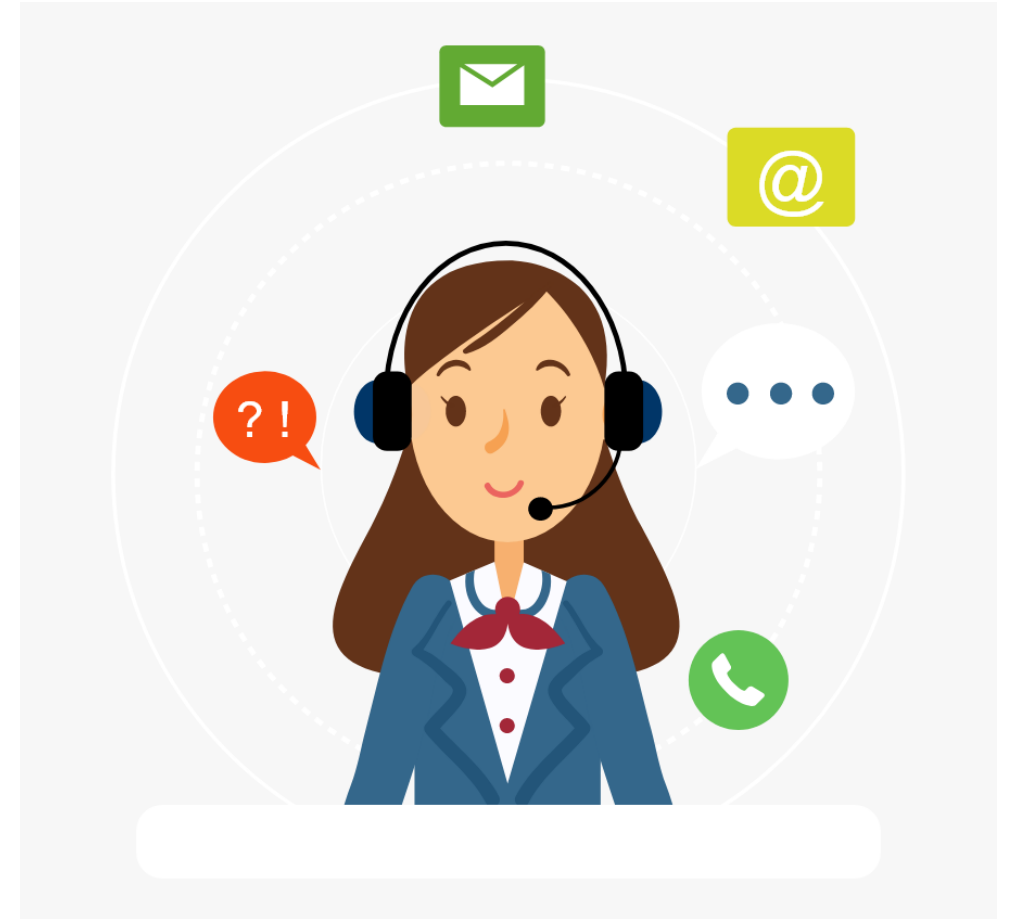


# CUSTOMER CARE REGISTRY

**DATA FLOW DIAGRAM &  
USER STORIES**



## **TEAM DETAILS:**

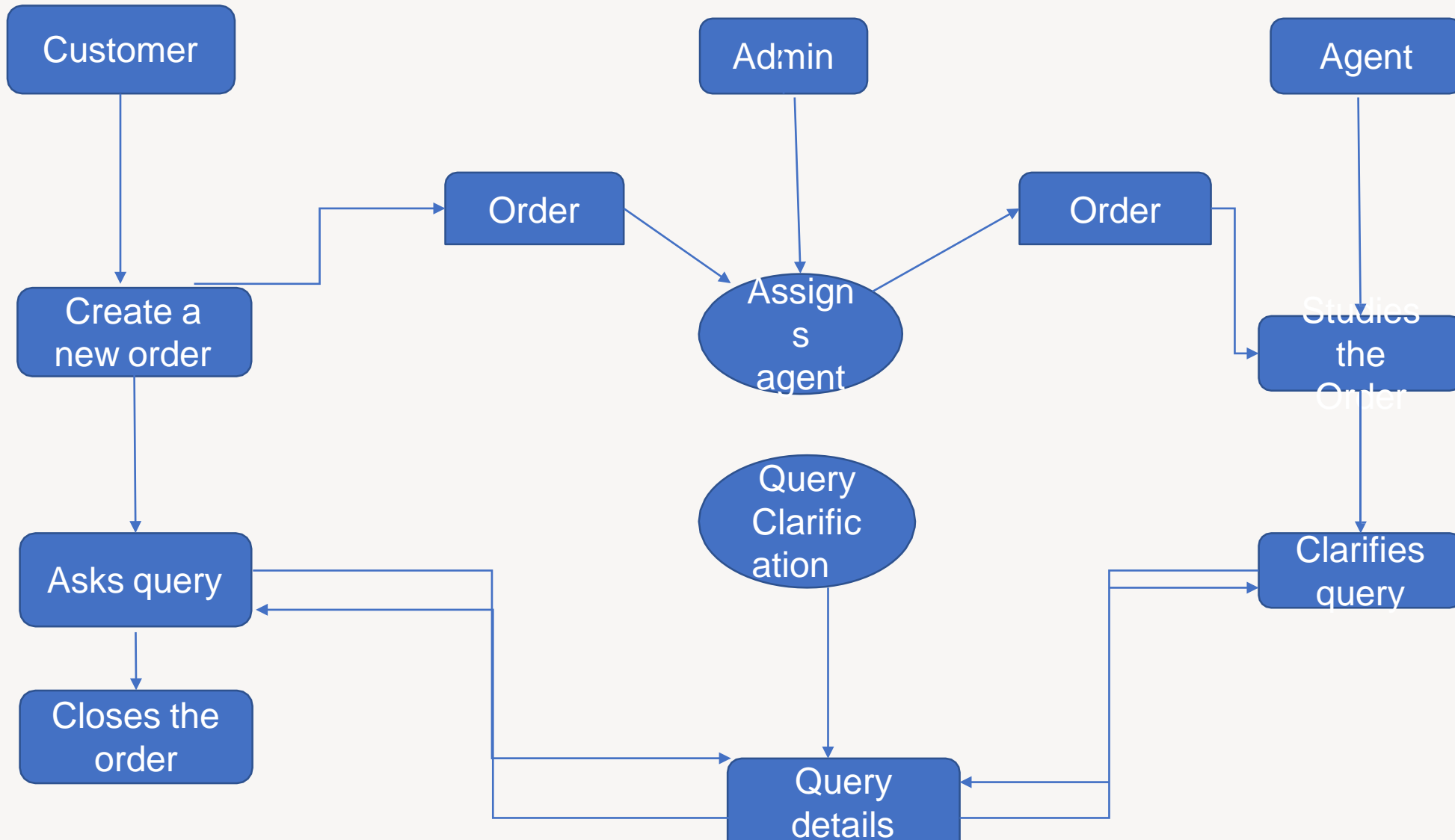
**Team No** : PNT2022TMID18756  
**College Name** : Sona College of Technology  
**Department** : Information Technology

## **TEAM Members:**

- Rahuraman MB
- Sai Senthil Ganapathy V
- Sanjai Kumar M
- Mario Macrina A

## Project Design Phase-II

### 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<br>(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 incase 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 abetter understanding                    | Medium   | Sprint-4 |
| Agent<br>(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 dobuts                            | 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 |

|                     |                  |       |  |  |      |          |
|---------------------|------------------|-------|--|--|------|----------|
| Admin (Mobile user) | Login            | USN-1 | As a admin, I can login to the appliaction 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**