CUSTOMER CARE REGISTRY

DATA FLOW DIAGRAM
&

USER STORIES

TEAM MEMBERS

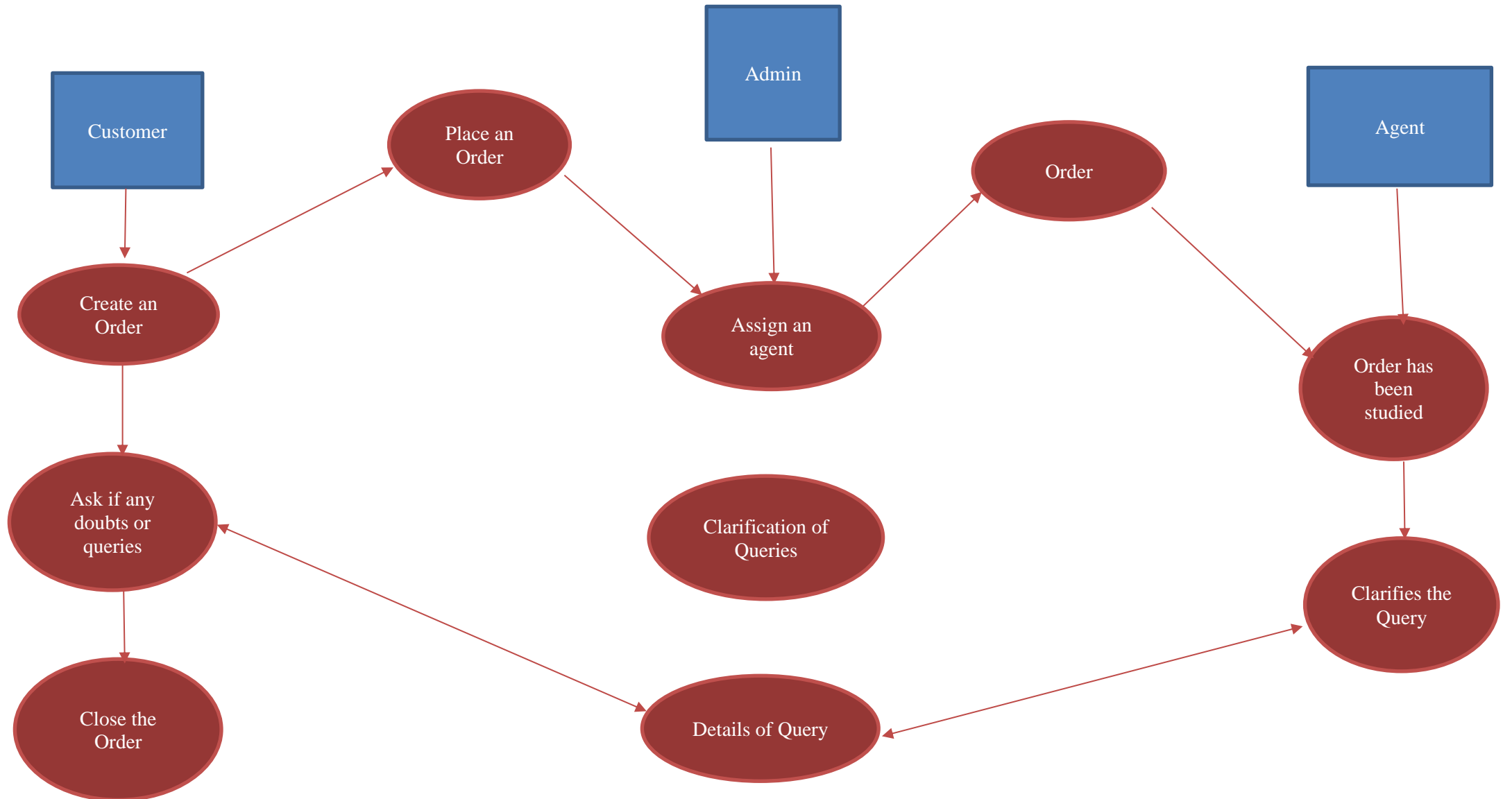|	
TEAM LEADER	LAVANYA.B
TEAM MEMBER	NARMATHA.T
TEAM MEMBER	LAVANYAKUMARI.R
TEAM MEMBER	GAYATHRI.S
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TEAM DETAILS:

Team No : PNT2022TMID10753
College Name: IFET College Of Engineering
Department : Electronics & Communication Engineering

Project Design Phase-II
Data Flow Diagram & User Stories

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	By entering email, mobile number, password and confirming the password the user can register the application.	Customer can access their account or dashboard	High	Sprint-1
	login	USN-2	Customer can login to the application by entering correct email or phone number and password.	I have access to my dashboard and account.	High	Sprint-2
	Dashboard	USN-3	Customer can see all the orders, ordered by them.	My dashboard provides all the information I require.	Low	Sprint-3
	Order creation	USN-4	Customer can place my order with the detailed description of my query	Query can be asked by customers.	Medium	Sprint-2
	Address Column	USN-5	Customer can have conversations with the agent and the queries can be cleared.	My queries are clarified.	High	Sprint-3
	Forgot password	USN-6	Customer can reset the password by using this option incase they forget the password.	I get access to my account again	Medium	Sprint-4
	Order details	USN-7	Customer can see the status for their ordered things.	I get a good understanding	Medium	Sprint-1
Agent (web user)	Login	USN-1	Agent can login to their respective application by entering their email or phone number and password.	Agent can access their account or dashboard.	High	Sprint-3
	Dashboard	USN-2	Agent can see the order details assigned by admin.	I can see the tickets that need responses.	High	Sprint-3
	Address column	USN-3	Agent have conversations with the customer and clear his/er queries.	Agent clarifies the queries of customer	High	Sprint-2
	Forgot password	USN-4	Agent can reset their password by thisoption in case password is forgotten.	I can get access to my account again.	Medium	Sprint-4

Admin	Agent creation	USN-3	Admin can create an agent to clear the queries of an customer	I can create agents.	High	Sprint-2
	Assignment agent	USN-4	Admin can assign an agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint-1
	Login	USN-1	Admin can login to their respective application by entering their email or phone number and password	Admin can access their account or dashboard	High	Sprint-3
	Dashboard	USN-3	Admin can see all the orders raised in the entire system	Admin assign an agent by seeing the customer orders.	High	Sprint-4
	Forgot password	USN-4	Agent can reset their password by thisoption in case password is forgotten.	I can get access to my account again.	High	Sprint-1

DATA FLOW DIAGRAM & USER STORIES

Thank you