CUSTOMER CARE REGISTRY

DATA FLOW DIAGRAM & USER STORIES

TEAM DETAILS:

Team No   : PNT2022TMID10783

College Name   : IFET College of Engineering

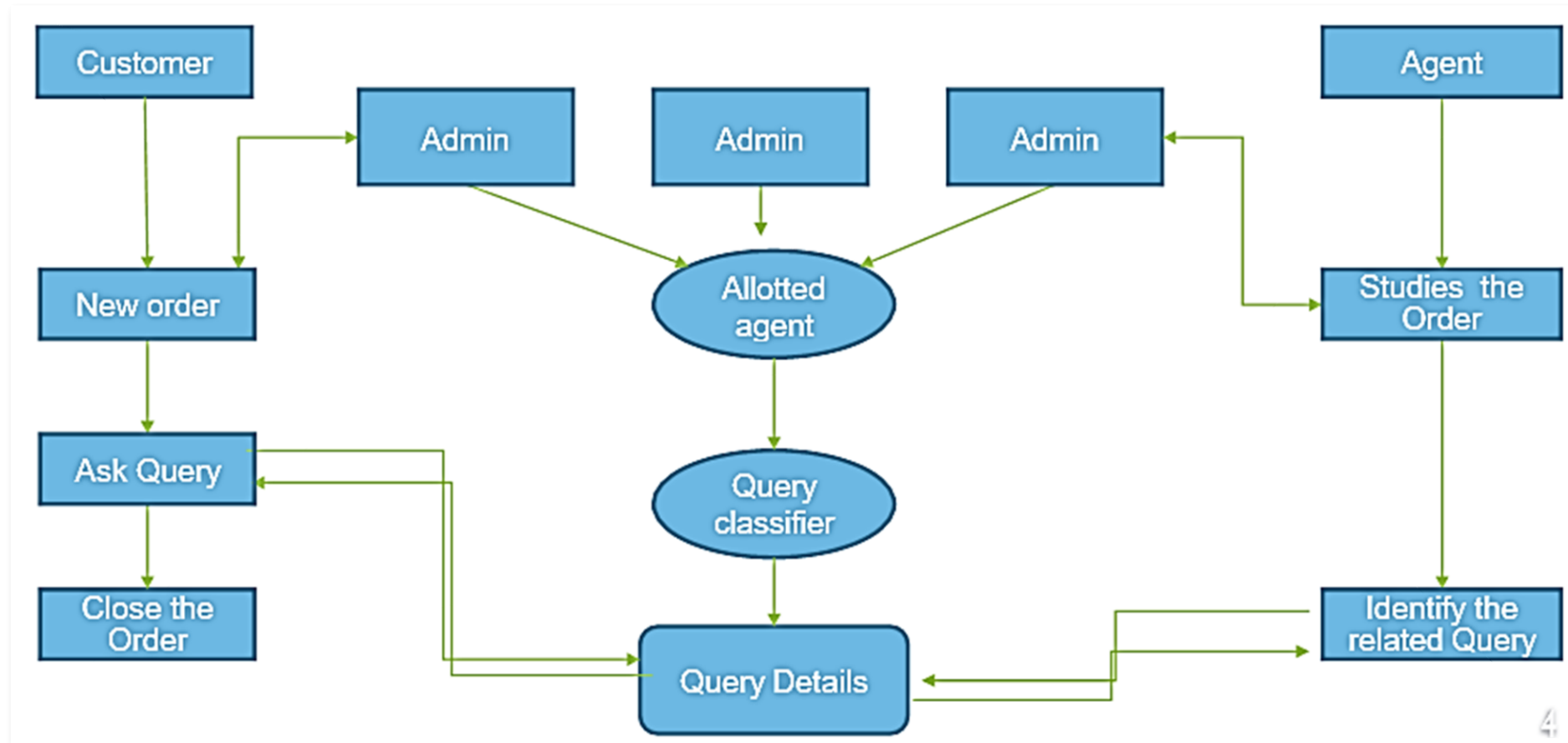Department   : Electronic and communication Engineering

TEAM MEMBERS:

- **R. SHAFFERIYASUDHEEN**
- **S. SHARMA**
- **GORLA PENCHALA NARASIMHA**
- **SRI VENKATESH.K**

PROJECT DESIGN PHASE - II

Proposed Solution

DATE	13 November 2022
TEAM ID	PNT2022TMID10783
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

Data Flow Diagrams

User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer	Registration	USN-1	The customer can register for the application by entering the login credentials	I can access myaccount	High	Sprint-1
	Login	USN-2	As a customer, I can log into 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 thisoption incase I forgot my old password.	I get access to myaccount again	Medium	Sprint-4
	Order details	USN-7	As a Customer ,I can see the current stats of order.			

User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Agent	Login		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		As an agent, I can see the order detailsassigned to me by admin.	I can see the tickets to which I could answer.	High	Sprint-3
	Address column		As an agent, I get to have conversations withthe customer and clear his/er dobuts	I can clarify the issues.	High	Sprint-3
	Forgot password		As an agent I can reset my password by thisoption in case I forgot my old password.	I get access to myaccount again.	Medium	Sprint-4
	Login		As an agent I can login to the application byentering Correct email and password.	I can access myaccount / dashboard.	High	Sprint-3

Thank You!