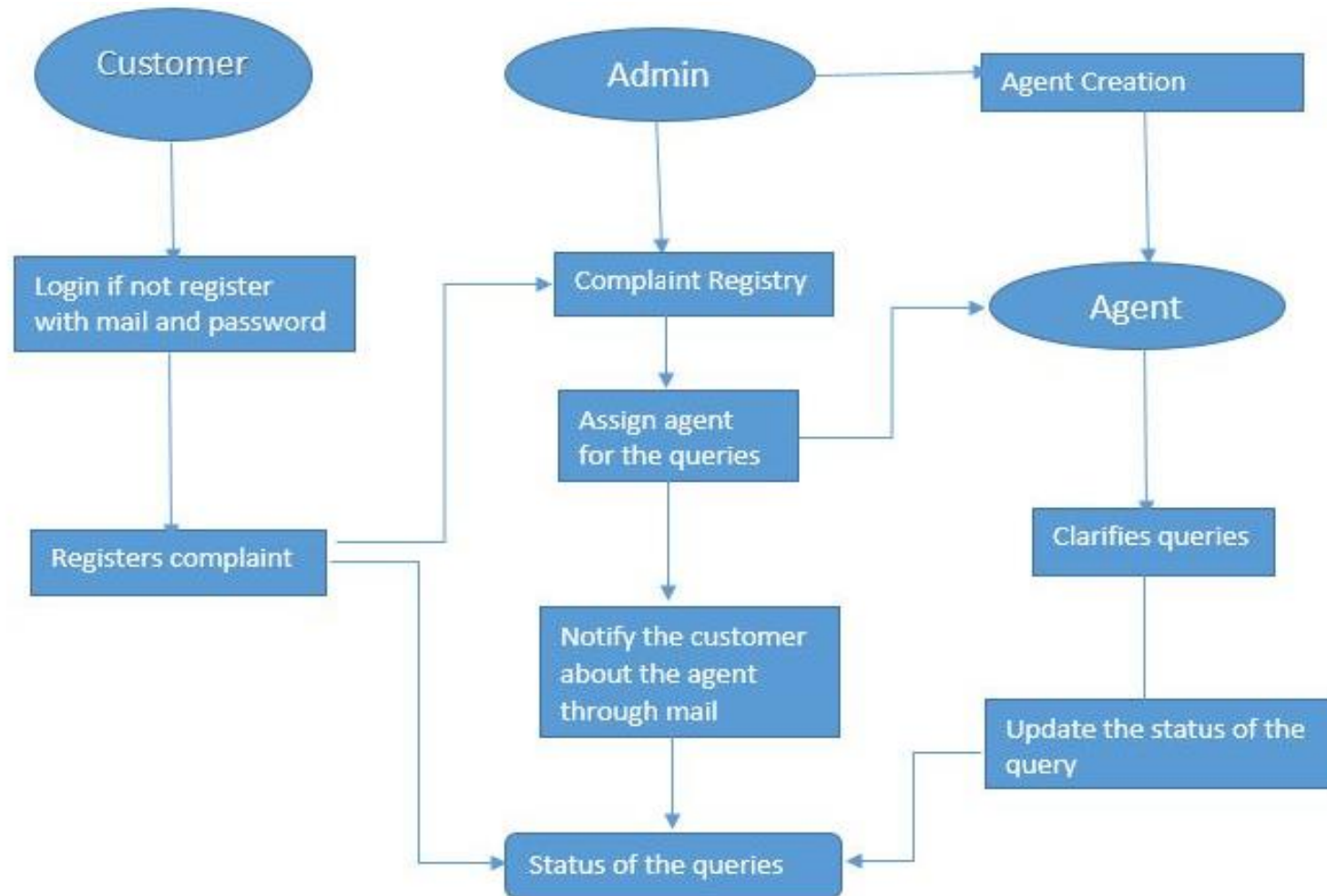


**Project Design Phase-II**  
**Data Flow Diagram & User Stories**

Team ID	PNT2022TMID04476
Project Name	Customer Care Registry

**Data Flow Diagram**



## USER STORIES

### 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 (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 will receive confirmation email once I have registered for the application	I can access my account / dashboard	High	Sprint-1
	Dashboard	USN-3	As a customer, I can view all queries.	I can get all the info needed in the dashboard	Low	Sprint-2
	Address Column	USN-4	As a user, I can get in touch with the agent.	My queries are clarified	Medium	Sprint-3
	Forget Password	USN-5	As a user, I can reset my password	I can get access to my account again.	Medium	Sprint-4
	Queries details	USN-6	I can see the current status of the queries	I get to know the status of the queries	Medium	Sprint-4
Customer Care Executive	Login	USN-1	As an agent, I can login to the application by entering my email and confirming my password.	I can assess my account/ dashboard	High	Sprint-3
	Dashboard	USN-2	I can see the queries and its details by the admin	I can get all the info needed in the dashboard	High	Sprint-3
	Address column	USN-3	As an agent, I can chat with the customers and clarify the queries.	I can clarify the issues	High	Sprint-3
	Forget Password	USN-4	I can reset my password.	I can get access to my account again.	Medium	Sprint-4
Admin	Login	USN-1	As an admin, I can login to the application by entering my email and confirming my password.	I can assess my account/ dashboard	High	Sprint-1
	Dashboard	USN-2	I can see all the issues raised.	I get to assign agents	High	Sprint-1
	Agent creation	USN-3	As an admin, I can create agent for clarifying queries.	I can create agents.	High	Sprint-2
	Agent assignment	USN-4	As an admin, I can assign agent for each user	I enable agents to clarify the query.	High	Sprint-1
	Forget Password	USN-5	I can reset my password.	I can get access to my account again.	High	Sprint-1