

SRI KRISHNA COLLEGE OF ENGINEERING AND TECHNOLOGY

DEPARTMENT OF INFORMATION TECHNOLOGY

CUSTOMER CARE REGISTRY

DATA FLOW DIAGRAM & USER STORIES

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PROJECT NAME	Customer Care Registry

PROJECT DESIGN PHASE-2

DATA FLOW DIAGRAM & USER STORIES

DATA FLOW DIAGRAM:

A data flow diagram (DFD) is a graphical or visual representation using a standardized set of symbols and notations to describe a business's operations through data movement. They are often elements of a formal methodology such as Structured Systems Analysis and Design Method (SSADM).

LEVELS IN DATA FLOW DIAGRAMS [DFD]:

In Software engineering DFD(data flow diagram) can be drawn to represent the system of different levels of abstraction. Higher-level DFDs are partitioned into low levels-hacking more information and functional elements. Levels in DFD are numbered 0, 1, 2 or beyond. Here, we will see mainly 3 levels in the data flow diagram, which are:

- 0-level DFD
- 1-level DFD
- 2-level DFD

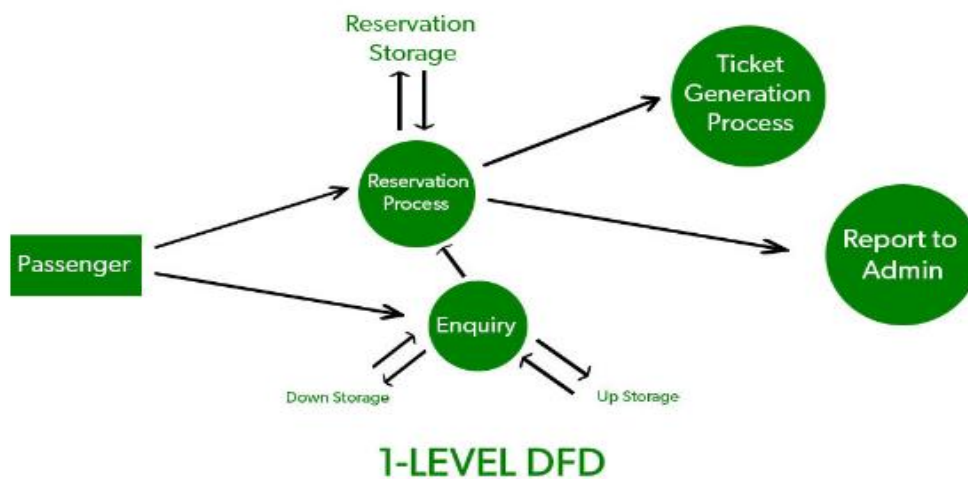
0-LEVEL DFD:

It is also known as a context diagram. It's designed to be an abstraction view, showing the system as a single process with its relationship to external entities. It represents the entire system as a single bubble with input and output data indicated by incoming/outgoing arrows.



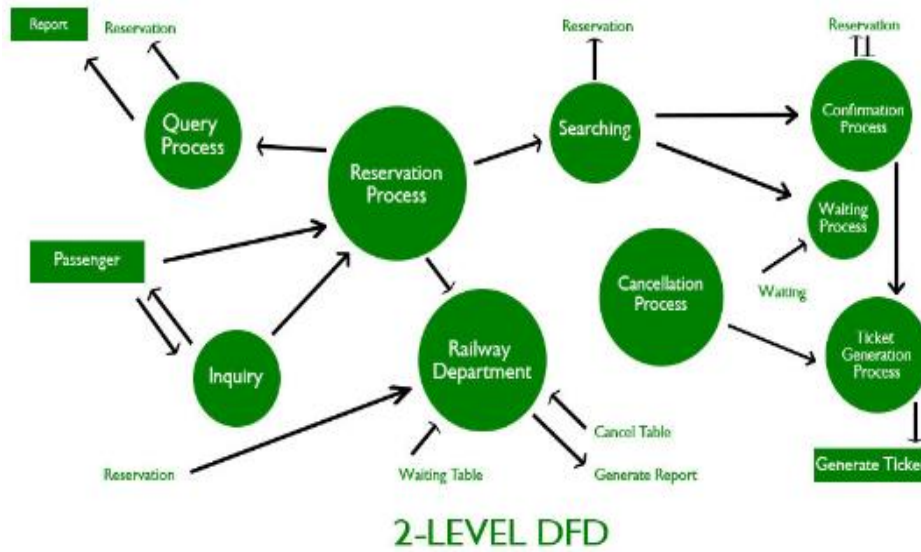
1-LEVEL DFD:

In 1-level DFD, the context diagram is decomposed into multiple bubbles/processes. In this level, we highlight the main functions of the system and breakdown the high-level process of 0-level DFD into subprocesses.

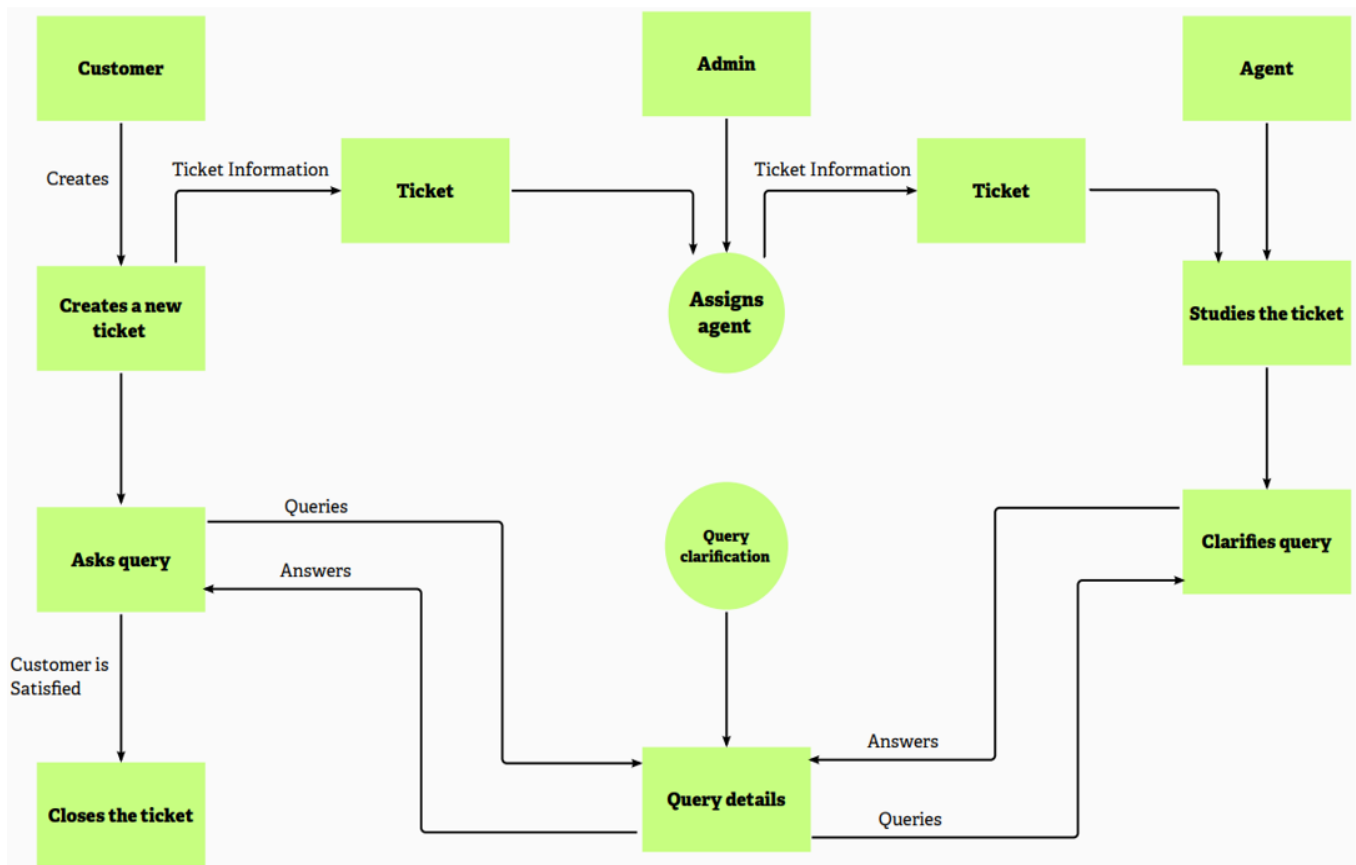


2-LEVEL DFD:

2-level DFD goes one step deeper into parts of 1-level DFD. It can be used to plan or record the specific/necessary detail about the system's functioning.



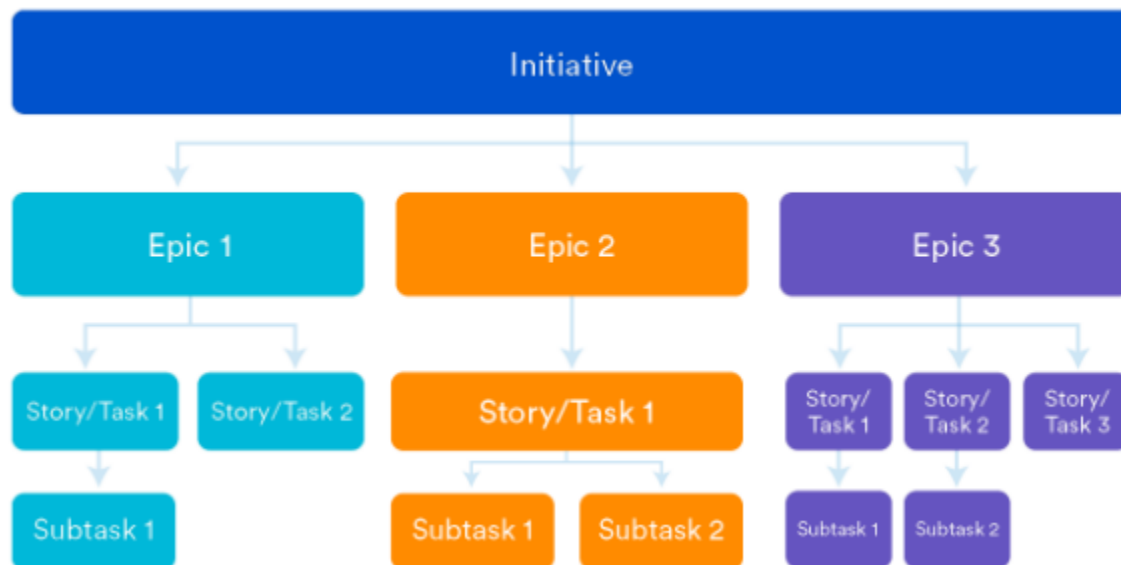
DATA FLOW DIAGRAM [CUSTOMER CARE REGISTRY]:



USER STORIES:

A user story is an informal, general explanation of a software feature written from the perspective of the end user or customer. The purpose of a user story is to articulate how a piece of work will deliver a particular value back to the customer.

EXAMPLE:



USER STOREIS [CUSTOMER CARE REGISTRY]:

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Web user)	Registration	USN-1	As a customer, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
	Login	USN-2	As a customer, I can login to the application by entering correct email and password	I can access my account / dashboard	High	Sprint-1
	Dashboard	USN-3	As a customer, I can see all the tickets raised by me and lot more	I get all the info needed in my dashboard	High	Sprint-1
	Ticket creation	USN-4	As a customer, I can create a new ticket with the detailed description of my query	I can ask my query	High	Sprint-2
	Address Column	USN-5	As a customer, I can have conversations with the assigned agent and get my queries clarified	My queries are clarified	High	Sprint-3
	Forgot password	USN-6	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	Medium	Sprint-4
	Ticket details	USN-7	As a customer, I can see the current status of my tickets	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	High	Sprint-3

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
	Dashboard	USN-2	As an agent, I can see all the tickets assigned to me by the 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 conversations with the customer and clear his/her queries	I can clarify the issue	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 (Web user)	Login	USN-1	As an admin, I can login to the application by entering correct email and password	I can access my account / dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin, I can see all the tickets raised in the entire system and lot more	I can assign agents by seeing those tickets	High	Sprint-1
	Agent creation	USN-3	As an admin, I can create an agent for clarifying the customer's queries	I can create agents	High	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
	Assigning agent	USN-4	As an admin, I can assign an agent for each ticket created by the customer	Enables agent to clarify the queries	High	Sprint-2
	Forgot password	USN-4	As an admin, 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