Team ID: PNT2022TMID20462

PROJECT TITLE: CUSTOMER CARE REGISTRY PROJECT DESIGN PHASE-II: DATA FLOW DIAGRAMS

# Project Design Phase-II

**Data Flow Diagram & User Stories**

Customer

Admin

Agent

Create a new order

Order Order

Assign s agent

Studies the Order

Asks query

Query Clarific ation

Clarifies query

Closes the order

DATA FLOW DIAGRAM &

USER STORIES

Query details

**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** | **Acceptancecriteria** | **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 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 (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 |

DATA FLOW DIAGRAM & USER STORIES

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 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 |

DATA FLOW DIAGRAM & USER STORIES