

CUSTOMER CAREREGISTRY

**DATA FLOW DIAGRAM
&
USER STORIES**



TEAM MEMBERS

| | |
|-------------|---------------|
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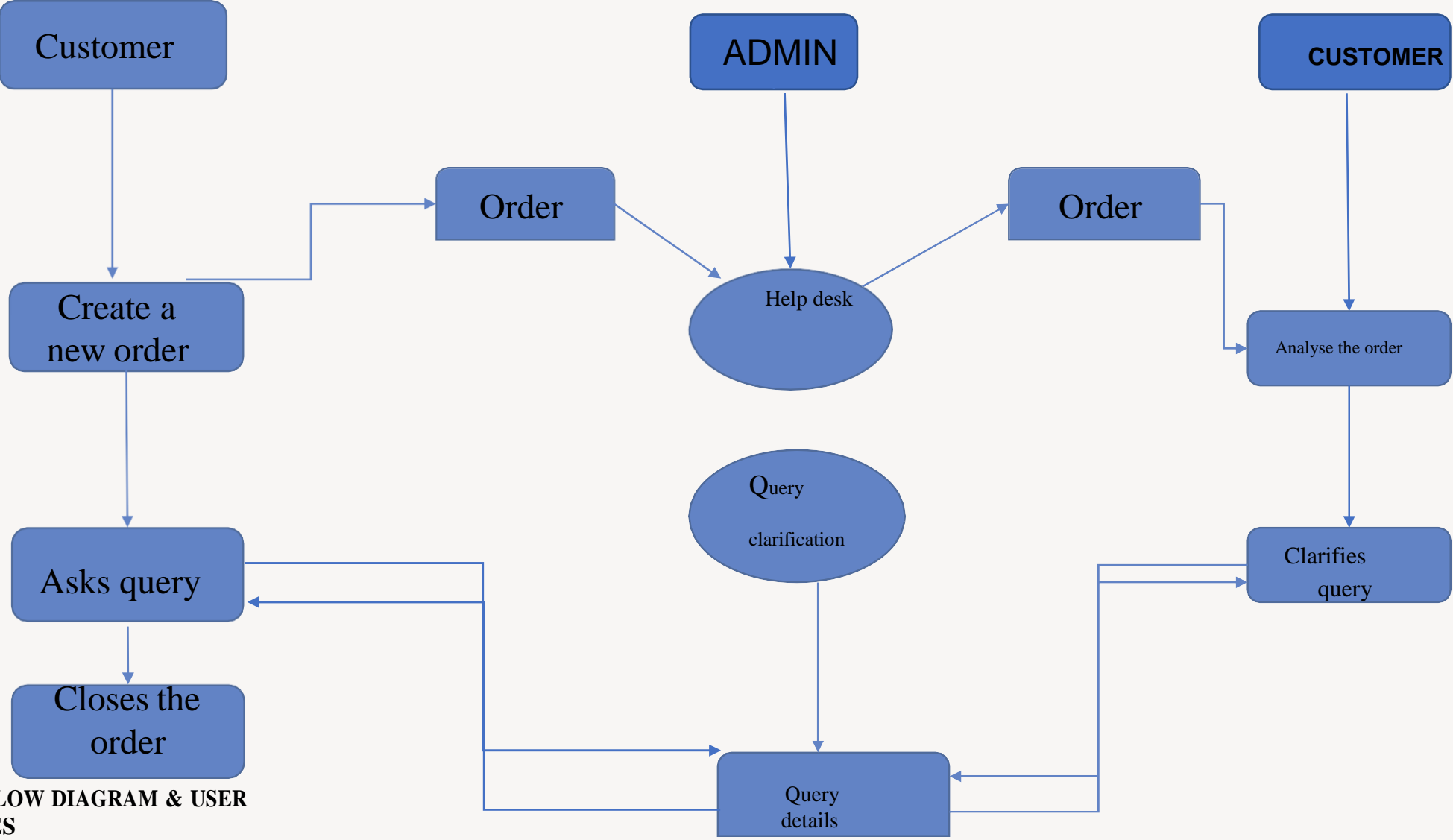
TEAM DETAILS:

Team NO: PNT2022TMID10774

College Name : IFET COLLEGE OF ENGINEERING

Department: ELECTRONICS AND COMMUNICATION ENGINEERING

Project Design Phase-II
Data Flow Diagram & User Stories



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 | 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 ‘t communicate with preferred channels | 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 |
| | Preferred channel | USN-6 | As a customer, can ‘t communicate with preferred channels | 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 myaccount/dashboard. | High | Sprint-3 |
| | Dashboard | USN-2 | As an agent, I can see the issue 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 |
| | Preferred channel | USN-4 | As an agent I can reset to communicate with preferred channels. | 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 |
| | Preferred channels | USN-5 | As an admin I can reset to communicate with preferred channels. | To communicate with preferred channels. | High | Sprint-1 |

Thank you