Project Design Phase-II
Data Flow Diagram & User Stories

Date	19 October 2022
Team ID	PNT2022TMID37726
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.

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                           Admin

  Customer
                                                              Agent

                     Ticket                      Ticket

  Creates a                     Assign an                  Studies the
  ticket                         agent                       ticket

  Ask queries                                              Clarify the
                                                             query

  Closes the                   Query details
  order
```
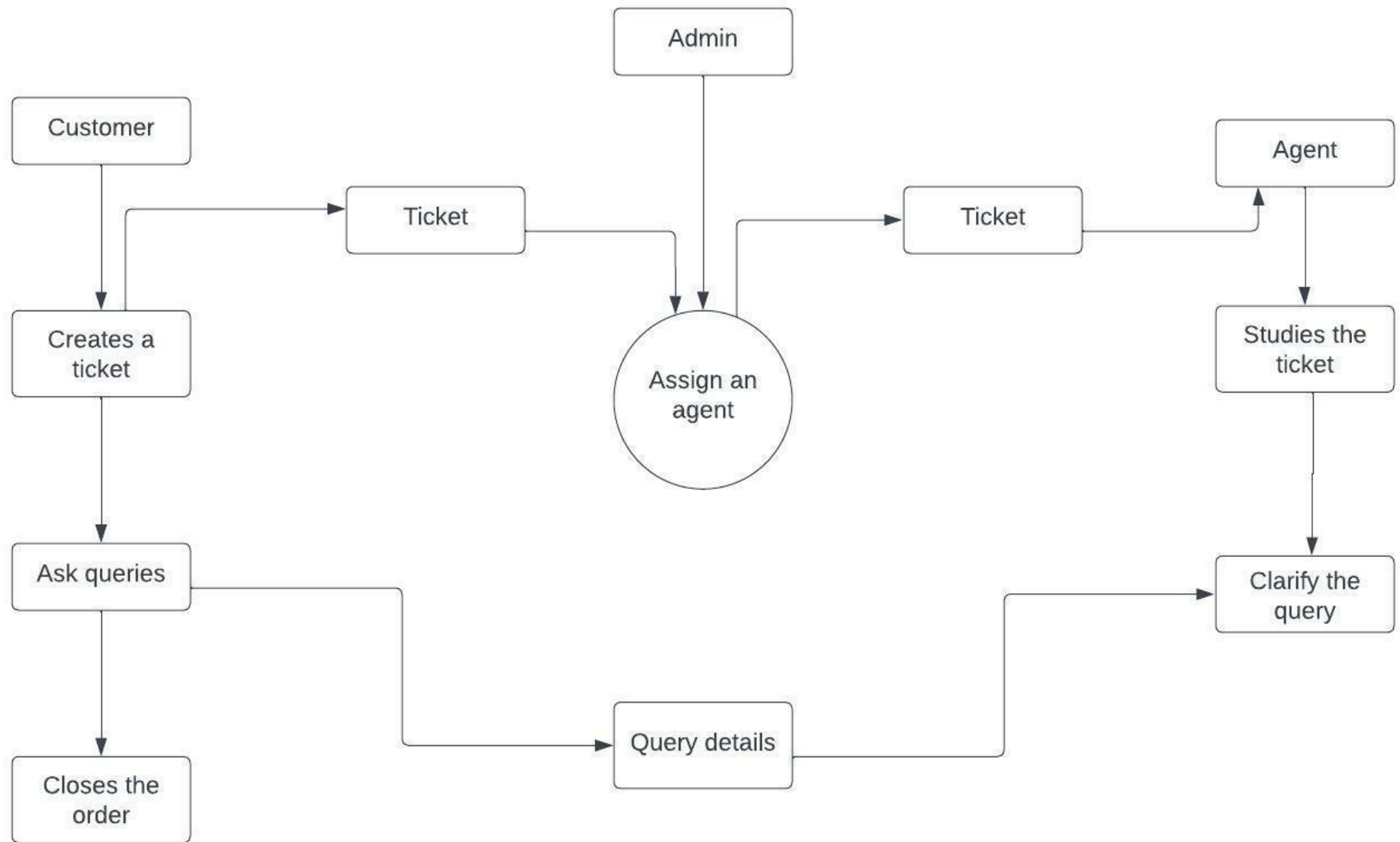
User Stories

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	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
	Acknowledgement	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
	Ticket creation	USN-3	As a user, I can create new tickets with descriptions of my query.	I can create a ticket and ask my query.	Medium	Sprint-2
	Forget password	USN-4	As a user, I can reset my password by this option in case I forgot my password.	I can change the password	Medium	Sprint-1
	Login	USN-5	As a user, I can login into the application by entering email & password	I can access my account	High	Sprint-1
	Dashboard	USN-6	As a user, I am able to see all the tickets raised by me.	I get all information in the dashboard	Low	Sprint-1
Agent	Login	USN-1	As an agent, I can login to the application by entering the email id and password.	I can access my account	High	Sprint-2
	Forget password	USN-2	As an agent, I can reset my password in case I forget my password	I can change my password	High	Sprint-2
	Dashboard	USN-3	As an agent, I can able to see all the tickets raised by the customers	I can see all the tickets and clarify the queries	High	Sprint-2
Admin	Login	USN-1	As a admin, I can login to the application by entering email id and password	I can access my account	High	Sprint-3
	Agent creation	USN-2	As a admin, I can able to create agent for the customers to solve the queries	I can create agents	High	Sprint-3
	Forget password	USN-3	As a admin, I can reset my password by this option in case I forgot my password	I can change password	Medium	Sprint-3
	Assigning Agent	USN-4	As a admin, I can assign agents to the customers who raised the tickets.	I can assign agents to the customers	High	Sprint-3