

CUSTOMER CARE REGISTRY



DATA FLOW DIAGRAM & USER STORIES

TEAM DETAILS

Team ID : PNT2022TMID10750

College : IFET college of engineering

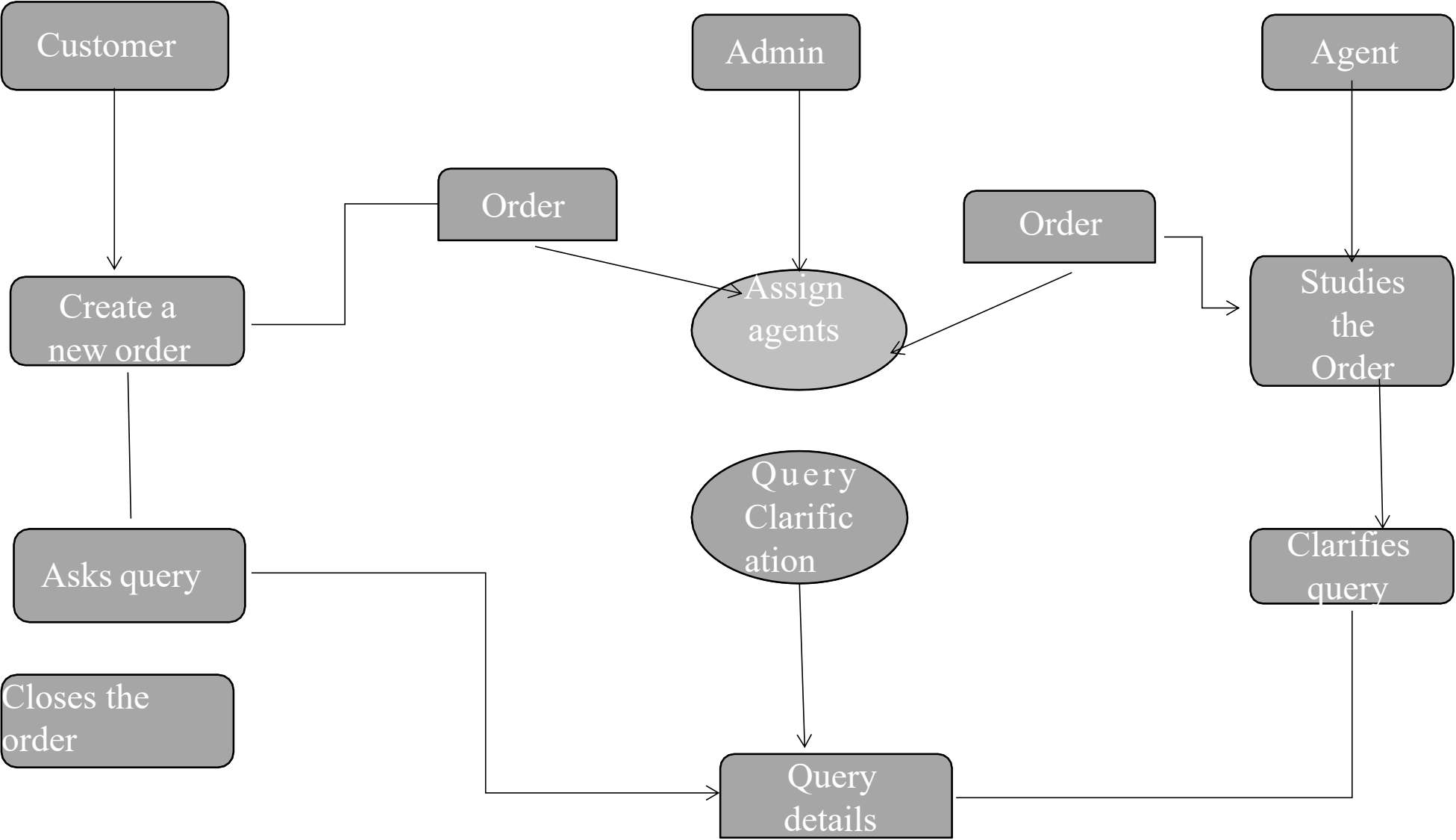
Department : ECE

MEMBERS

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Project Design Phase-II
Data Flow Diagram & User Stories



User Stories.

user type	Functional requirement	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, password, and password confirmation.	I can access my account/ dashboard	High	Sprint-1
	login	USN-2	I can sign in to the application as a customer.by providing a valid 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 client.	I get all the info needed in my dashboard.	Low	Sprint-2
	Order creation	USN-4	I can order as a consumer and provide a thorough description of my requirements.	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	I can view the most recent order statistics as a customer.	I get abetter understanding	Medium	Sprint-4

user type	Functional requirement	user story number	user story/task	Acceptance criteria	priority	Release
	Login	USN-1	Entering the proper email address and password will allow me to log in as an agent.	I can access my account / dashboard.	High	Sprint-3
Agent (web user)	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	In the event that I forget my old password, I can use this option to reset it as an agent.	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	I can access my account/dashb oard	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 agention	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