Project Design Phase-II
Data Flow Diagram & User Stories

Date	06 November 2022
Team ID	PNT2022TMID29270
Project Name	Project – Customer care Registry
Maximum Marks	4 Marks

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.

```
                    ┌─────────────────┐
                    │ Web Application │
                    └─────────────────┘
                             │
                             ▼
                          ◇ User ◇ ──yes──▶ ┌──────────┐
                             │              │ Register │
                             │ No           └──────────┘
                             ▼                    │
                    ┌─────────────────┐◀──────────┘
                    │      Login      │
                    └─────────────────┘
                             │
          ┌──────────────────┤
          ▼                  ▼
  ┌───────────────┐    ◇ correct ◇
  │ Error Message │◀no─  message
  └───────────────┘         │
                            │ yes
                            ▼
                    ┌─────────────────┐
                    │ Main Interface  │
                    └─────────────────┘
                            │
                         ◇ User ◇
```

- User → yes → Register
- User → No → Login
- correct message → no → Error Message
- correct message → yes → Main Interface

Customer ◀── User ──▶ **Agent**

Customer:
- Issues about product/services
- Contact the agent
- Request for queries

Agent:
- Customer details
- Response for queries
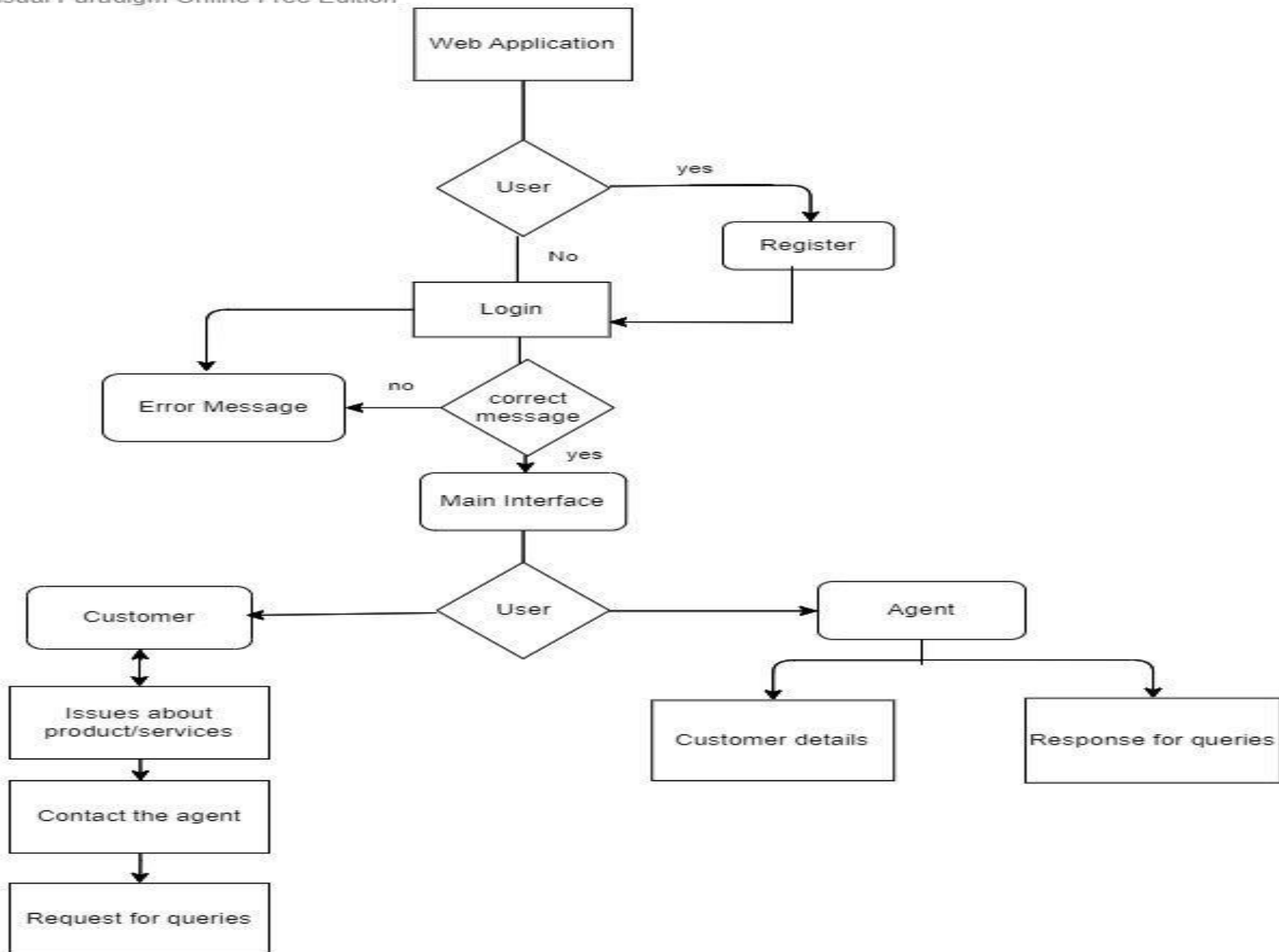
User Stories

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
Applicant (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
Applicant (Web user)	Email confirmation	USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
Applicant (Web user)	Login	USN-3	As a user, I can log into the application by entering email & password	I can login into the website for further details	High	Sprint-2
Customer (Web user)	Details	USN-4	As a customer, I can fill my personal details.	I can submit my personal details	High	Sprint-1
Agent	Login	USN-5	As a user, I can log into the application by entering email & password	I can request for a particular customer	High	Sprint-2
Administrator	Cloud Database	USN-6	As an administrator, I can store the donor details into the cloud database	I can store the data into cloud database	High	Sprint-2
Administrator	Cloud Database	USN-7	I can store the data into cloud database	I can store the data into cloud database	High	Sprint-3
Customer (Web user)	Details	USN-8	As a customer, I can send request the website for a product/services issues	I can request for a product/services issues	High	Sprint-3
Administrator	Assign task	USN-9	As an administrator, can assign the task to the particular agent	I assign the task for the agent	High	Sprint-3
Agent	Details	USN-10	As an agent, take the customer details from the cloud database	I can take the data into cloud database	High	Sprint-4
Agent	Details	USN-11	As a customer, I can send response the website for a product/services issues	I can response for a product/services issues	High	Sprint-4
Customer (Web user)	Email	USN-12	As a customer, I can receive the response	I can receive the response	High	Sprint-4