

CUSTOMER CARE REGISTRY

DATA FLOW DIAGRAM & USER STORIES



TEAM MEMBERS

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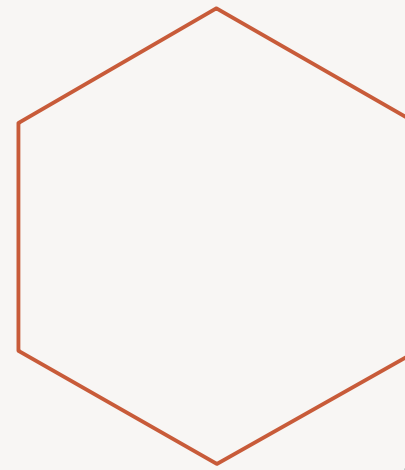
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TEAM DETAILS:

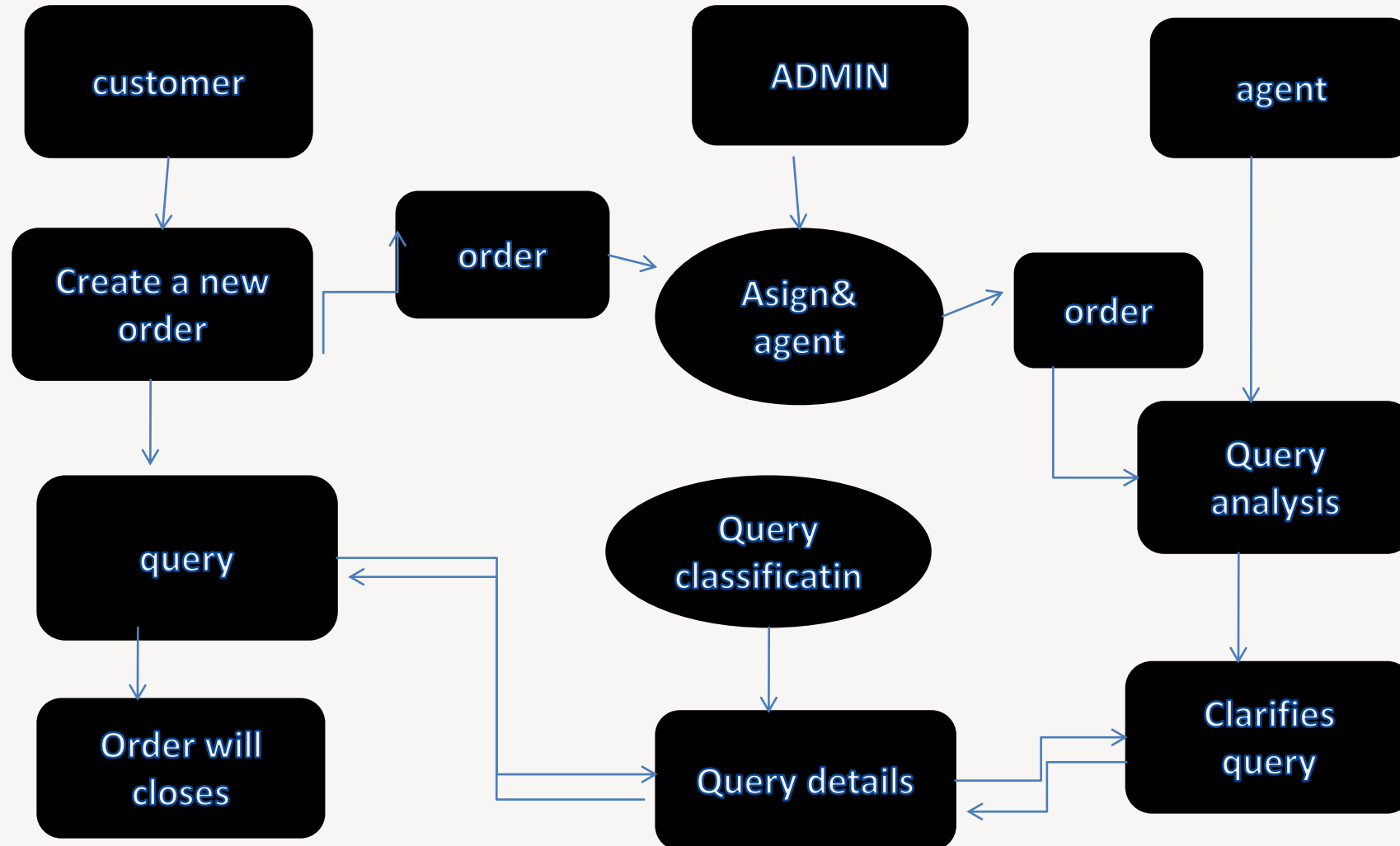
Team No : PNT2022TMID10739

College Name : IFET college of engineering

Department : Electronics and communication
engineering



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 can access the application as a customer by entering my email and password correctly..	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 may speak with the designated agent and get my questions answered as a client.	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	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 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 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
	Forgot 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

Admin (Mobile user)	Login	USN-1	As an administrator, I can 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, in addition to a lot more.	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	I can create an agent as the 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 that a customer creates.	Enable agent to clarify the queries.	High	Sprint-1
	Forgot password	USN-5	If I forget my old password as an admin, I can reset it using this option.	I get access to my account.	High	Sprint-1



**THANK
YOU**

