

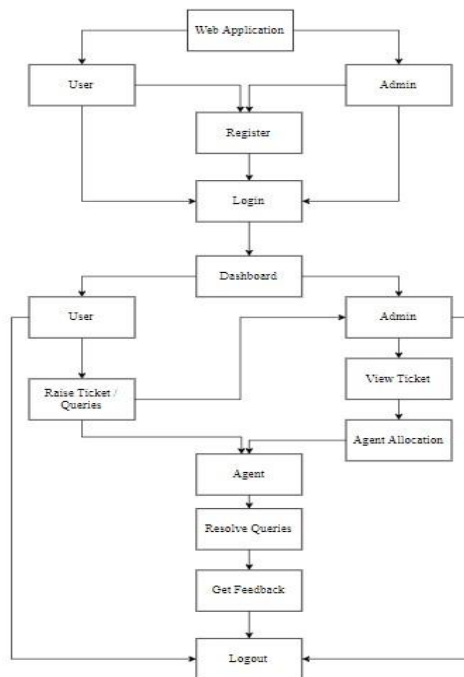
Project Design Phase-II

Data Flow Diagram & User Stories

Date	03 October 2022
Team ID	PNT2022TMID02641
Project Name	Project – 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 or mobile user)	Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	I can register and access my account / dashboard with email and password	High	Sprint-1
		USN-2	As a customer, I can register for the application through Facebook	I can register and access the dashboard with Facebook Login	Low	Sprint-1
		USN-3	As a customer, I can register for the application through Gmail	I can register and access the dashboard with Gmail Login	Medium	Sprint-1
		USN-4	As a customer, I will receive confirmation email once I have registered for the application	I can receive confirmation email after registering the application	High	Sprint-1
	Login	USN-5	As a customer, I can log into the application by entering email & password	I can login and access the dashboard with email and password	High	Sprint-1
	Forget password	USN-6	As a customer, I can reset my password if I forgot my old password	I can get access to my dashboard after resetting my password	Medium	Sprint-1
	Dashboard	USN-7	As a customer, I can view all the queries raised by me	I can get all the information needed in my dashboard	Medium	Sprint-2
	Raise ticket	USN-8	As a customer, I can raise the ticket with a detailed description of my issue	I can able to raise my queries	High	Sprint-2
	Ticket details	USN-9	As a customer, I can see the current status of my raised ticket	I can able to view the ticket status at any time	Medium	Sprint-2
	Notification	USN-10	As a customer, I could be receiving the email notification about the agent assigned to me	I can able to track the agent assigned to me	Medium	Sprint-2
Agent (Web or mobile user)	Registration	USN-1	As a agent, I can register for the application by entering my email, password, and confirming my password.	I can register and access my account / dashboard with email and password	High	Sprint-2
		USN-2	As a agent, I can register for the application through Gmail	I can register and access the dashboard with Gmail Login	Medium	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
		USN-3	As an agent, I will receive confirmation email once I have registered for the application	I can receive confirmation email after registering the application	High	Sprint-2
	Login	USN-4	As an agent, I can log into the application by entering email & password	I can login and access the dashboard with email and password	High	Sprint-3
	Forget password	USN-5	As an agent, I can reset my password if I forgot my old password	I can get access to my dashboard after resetting my password	Medium	Sprint-3
	Dashboard	USN-6	As an agent, I can view all the queries raised by the customers which was assigned to me	I can view all the information and queries raised by the customers	Medium	Sprint-3
	Resolve queries	USN-7	As an agent, I can give efficient solution to the queries raised by customers	I can able to provide precise solution	High	Sprint-3
	Ticket details	USN-8	As an agent, I can see the current status of the ticket raised by customers which was assigned to me	I can able to view the ticket status at any time	High	Sprint-3
Administrator (Web or mobile user)	Registration	USN-1	As an administrator, I can register for the application by entering my email, password, and confirming my password.	I can register and access my account / dashboard with email and password	High	Sprint-3
		USN-2	As an administrator, I can register for the application through Gmail	I can register and access the dashboard with Gmail Login	Medium	Sprint-3
		USN-3	As an administrator, I will receive confirmation email once I have registered for the application	I can receive confirmation email after registering the application	High	Sprint-3
	Login	USN-4	As an administrator, I can log into the application by entering email & password	I can login and access the dashboard with email and password	High	Sprint-4
	Forget password	USN-5	As an administrator, I can reset my password if I forgot my old password	I can get access to my dashboard after resetting my password	Medium	Sprint-4
	Dashboard	USN-6	As an administrator, I can view all the queries raised by the customers	I can view all the information and queries raised by the customers	Medium	Sprint-4

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
	Manage tickets	USN-7	As an administrator, I can able to assign the tickets to the agent raised by customers	I can able to assign raised tickets to the agent	High	Sprint-4
	Ticket details	USN-8	As an administration, I can able to track the work assigned to the agent	I can able to track the ticket status at any time	High	Sprint-4
	Notification	USN-9	As an administrator, I can able to send email notification to the customers about their assigned agents to solve their queries	I can able to send email notification to the customers about their assigned agents	High	Sprint-4