Project Design Phase –II

Data Flow Diagram & User Stories

Customer	**Enter details**	**Data base**

Register
(Detail)

Verifying

Confirmation

Message

Sends to admin

Complaint box

Agent

Admin

Notification

assign a
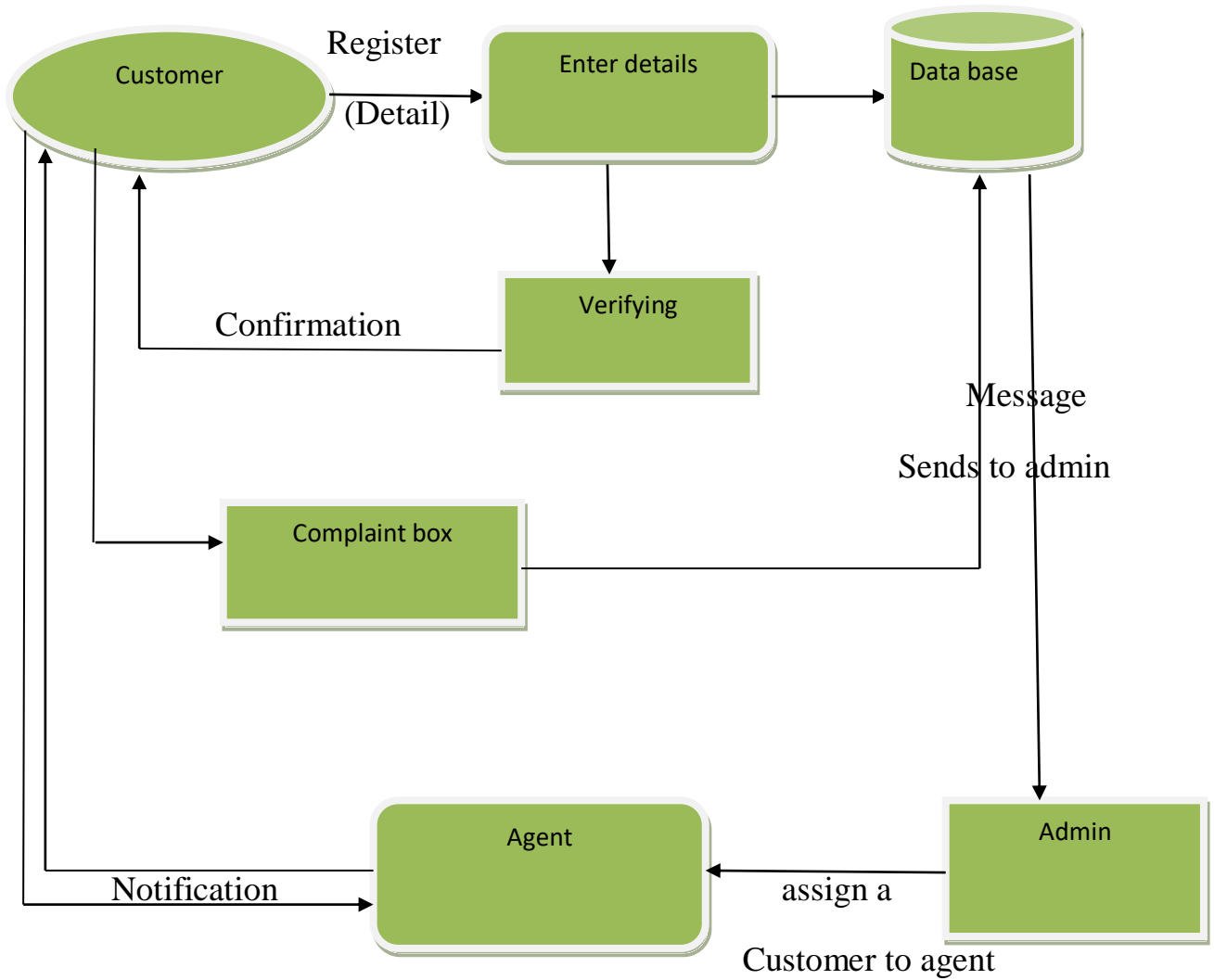
Customer to agent

Finally customer connected to agent

USER STORIES

Use the below template to list user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story/ Task	Acceptance criteria	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 log in to the application by entering correct Email and password.	I can access my account /dash board.	High	Sprint-1
	Dash Board	USN-3	As a customer, I can see all the complaints raised by me.	I get all the info needed in my dash board.	Low	Sprint-2
	Complaint creation	USN-4	As a customer, I can place my complaints with the detailed	I can ask my query.	Medium	Sprint-2

			description of my query.			
	Address column	USN-5	As a customer, I can have conversation with the assigned agent and get my queries clarified.	My queries are clarified.	High	Sprint-3
	Forget password	USN-6	As a customer, I can reset my password by this option in case I forget my old password.	I get access to my account again.	Medium	Sprint-4
	Complaint detail	USN-7	As a customer, I can see the current starts of queries.	I get a better 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
	Dash Board	USN-2	As an agent, I can see the complaint 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	I can clarify the issues.	High	Sprint-3

			conversations with the customer and clear his/customer doubts.			
	Forget Password	USN-4	As an agent I can reset my password by this option in case I forget my old password.	I get access to my account again.	Medium	Sprint-4