive	Technical support		Requested the detailed description of the problem.	The customer will satisfied with the given solution.	High	Sprint-1
Administrator	Creator		An Agent can control the process	Inform about level of solution in mail notification.	Medium	Sprint-1
			Chat with the agent	Optimize the code and say feedback about customer service.	High	Sprint-1