

CUSTOMER CARE REGISTRY



Team Details :

Team No : PNT2022TMID47308

College Name : Government College of Engineering Srirangam

Department : Computer Science & Engineering

Team Members :

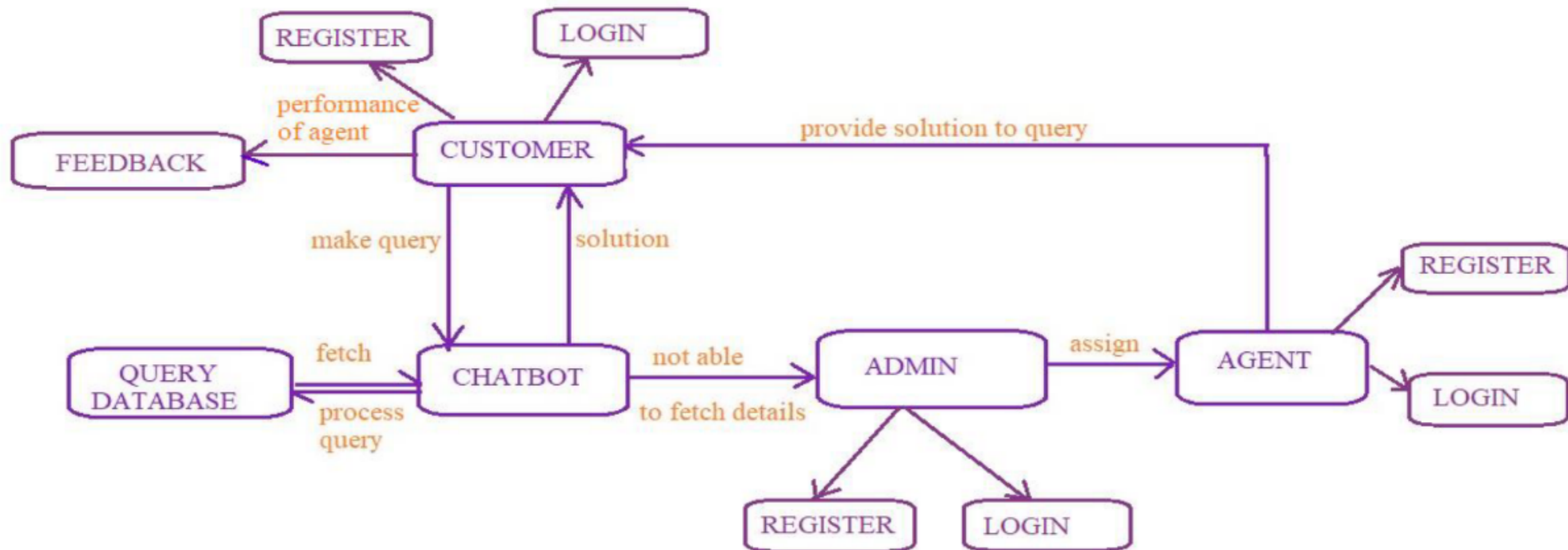
- Gavaskar S
- Mahendran E
- Poongkannan P
- Prakash S



PROJECT DESIGN PHASE –II

CUSTOMER JOURNEY AND STORY

DATE	08 OCTOBER 2022
TEAM ID	PNT2022TMID37544
PROJECT NAME	CUSTOMER CARE REGESTRY
MAXIMUM MARK	2 Marks



USER TYPE	FUNCTIONAL REQUIREMENT (EPIC)	USER STORY NUMBER	USER STORY/TASK	ACCEPTANCE CRITERIA	PRIORITY	RELEASE
CUSTOMER	Registration	USN-1	As a customer, I can register for the application by entering my email and password	I can create my account.	HIGH	SPRINT 1
	Login	USN-2	As a customer, I can login to the application by entering correct email and password	I can access my account	HIGH	SPRINT 2
	Chatbot	USN-3	As a customer, I can place my query with detailed description of my query.	I can ask my queries and get solution.	HIGH	SPRINT 3

	Address column	USN-4	As a customer, I can have conversations with the assigned agent and get my queries clarified	I can clear with my queries.	MEDIUM	SPRINT 4
	Feedback	USN-5	As a customer, I can provide feedback about the performance of the agent.	I can provide feedback to later use more perfect.	LOW	SPRINT 5
Agent	Registration	USN-1	As an agent, I can register with email and password	I can create my account	HIGH	SPRINT 1
	Login	USN-2	As an agent, I can login by entering correct email and password	I can access my account	HIGH	SPRINT 2
	Address column	USN-3	As an agent, I get to have conversations with the customer and clear his/her queries.	I can clarify the issues.	MEDIUM	SPRINT 3

Admin	Registration	USN-1	As an admin, I can register with email and password	I can create my account	HIGH	SPRINT 1
	Login	USN-2	As an admin, I can login with correct email and password	I can access my account	HIGH	SPRINT 2
	Agent Creation	USN-3	As an admin, I can create an agent for clarifying the customer queries.	I can create agents.	MEDIUM	SPRINT 3
	Agent Assign	USN-4	As an admin, I can assign an agent for each customer if needed	Enable agent to clarify the queries.	MEDIUM	SPRINT 4

THANK YOU!

