

# **CUSTOMER CARE REGISTRY**

**DATA FLOW DIAGRAM  
&  
USER STORIES**



# TEAM MEMBERS

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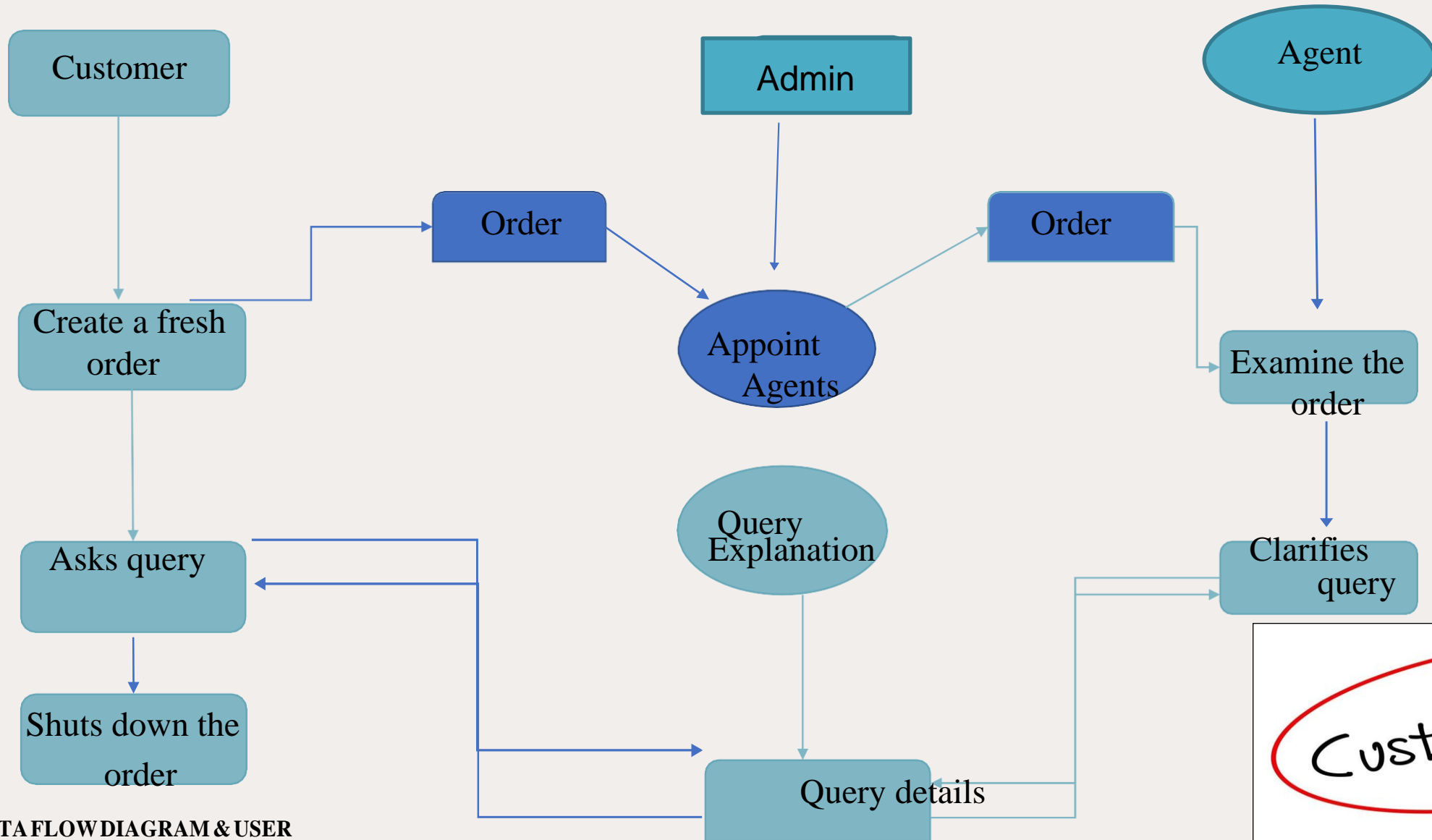


## **TEAM DETAILS:**

**Team No** : PNT2022TMID10745  
**College Name** : IFET College Of Engineering  
**Department** : Electronics and 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 providing my email address, a password, and a password confirmation, I can sign up for the application as a customer.	I can access my dashboard or account.	High	Sprint-1
	login	USN 2	I can access the application as a customer by entering my correct email address and password.	I can access my dashboard or account.	Low	Sprint-2
	Dashboard	USN 3	I can view every order I've placed as a customer.	My dashboard provides all the necessary information.	Medium	Sprint-2
	Order creation	USN 4	I can place my order as a customer by describing my inquiry in full.	I can make a request.	High	Sprint-3

	Address Column	USN 5	I may speak with the designated agent and get my questions answered as a client.	My concerns have been answered.	Low	Sprint-3
	Forgot password	USN 6	If I forget my old password, I can reset it using this option as a client.	My account is accessible once more.	Low	Sprint-4
	Order details	USN 7	I can view the most recent order statistics as a customer.	I am more able to grasp	High	Sprint-3
Agent (web user)	Login	USN 1	I may access the application as an agent by entering the proper email address and password.	I can get to my dashboard or account.	Medium	Sprint-3
	Dashboard	USN 2	I can view the order details that admin has given me as an agent.	I am able to see the tickets that require responses.	Low	Sprint-4
	Address column	USN 3	As an agent, I get to speak with the client and address his or her	I can explain the problems.	High	Sprint-4

			concerns.			
	Forgot password	USN 4	In the event that I forget my old password, I can use this option to reset it as an agent.	I can access my account once more..	Low	Sprint-4

	Login	USN-1	As an administrator, I may access the application by entering the proper email address and password.	I can access my dashboard and account.	High	Sprint-1
	Dashboard	USN-2	As an administrator, I have access to all orders submitted across the board and much more.	By seeing that order, I can allocate agents.	High	Sprint-2
	Agent creation	USN-3	As an administrator, I can designate an agent to answer customers' questions.	I'm able to make agents.	High	Sprint-2
	Assignment agent	USN-4	I may assign an agent to each order that a customer creates in my capacity as an admin.	Allow the agent to elaborate on the queries.	High	Sprint-1



	Forgot password	USN-5	In the event that I forget my old password, I can reset it as an admin using this option.	I am able to log into my account.	High	Sprint-2
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**Thank you**