

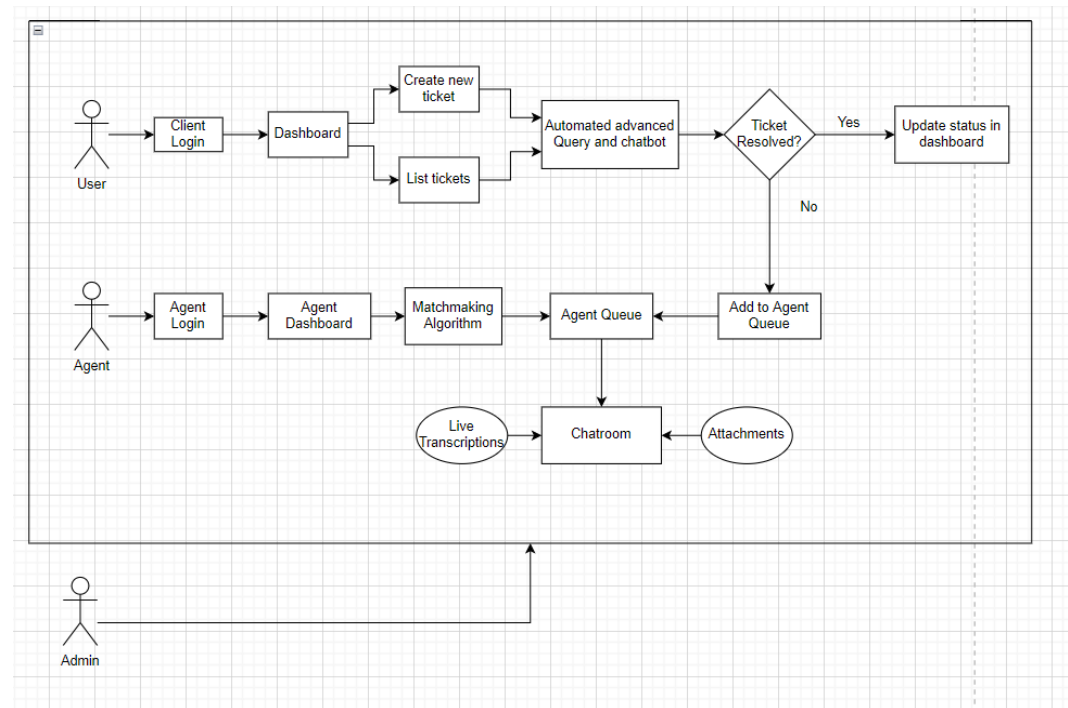
Project Design Phase-II

Data Flow Diagram & User Stories

Date	12 October 2022
Team ID	PNT2022TMID02771
Project Name	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.



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 (Web 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
	Authentication	USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	Medium	Sprint-1
	Login	USN-3	As a user, I can log into the application by entering email & password	I can view the dashboard	High	Sprint-1
	Dashboard	USN-4	As a customer, I can do manipulation of tickets, checking their status	I can add, remove, edit tickets	High	Sprint-2
	Create new Ticket	USN-5	As a user, we can raise new ticket to solve the problem faced	I can use the chatbot	High	Sprint-2
	Chatbot	USN-6	As a user, I can chat with the solutions providing chat solutions based on the description of the issue.	providing list of troubleshooting solutions	Low	Sprint-2
Agent(Web user)	Login	USN-1	As an Agent, I can login with my given credentials from admin	I can access my account / dashboard	High	Sprint-3
	Dashboard	USN-2	As an Agent, I can see the list of tickets assigned to me from the matchmaking algorithm	I can get real-time updates on the status of list of tickets assignment to me	High	Sprint-3
	Ticket Queue	USN-3	As an Agent, I can view the pending tickets and solve them in order of the queue	I can communicate with the client and speak about the tickets and help the client	Medium	Sprint-4
Administrator	Login	USN-1	As an Administrator, I can login using a predefined set of credentials, given to me by the software vendor	I can access my account/dashboard	Medium	Sprint-4
	Manage	USN-2	As an Administrator, I can manage all the tickets raised and the queries solved in the portal with special rights across the functionalities of the web app	I can access all the queries and current process in the dashboard	High	Sprint-4