

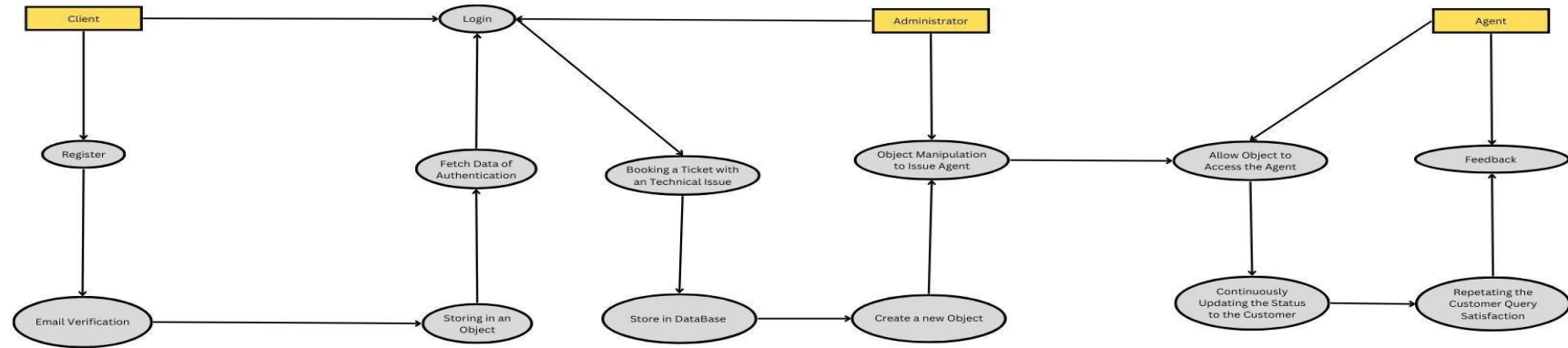
## PROJECT DESIGN PHASE II

### DATA FLOW DIAGRAMS

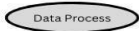
|               |                                  |
|---------------|----------------------------------|
| Date          | 10 NOVEMBER 2022                 |
| Team ID       | PNT2022TMID13419                 |
| Project Name  | Project - Customer Care Registry |
| Maximum Marks | 4 Marks                          |

**Data Flow Diagrams:**

### Data Flow Diagram



### Flow Objects



### User Stories

| User Type              | Functional Requirement (Epic) | User Story Number | User Story / Task  | Acceptance criteria                        | Priority | Release  |
|------------------------|-------------------------------|-------------------|--|--|----------|----------|
| Customer (Client User) | Registration                  | USN-1             | As a User, I will register for the application by entering my email, password, and confirming my password. | I will be redirected to Email Verification | High     | Sprint-1 |

|                            |               |        |  |   |        |          |
|----------------------------|---------------|--------|--|---|--------|----------|
| Customer(Automated User)   | Registration  | USN-2  | As a User, I will Validate the Customer Credentials once after the Email Verification.                                 | I will receive confirmation Message from Administrator          | High   | Sprint-2 |
| Customer(Automated User)   | Registration  | USN-3  | As a User, I will issue the Customer with Login Id and Password through Object Creation from the Customer Credentials. | I can register & access the dashboard with Facebook Login       | Medium | Sprint-1 |
| Customer(Client User)      | Login         | USN-4  | As a User,I will Login into the Portal using Login Credentials Provided.   | I will be Redirected to the Portal Dashboard Page               | Medium | Sprint-2 |
| Customer (Mobile User)     | Dashboard     | USN-5  | As a User,I will book for a ticket from available sections along the Application and Submit the Ticket to the Portal   | I will be Issued with a Ticket Applied Message from the Portal. | High   | Sprint-3 |
| Customer (Admin User)      | Validation    | USN-6  | As a User,I will issue with a Suitable Agent to the Customer and provide a Bot Connectivity with the Agent.            | I will send a mail about the agent issued to the application.   | High   | Sprint-2 |
| Customer(Automated User)   | Bot Connected | USN-7  | As a User,I will connect the Bot to the Customer and provide with repeated Status of the Query to the Customer         | I will Receive Message from the Responsive Server Bot.          | Low    | Sprint-4 |
| Customer(Agent User)       | Agent         | USN-8  | As a User,I will satisfy all the queries to the Customer for all the repetitive responses from the Customers.          | I will communicate with a Query from the Server Bot.            | Medium | Sprint-3 |
| Customer(Server User)      | Feedback      | USN-9  | As a User,I will fill up the Feedback form provided to improve or service provided from the Application.               | I will accept the Feeback and issue with a message for queries  | High   | Sprint-4 |
| Customer(Application User) | Log out       | USN-10 | As a User,I will Log out of the Application when my Queries are over or else will begin again from the Beginning.      | I will Estimate the User Response and React to end the Process. | Low    | Sprint-1 |