

Project Design Phase-II Data Flow Diagram & User Stories

Date	27 October 2022
Team ID	PNT2022TMID08570
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.

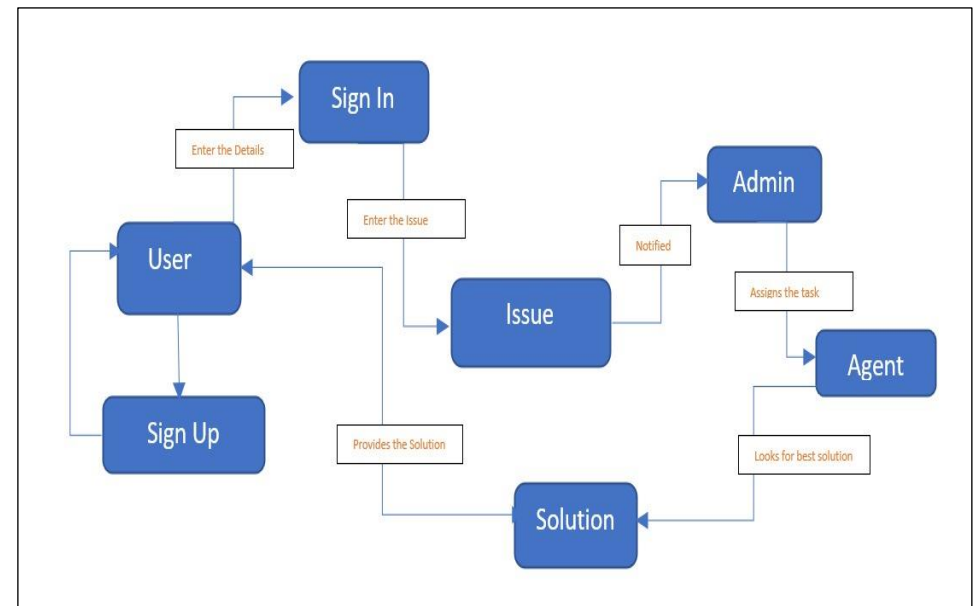
Example: (Simplified)

Flow



1. User configures credentials for the Watson Natural Language Understanding service and starts the app.
2. User selects data file to process and load.
3. Apache Tika extracts text from the data file.
4. Extracted text is passed to Watson NLU for enrichment.
5. Enriched data is visualized in the UI using the D3.js library.

Example: DFD Level 0 (Industry Standard)



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	Sign Up	USN-1	As a user, I can Sign Up into the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
	Log In	USN-2	As a user, I can log into the application by entering the id and password.	I can access my account	High	Sprint-1
Customer	Dashboard	USN-3	As a user, I submit the issue.	I can access my dashboard.	High	Sprint-3
Administrator	Maintenance	USN-4	As an Admin, I assign the agent to solve the issue of the customer.	I can access the maintenance.	High	Sprint-3
Agent		USN-5	As an Agent, I solve the issue of the customer assigned by the Admin	I can access the dashboard.	High	Sprint-4
Customer	Email	USN-6	As a user, I can check the mail if agent solves my problem.	I can register & access the dashboard with Facebook Login	Medium	Sprint-4