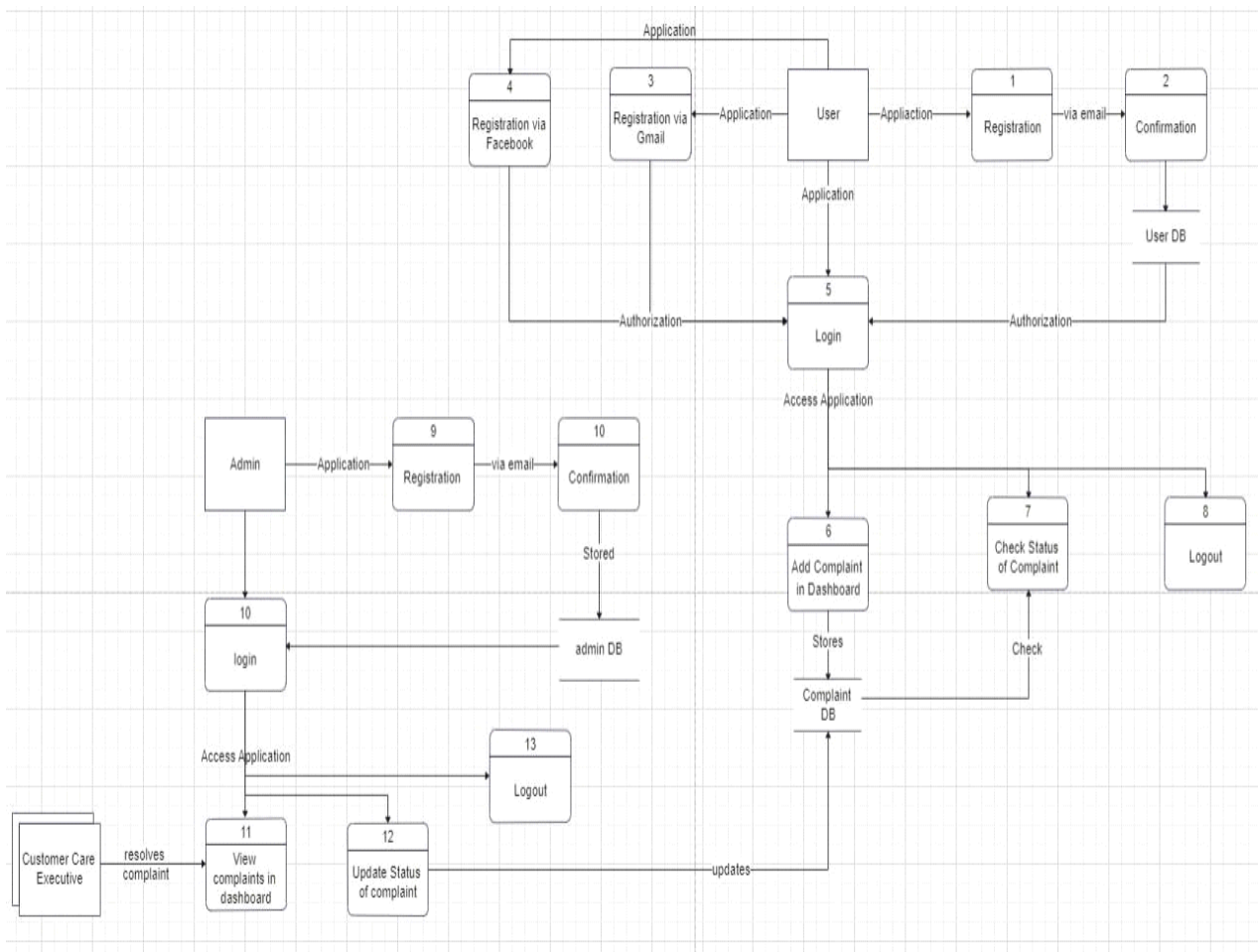


## Project Design Phase-II Data Flow Diagram & User Stories

Date	17 October 2022
Team ID	PNT2022TMID48949
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 enter 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	User	User Story / Task	Acceptance	Priority	Release
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	<b>Requirement (Epic)</b>	<b>Story Number</b>		<b>criteria</b>		
Customer (Web user)	Registration	USN-1	As a user, I can register for the application by entering my email,password, and confirming my password.	I can access my account /dashboard	High	Sprint-1
		USN-2	As a user, I will receive confirmation emailonce I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
		USN-3	As a user, I can register for the application throughFacebook	I can register & access the dashboard with Facebook Login	Low	Sprint-2
		USN-4	As a user, I can register for the application throughGmail		Medium	Sprint-2
	Login	USN-5	As a user, I can log into the application by entering email &password		High	Sprint-1
	Dashboard	USN-6	As a user , I can register the complaint in the register complaintpage	I can register complaint(s)	High	Sprint-1
		USN-7	As a user , I can view the status of the complaint.	I can view status of complaint	Medium	Sprint-1
		USN-8	As a user, I canlogout of the application	I can logout from the application	Low	Sprint-2
Customer Care Executive	Dashboard	USN-8	As a customer care Executive, I can resolve a complaint registered by user.	I can provide solution to a problem.	High	Sprint -1
Administrator	Registration	USN-9	As an admin, I canregister for the application	I can access my account /dashboard	High	Sprint-1

			by entering my email,password, and			
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User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
			confirming my password.			
		USN-10	As an admin, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
	Login	USN-11	As an admin I can log into the application(admin panel) by entering email & password		High	Sprint-1
	Dashboard	USN-12	As an admin, I can update the status of the complaint to the user with the help of customer care executive.	I can satisfy the customer on his/her query.	Medium	Sprint-2