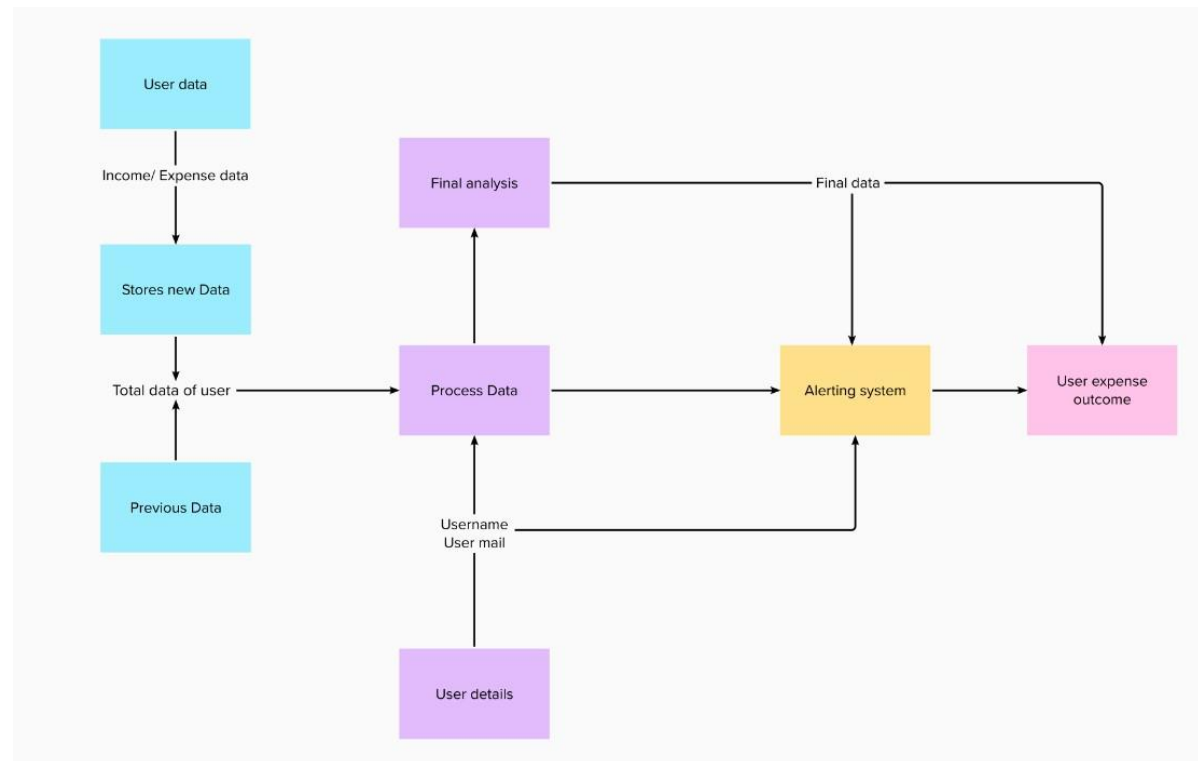# Project Design Phase-II
Data Flow Diagram & User Stories

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)	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 register for the application through Gmail	I can access my account/dashboard.	High	Sprint-1
	Dashboard	USN-3	As a user, I can log into the application by entering email & password	I get all the info needed in my dashboard.	Low	Sprint-2
	Order creation	USN-4	As a customer, I can place my order with the detailed description of my query	I can ask my query	Medium	Sprint-2
	Forgot password	USN-5	As a customer, I can reset my password by this option in case I forgot my old password.	I get access to my account again	High	Sprint-3
	Order details	USN-6	As a Customer, I can see the current stats of order.	I get better 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	Medium	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 conversation with the customer and clear his/her doubts	I can clarify 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 to access to my account again	Medium	Sprint-4
Admin user (mobile user and web user)	Login	USN-1	As a admin, I can login to the application by entering email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see all the orders raised in the entire system and lot more	I can assign agents by seeing those order.	High	Sprint-1
	Agent creation	USN-3	As an admin I can create an agent for clarifying the customers queries	I can create agents	High	Sprint-2
	Assignment agent	USN-4	As an admin I can assign an agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint-1
	Forgot password	USN-5	As an admin I can reset my password by this option in case I forgot my old password.	I get access to account	High	Sprint-1