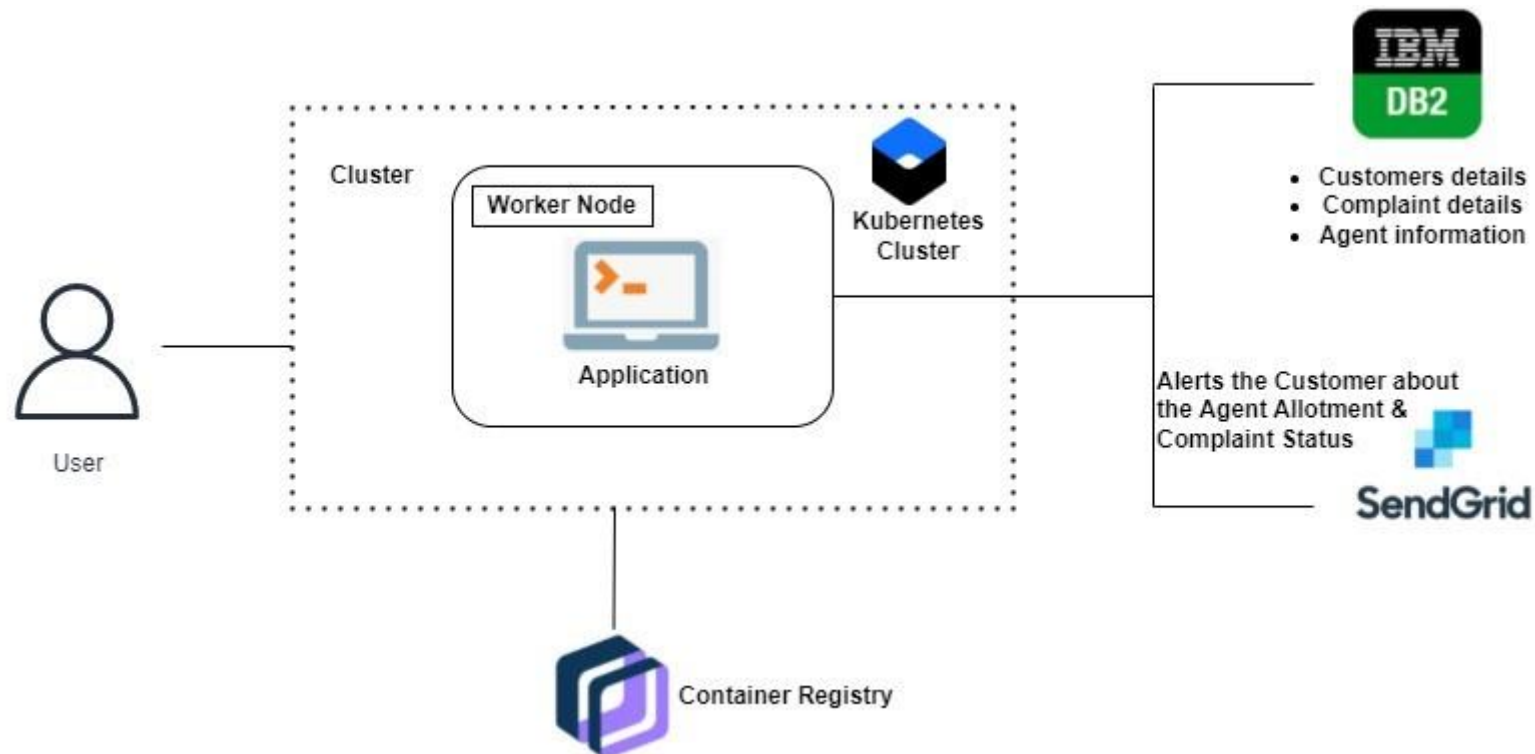


**Project Design Phase-II Data Flow
Diagram & User Stories**

Date	15 November 2022
Team ID	PNT2022TMID53883
Project Name	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

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Web user)	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
	Login	USN-2	As a user, I can log into the application by entering email & password	I can access my dashboard	High	Sprint-1
	Dashboard	USN-3	After Login	I can view my ticket	High	Sprint-2
Agent	Agent page	USN-4	As a agent ,I can review customer complaints and assist them	I can access the Agent page	High	Sprint-3
Administrator	Admin page	USN-5	As an admin, I can allot customers to the agents	I can access the admin page	High	Sprint-4

