AGENDA

- Introduction

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- Data Flow Diagrams

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- Conclusion

INTRODUCTION

An online comprehensive Customer Care Solution is to manage their customer interaction and complaints with the Service Providers over phone or through messages and e-mail. The system should have capability to integrate with any Service Provider from any domain or industry like Banking, Telecom, Insurance, etc.

TEAM DETAILS

Team No: PNT2022TMID02887

College Name: SRI KRISHNA COLLEGE OF ENGINEERING AND TECHNOLOGY

Department: INFORAMTION TECHNOLOGY

TEAM MEMBERS:
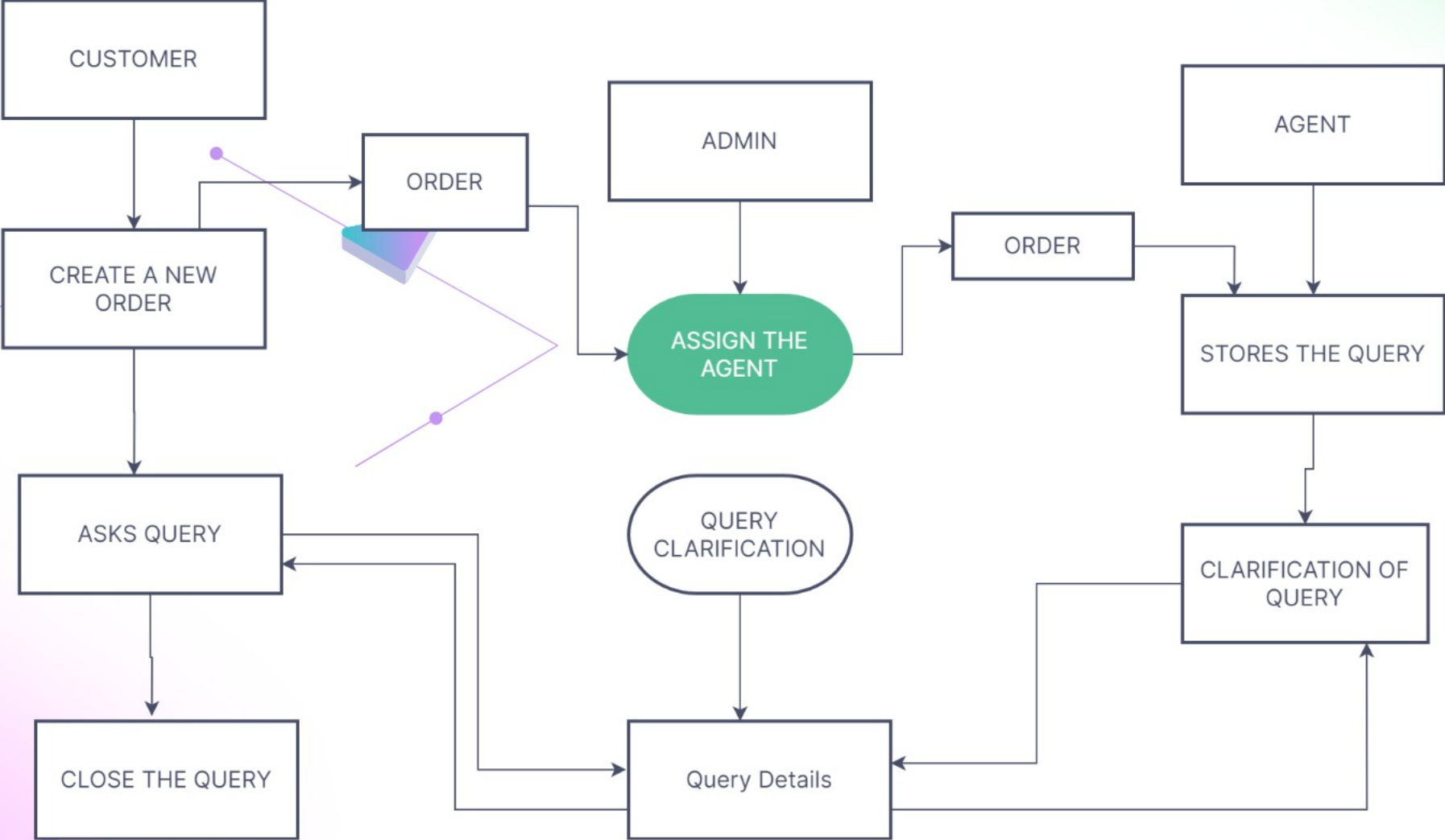
DEENA THAYALAN S

CHUJEETHA R

DHIVESH D

CHANDRU S

PROJECT DESIGN PHASE 2 (DATAFLOW DIAGRAMS & USER STORY)

DATE	04.10.2022
TEAM ID	PNT2022TMID02887
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	-----

PROJECT DESIGN PHASE 2
DATA FLOW DIAGRAMS

CUSTOMER

CREATE A NEW ORDER

ORDER

ADMIN

AGENT

ASSIGN THE AGENT

ORDER

STORES THE QUERY

ASKS QUERY

QUERY CLARIFICATION

CLARIFICATION OF QUERY

CLOSE THE QUERY

Query Details

Dataflow Diagrams & User Story

USER STORY

USER TYPE	FUNCTIONAL REQUIREMENT (EPIC)	USER STORY NUMBER	USER STORY / TASK	ACCEPTANCE CRITERIA	PRIORITY	RELEASE
Customer (Mobile 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
	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 orders raised by me.	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
	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
	Order details	USN-7	As a Customer I can see the current stats of order.	I get a 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
	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 conversations with the customer and clear his/er doubts	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

USER STORY

USER TYPE	FUNCTIONAL REQUIREMENT (EPIC)	USER STORY NUMBER	USER STORY / TASK	ACCEPTANCE CRITERIA	PRIORITY	RELEASE
Admin (Mobile 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 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 my account.	High	Sprint-1

THANK YOU

Dataflow Diagrams & User Story