Project Design Phase-II
Data Flow Diagram & User Stories

Date	03 October 2022
Team ID	PNT2022TMID10772
Project Name	Project – 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.
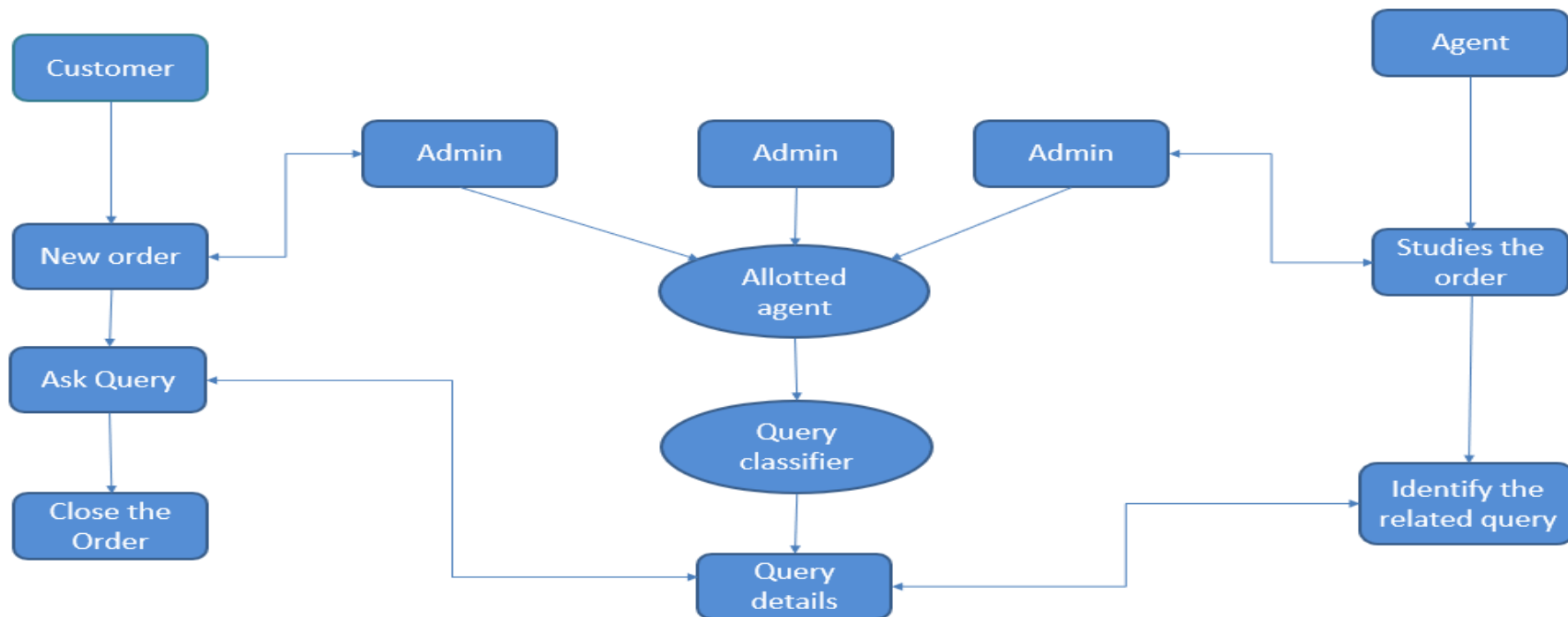
User Stories

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	The customer can register for the application by entering the login credentials	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 can register & access the dashboard with Facebook Login	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	I get all the info needed in my dashboard	High	Sprint-3
	Forget Password	USN-6		My queries are clarified	Medium	Sprint-4
	Order details	USN-7		I get access to my account again		
Agent	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 creation	USN-3	As an agent, I get to have conversations with the customer and clear his/er doubts	I can clarify the issues.	High	Sprint-3
	Forget 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-5	As an agent I can login to the application by entering Correct email and password.	I can access my account / dashboard.	High	Sprint-3