

## Project Design Phase-II

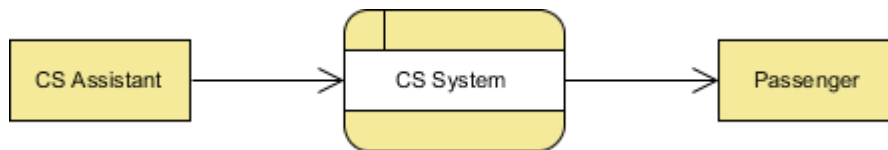
### Data Flow Diagram & User Stories

Date	03 October 2022
Team ID	PNT2022TMID20609
Project Name	Customer care registry
Maximum Marks	4 Marks

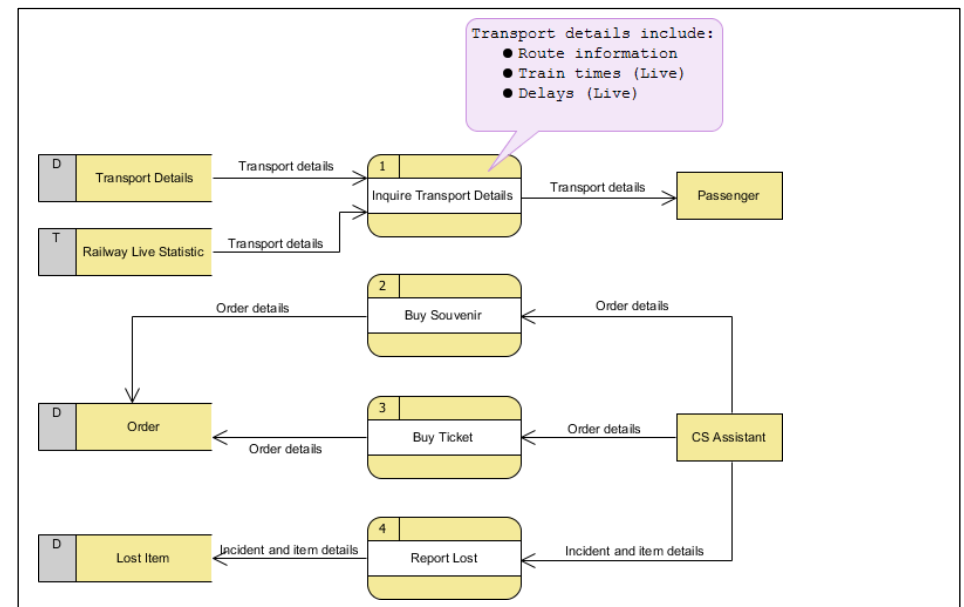
#### Data Flow Diagrams:

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.

#### Example: [\(Simplified\)](#)



#### Example: DFD Level 1 (Industry Standard)



## 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	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
Customer	User Confirmation	USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
Customer	User Login	USN-3	As a user, I can log into the application by entering email & password	I can login and access my account	High	Sprint-1
Administrator	Admin Login	USN-4	As an admin, I can log into the application by entering email & password	I can login and access my account and manages all the customers and agents	High	Sprint-1
Customer	Query Form	USN-5	As a user, I can raise tickets through the form	I can raise tickets	High	Sprint-1
Agent	E-mail Alert	USN-6	As a user, I can view the status of tickets for the application	I can see the tickets status	High	Sprint-1
Customer	Feedback	USN-7	As a user, I can give the customer feedback for the agent who communicated	I can give positive and negative feedback	Medium	Sprint-1