Project Design Phase-II
Data Flow Diagram & User Stories
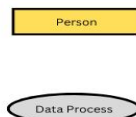
Date	14 October 2022
Team ID	PNT2022TMID30144
Project Name	Project - Customer Care Registry
Maximum Marks	4 Marks

Data Flow Diagrams:

Data Flow Diagram
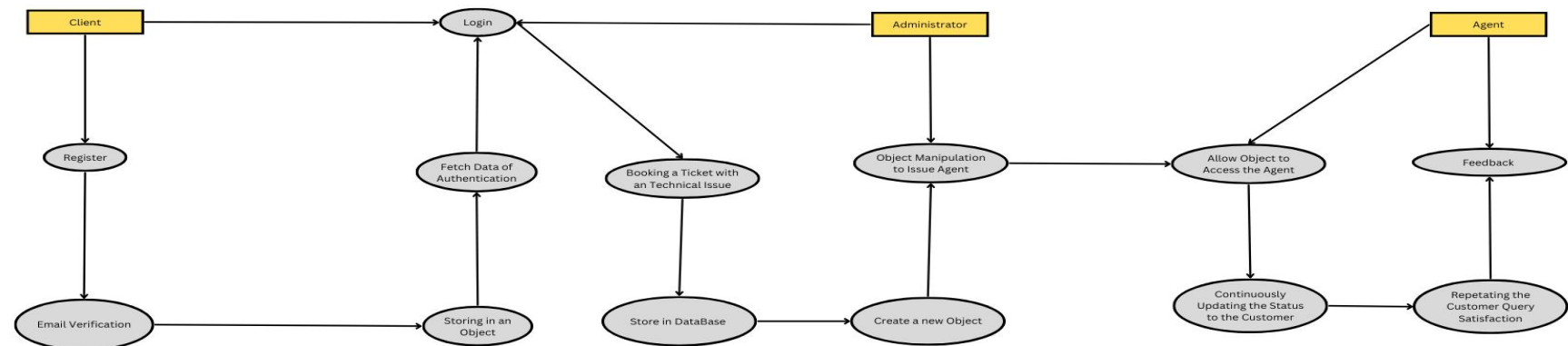
Flow Objects

User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Client User)	Registration	USN-1	As a User, I will register for the application by entering my email, password, and confirming my password.	I will be redirected to Email Verification	High	Sprint-1
Customer(Automated User)	Registration	USN-2	As a User, I will Validate the Customer Credentials once after the Email Verification.	I will receive confirmation Message from Administrator	High	Sprint-2
Customer(Automated User)	Registration	USN-3	As a User, I will issue the Customer with Login Id and Password through Object Creation from the Customer Credentials.	I can register & access the dashboard with Facebook Login	Medium	Sprint-1
Customer(Client User)	Login	USN-4	As a User,I will Login into the Portal using Login Credentials Provided.	I will be Redirected to the Portal Dashboard Page	Medium	Sprint-2
Customer (Mobile User)	Dashboard	USN-5	As a User,I will book for a ticket from available sections along the Application and Submit the Ticket to the Portal	I will be Issued with a Ticket Applied Message from the Portal.	High	Sprint-3
Customer (Admin User)	Validation	USN-6	As a User,I will issue with a Suitable Agent to the Customer and provide a Bot Connectivity with the Agent.	I will send a mail about the agent issued to the application.	High	Sprint-2
Customer(Automated User)	Bot Connected	USN-7	As a User,I will connect the Bot to the Customer and provide with repeated Status of the Query to the Customer	I will Receive Message from the Responsive Server Bot.	Low	Sprint-4
Customer(Agent User)	Agent	USN-8	As a User,I will satisfy all the queries to the Customer for all the repetitive responses from the Customers.	I will communicate with a Query from the Server Bot.	Medium	Sprint-3
Customer(Server User)	Feedback	USN-9	As a User,I will fill up the Feedback form provided to improve or service provided from the Application.	I will accept the Feeback and issue with a message for queries	High	Sprint-4
Customer(Application User)	Log out	USN-10	As a User,I will Log out of the Application when my Queries are over or else will begin again from the Beginning.	I will Estimate the User Response and React to end the Process.	Low	Sprint-1