

CUSTOMER CARE REGISTRY

DATA FLOW DIAGRAM & USER STORIES



TEAM DETAILS:

Team ID : PNT2022TMID10731

College : IFET College of Engineering

Department : ECE

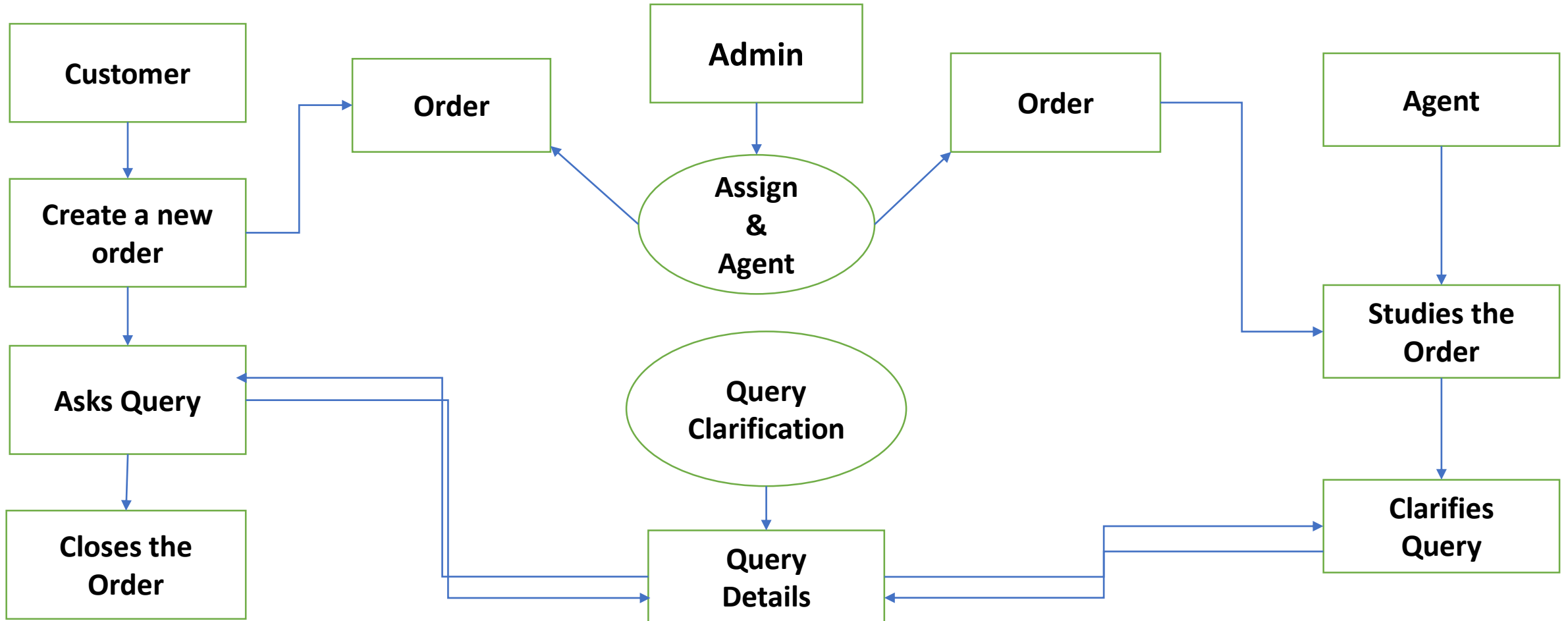
MEMBERS:

- ✓ Aakash Raj A (Team Lead)
- ✓ Akash A (Member)
- ✓ Dhinesh M (Member)
- ✓ Hariprasath C (Member)



Project Design Phase-II

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	I can sign up for the application as a customer by providing my email address, a password, and a password confirmation.	I can access my account /dashboard	High	Sprint-1
	login	USN-2	I may access the application as a customer by entering my accurate email address and password.	I can access my account /dashboard	High	Sprint-1
	Dashboard	USN-3	I can view every order I've placed as a customer.	I get all the info needed in my dashboard.	Low	Sprint-2
	Order creation	USN-4	I can submit my order as a consumer by providing a thorough explanation of my inquiry.	I can ask my query	Medium	Sprint-2
	Address Column	USN-5	I can speak with the designated agent as a customer and have my questions answered.	My queries are clarified.	High	Sprint-3
	Forgot password	USN-6	If I forget my old password, I can use this option as a client to reset it.	I get access to my account again	Medium	Sprint-4

	Order details	USN-7	I can view the most recent	I get a better understanding	Medium	Sprint-4
Agent (web user)	Login	USN-1	I may access the application as an agent by entering	I can access my account / dashboard.	High	Sprint-4
	Dashboard	USN-2	I, as an agent, can view the order information given to me by administration.	I can see the tickets to which I could answer.	High	Sprint-3
	Address column	USN-3	As an agent, I get to speak with the client and address his or her concerns.	I can clarify the issues.	High	Sprint-3
	Forgot password	USN-4	If I forget my old password as an agent, I can reset it using this option.	I get access to my account again.	Medium	Sprint-4
Admin (Mobile user)	Login	USN-1	As an administrator, I may access the application by entering the proper email address and password.	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	I can view all orders placed across the system as an administrator.	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	I can create an agent as administrator to answer customers' questions.	I can create agents.	High	Sprint-2
	Assignment agent	USN-4	I can designate an agent as an administrator for each order	Enable agent to clarify the queries.	High	Sprint-1
	Forgot password	USN-5		I get access to my account.	High	Sprint-1

Thank you

