Project Design Phase-II
Data Flow Diagram & User Stories

Date	03 October 2022
Team ID	PNT2022TMID13260
Project Name	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

USER	IBM Cloud	ADMIN	AGENT

YES

Watson Assistant

NO

User Interface

NO

YES

FAQ

Login

Complaint Ticket

IBM DB2

Notifies Complaint Ticket

Verifies Complaint and Assigns Agent

Checks for User satisfaction

Contacts the user and verifies the complaint ticket

Rectifies the Complaint of the user
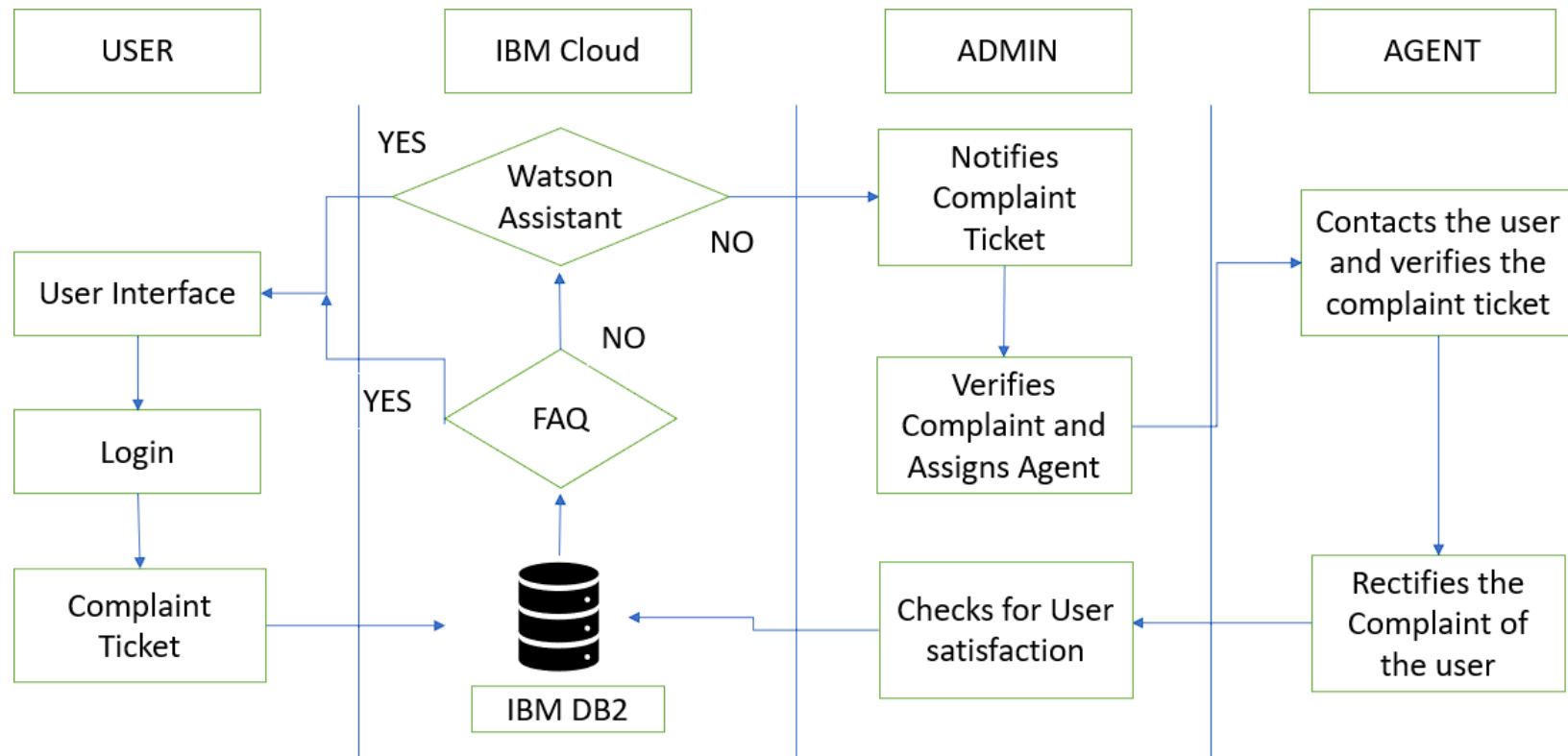
User Stories

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 (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 me 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 me queries clarified	My queries are clarified.	High	Sprint-3
	Forgot password	USN-6	As a customer, 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
	Order details	USN-7	As a Customer, I can see the current stats of order.	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
	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 doubts	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 (Mobil e user)	Login	USN-1	As a admin, I can login to the applications by enteringCorrect email and password	I can access my account/ dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin I can see allthe orders raised in the entire system and lot more	I can assign agents byseeing those order.	High	Sprint-1
	Agent creation	USN-3	As an admin I can createan agent for clarifying the customers queries	I can create agents.	High	Sprint-2

	Assignment agent	USN-4	As an admin I can assignan agent for each order created by	Enable agent to clarify the queries.	High	Sprint-1

			the customer.			
-	Forgot password	USN-5	As an admin I can resetmy password by this option in case I forgot my old password.	I get access to my account.	High	Sprint-1