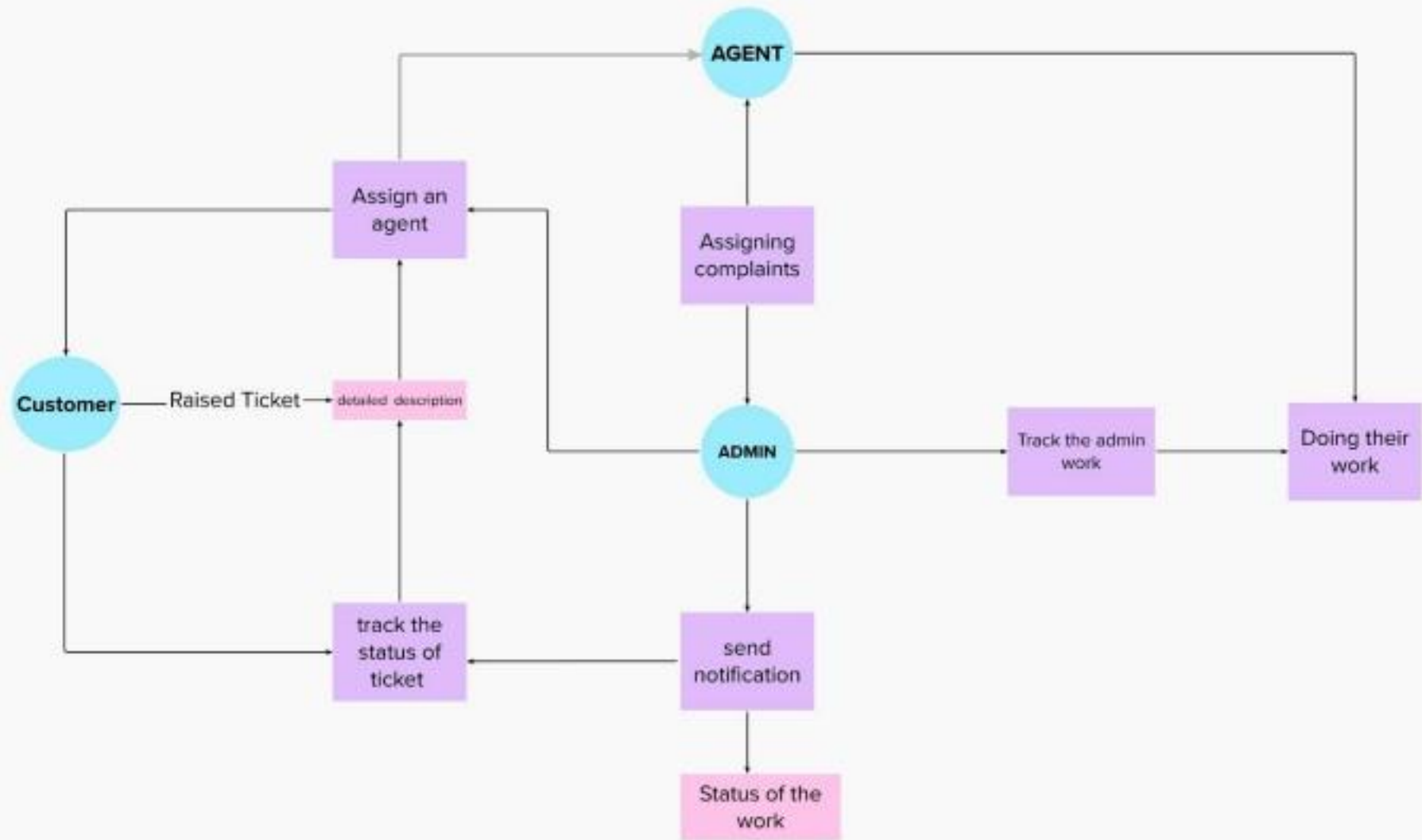


Project Design Phase-II
Data Flow Diagram and user stories

Date	: 26 October 2022
Team ID	: PNT2022TMID33777
Project Name	: Cloud Application Development- 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 Type	Functional Requirement(Epic)	User Story Number	User Story Task	Acceptance Criteria	priority	Release
Customer	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	High	Sprint -1
	Login	USN-2	As a user I can login the application by entering registered email and password	I can login to my account and can access the dashboard	High	Sprint -1
	Raising Tickets	USN-3	As a user, I can raise a ticket regarding my problem	I can raise the ticket	High	Sprint -1
	Track Tickets	USN-4	As a user i can track my ticket status	I can view the status of my raised problem	Medium	
	Log out	USN-5	As a user, I can logout from my account	I can logout from my account	High	Sprint-2

Admin	Login	ASN-1	As an admin I can login the application by entering registered email and password	I can access my account	High	Sprint-2
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	Assign an agent	ASN-2	As an admin, I can track the status Assign an agent to the user complaints	I can assign an agent	High	Sprint-2
	Track the admin work	ASN-3	As an admin, I can track the status of the user raised queries and the admin work	I can track the admin work	High	Sprint-2
	Send notification to customer	ASN-4	As an admin i can send the notification to the customer regarding raised ticket status	I can send notification to the customer	High	Sprint-2
	Ban doubtful user logins	ASN-5	As a admin, I can ban the suspicious accounts or users	I can ban the customer	Medium	
AGENT	Resolve queries	AGSN-1	As an Agent, I can resolve the customer queries	I can resolve customer problem	High	Sprint-3

	Connecting with related problems	AGSN-2	As an Agent, I can connect to the related problems	I can connect related problems or queries	Medium	
	Flag the Tickets	AGSN-3	As a Agent, I can flag the status of the raised ticket	I can flag the ticket	Low	Sprint-4

