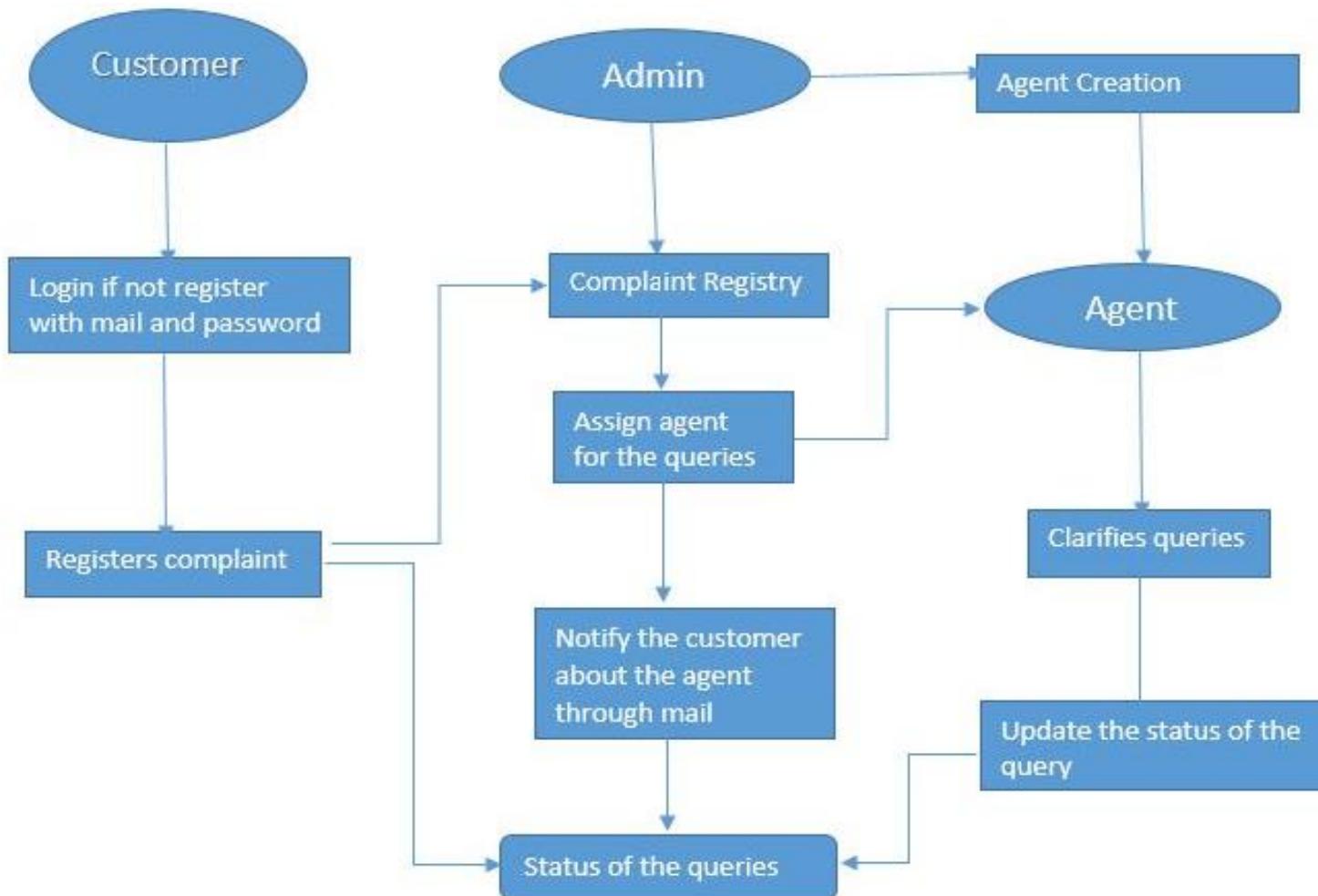


Project Design Phase-II
Data Flow Diagram & User Stories

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