Project Design Phase-II
Data Flow Diagram & User Stories

Date	15 October 2022
Team ID	PNT2022TMID07252
Project Name	Project – 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.
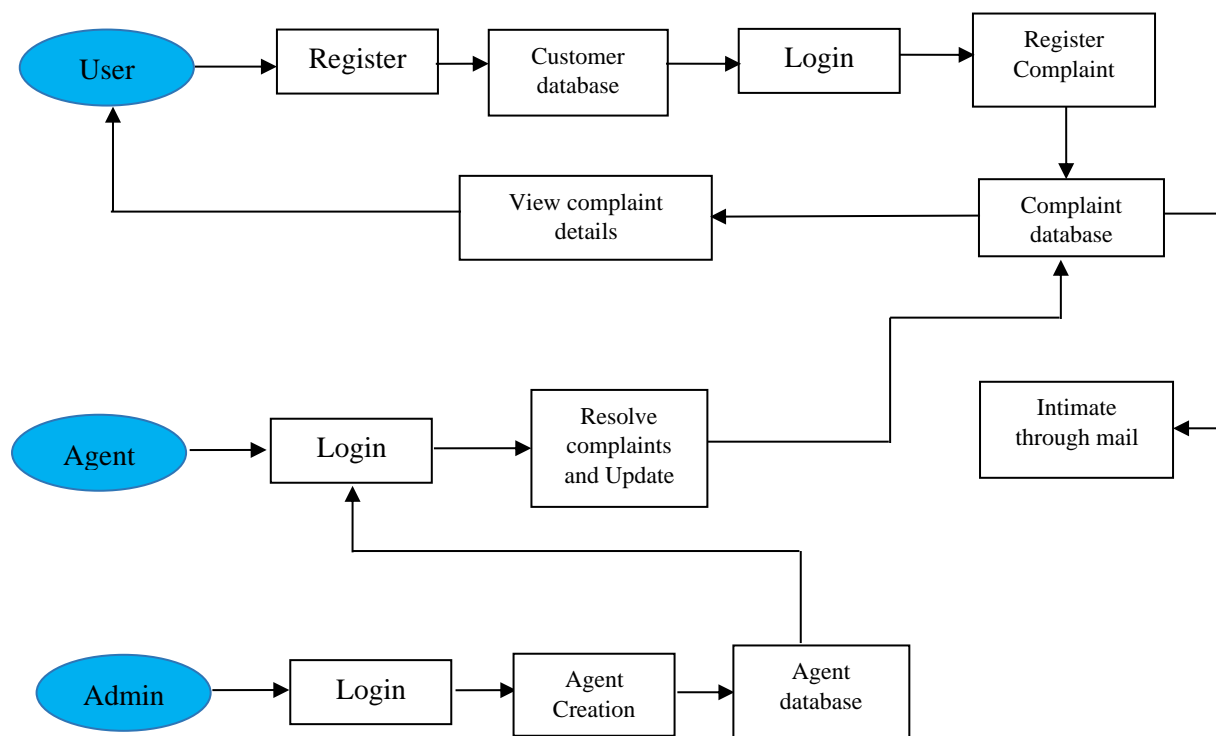
User Stories

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 (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(Client User)	Login	USN-3	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 (Client User)	Dashboard	USN-4	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-5	As a User, I will issue with a Suitable Agent to the Customer.	I will send a mail about the agent issued to the website.	High	Sprint-2
Customer(Agent User)	Agent	USN-6	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.	Medium	Sprint-3
Customer(Server User)	Feedback	USN-7	As a User, I will fill up the Feedback form provided to improve or service provided from the website.	I will accept the Feedback and issue with a message for queries	High	Sprint-4
Customer(Website User)	Log out	USN-8	As a User, I will Log out of the website 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