

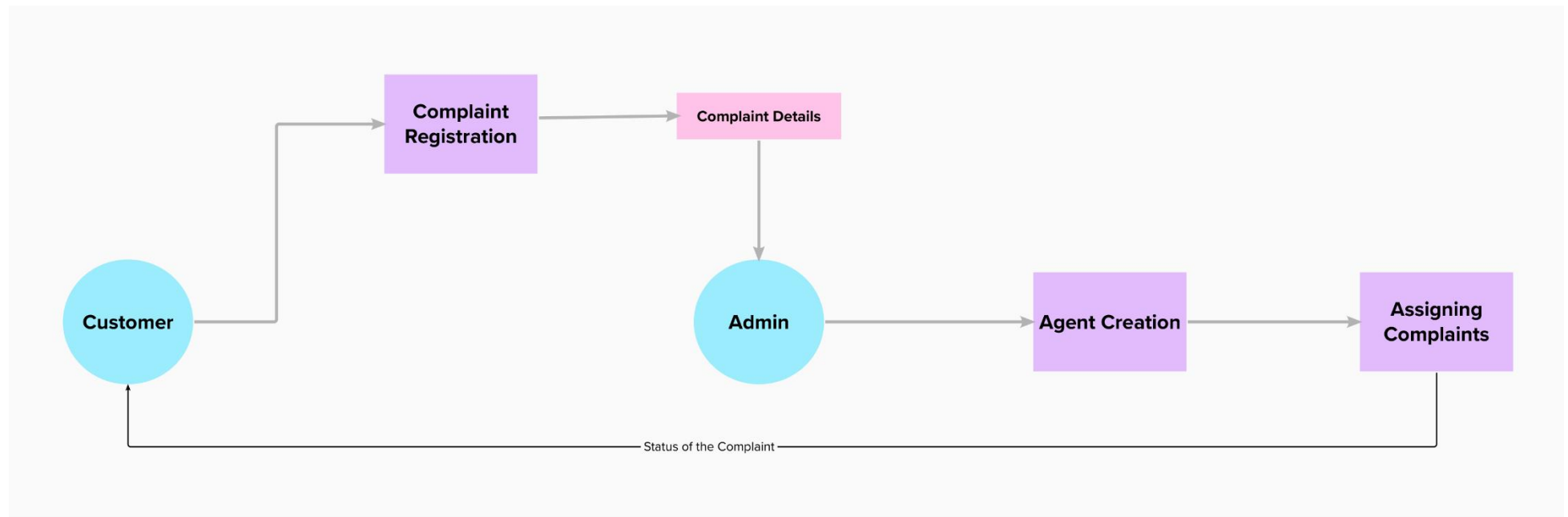
Project Design Phase-II

Data Flow Diagram & User Stories

Date	27z October 2022
Team ID	PNT2022TMID06760
Project Name	Project - 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

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, 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
		USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
		USN-3	As a user, I can register for the application through Mobile Number	I can register & access the dashboard with Mobile Number	Medium	Sprint-4
	Login	USN-4	As a user, I can log into the application by entering email & password	I can login & access the dashboard	High	Sprint-1
	Dashboard	USN-5	As a user, I can see the available features of the application	I can easily use all the features	High	Sprint-2
	Complaint Registration	USN-6	As a customer, I can give my complaint details	I can register my complaint	High	Sprint-2
	Complaint Status	USN-7	As a customer, I can see the status of the complaint	I can see the status	High	Sprint-3
Administrator	Login	USN-8	As an admin, I can log in to the application so that I can see the complaint details	I can login & access the dashboard	High	Sprint-3
	Agent Allocation	USN-9	As an admin, I can allocate agents and assign complaints to the agents	I can allocate agent and assign complaints	High	Sprint-3
Agent	Solution	USN-10	As an agent, I can give the solution to the assigned complaints	I can give the solution	High	Sprint-4
Customer	Feedback	USN-11	As a customer, I can give my feedback according to the solution that I get	I can give the feedback	Low	Sprint-4