

CUSTOMER CARE REGISTRY

**DATA FLOW DIAGRAM & USER
STORIES**



TEAM DETAILS:

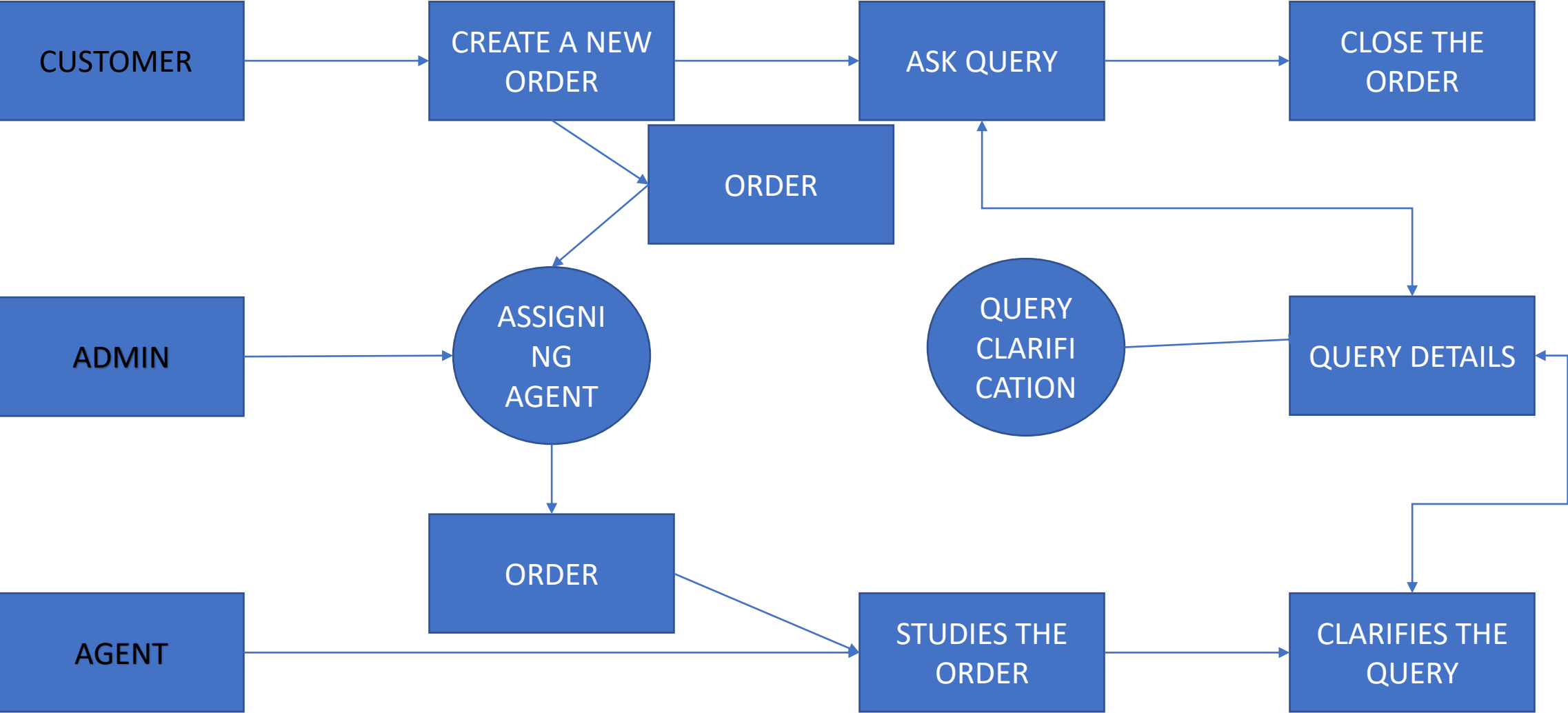
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Project Design Phase-II

Data Flow Diagram & User Stories



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 dashboard or account.	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 dashboard or account.	High	Sprint-1
	Dashboard	USN- 3	I can view every order I've placed as a customer.	My dashboard provides all the information I require.	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 query are clarified	High	Sprint-3
	Forget 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 can understand better.	Medium	Sprint-4

Agent (web user)	Login	USN-1	I may access the application as an agent by entering the proper email address and password.	I can get to my dashboard or account.	High	Sprint-3
	Dashboard	USN-2	I, as an agent, can view the order information given to me by administration.	I can see the tickets that need responses.	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	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 may access the application by entering the proper email address and password.	I can access my dashboard and account.	High	Sprint-1
	Dashboard	USN-2	I can view all orders placed across the system as an administrator, in addition to a lot more.	Seeing that order allows me to allocate agents.	High	Sprint-1
	Agent Creation	USN-3	I can create an agent as the administrator to answer customers' questions.	I'm able to make agents.	High	Sprint-2
	Assignment agent	USN-4	I can designate an agent as an administrator for each order that a customer creates.	Allow the agent to elaborate on the questions.	High	Sprint-1
	Forgot password	USN-5	If I forget my old password as an admin, I can reset it using this option.	I am able to log into my account.	High	Sprint-1



THANK YOU