

# CUSTOMER CARE REGISTRY

**DATA FLOW DIAGRAM  
&  
USER STORIES**



# TEAM MEMBERS

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## **TEAM DETAILS:**

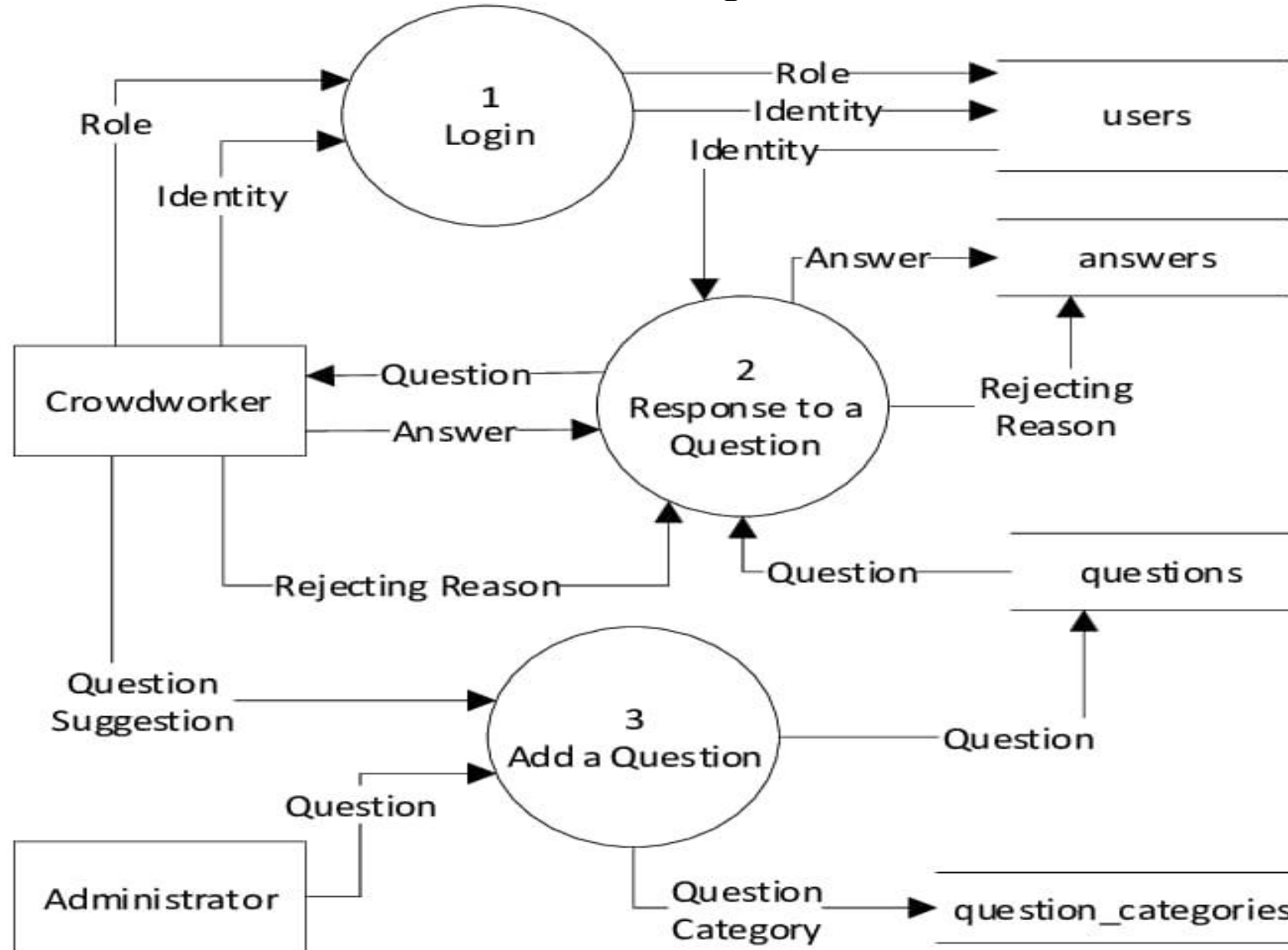
- **Team No** : PNT2022TMID10765
- **College Name** : IFET College of Engineering.
- **Department** : Electronics and communication Engineering

## **PROJECT DETAILS :**

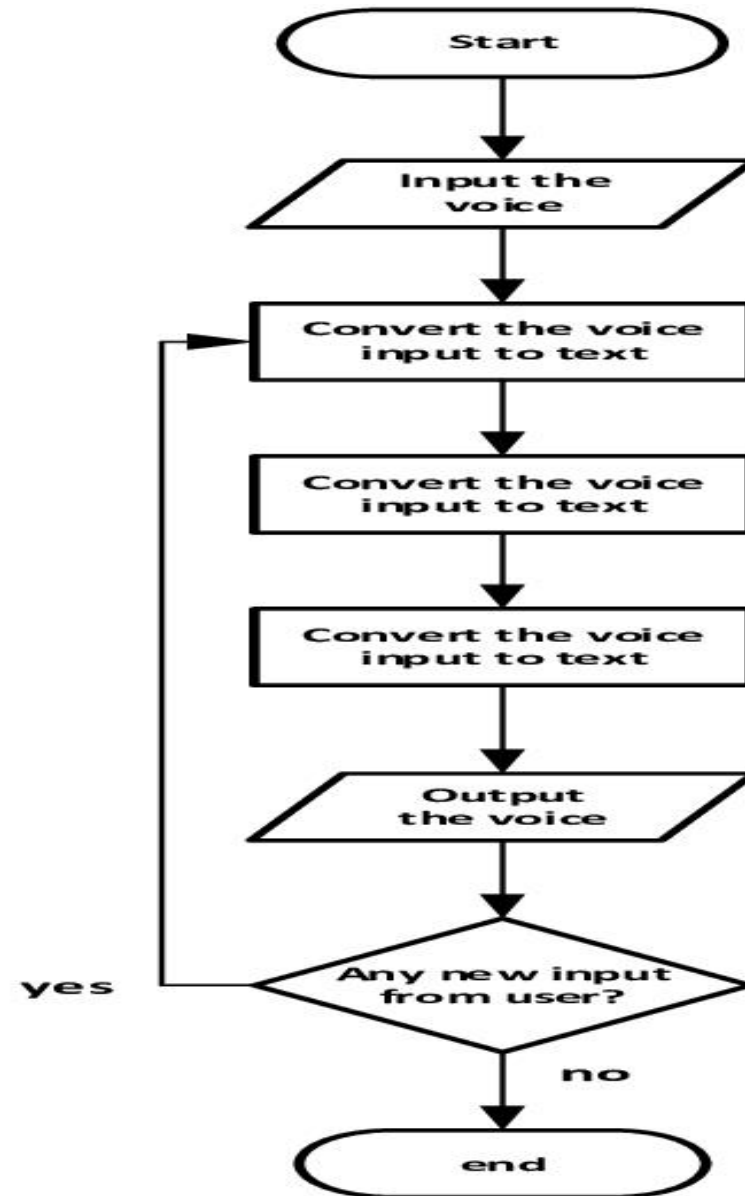
- **DATE** : 12.11.2022
- **Team ID** : PNT2022TMID10765
- **Project Name** : Chatbot voice recognition application by using cloud computing
- **Problem Statement:** Uneducated people not able to communicate their problem through text by using mobile phone. If complaint statement by userside not represent correctly means it doesn't reply(Problem to be solved).

## Project Design Phase-II

### Data Flow Diagram



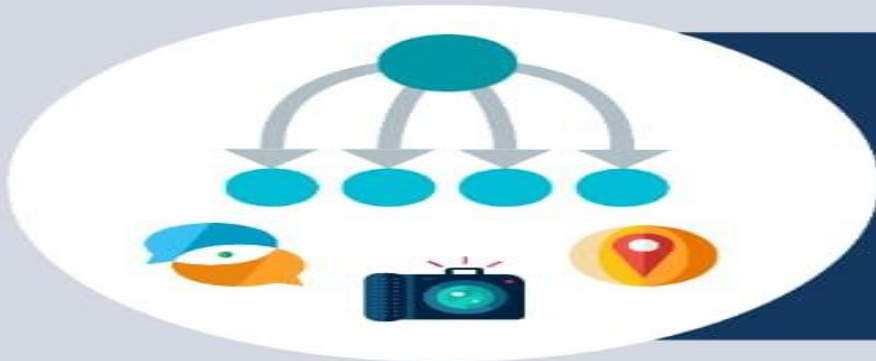
## Flowchart-describing-the-voice-chatbot-process



# TOP

## Chatbot Platforms

Chatbots also offer much-needed assistance to your customer relations team by handling the most basic inquiries and forwarding more complex ones to the human administrators.



Generally, organizations that have incorporated chatbot platforms in their operations have a better competitive position mainly because of the improved customer service and marketing.

Chatterbot Platform are designed to simulate an intelligent conversation with one or more human users via auditory or textual methods, for engaging in conversation.



## Why chatbots?

### For end-customers

Quicker  
resolution



Security



Accessibility



Accuracy



### For enterprises



Lower  
costs



Scalability



Productivity



Versatility



## User types and their priority based on Acceptance criteria

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (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 access my account / dashboard	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/dashboard.	High	Sprint-1
	Dashboard	USN-3	As a customer, I can see all the orders raised by me.	I get all the info needed in my dashboard.	Low	Sprint-2
	Order creation	USN-4	As a customer, I can place my order with the detailed description of my query	I can ask my query	Medium	Sprint-2
	Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	My queries are clarified.	High	Sprint-3
	Forgot password	USN-6	As a customer, I can reset my password by this option incase I forgot my old password.	I get access to my account again	Medium	Sprint-4
	Order details	USN-7	As a Customer ,I can see the current stats of order.	I get abetter understanding	Medium	Sprint-4
Agent (web user)	Login	USN-1	As an agent I can login to the application by entering Correct email and password.	I can access my account / dashboard.	High	Sprint-3
	Dashboard	USN-2	As an agent, I can see the order details assigned to me by admin.	I can see the tickets to which I could answer.	High	Sprint-3
	Address column	USN-3	As an agent, I get to have conversations with the customer and clear his/er dobuts	I can clarify the issues.	High	Sprint-3
	Forgot password	USN-4	As an agent I can reset my password by this option in case I forgot my old password.	I get access to my account again.	Medium	Sprint-4



	Login	USN-1	As a admin, I can login to the appliaction by entering Correct email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see allthe orders raised in the entire system and lot more	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	As an admin I can create an agent for clarifying the customers queries	I can create agents.	High	Sprint-2
	Assignment agent	USN-4	As an admin I can assignan agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint-1
	Forgot password	USN-5	As an admin I can reset my password by this option in case I forgot my old password.	I get access to my account.	High	Sprint-1



**Thank you**