

CUSTOMER CARE REGISTRY

DATA FLOW DIAGRAM &
USER STORIES

TEAM DETAILS:

Team No : **PNT2022TMID21136**

College Name : Sri Shakthi Institute of Engineering and Technology

Department : Information Technology

PROJECT MEMBERS :

- AKILESWARAN G
- AJITH P
- DURAI MURUGAN R
- JEYANDRA M

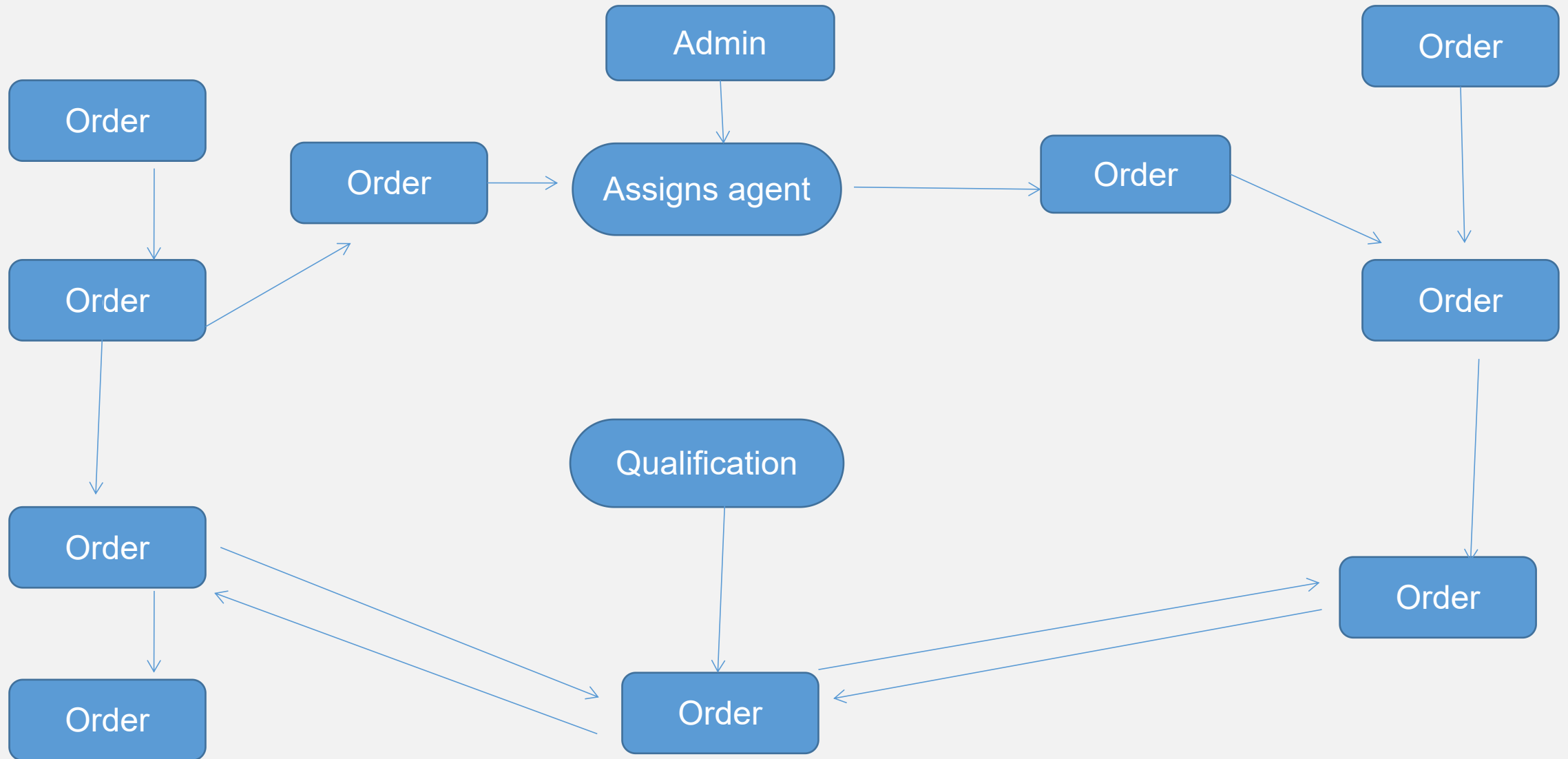


PROJECT DESIGN PHASE –II

DATA FLOW DIAGRAM & USER STORIES

DATE	10.10.2022
TEAM ID	PNT2022TMID21136
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 MARKS

FLOW DIAGRAM



USER STORIES

S.NO	Functional Requirement (Epic)	User Story Number	User story/Task	Acceptance criteria	Priority	DRelease
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.	get all the info needed in my dashboard	Low	Sprint-2

S.NO	Functional Requirement (Epic)	User Story Number	User story/Task	Acceptance criteria	Priority	DRelease
Agent (Web user)	Login	USN-1	As an agent I can login to the application by entering Correct email and password.	can access my account / dashboard	High	Sprint-3
	Dashboard	USN-2	s 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/her doubts	I can clarify the issues.	High	Sprint-3

S.NO	Functional Requirement (Epic)	User Story Number	User story/Task	Acceptance criteria	Priority	DRelease
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

Thank
you