

Project Design Phase - 2

Data Flow Diagram and User Stories

Date	27 - 10 - 2022
Team ID	PNT2022TMID34848
Project Name	Customer Care Registry

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 web 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 for the web application by entering my email, password.	I can access my account .	High	Sprint 1
	Dashboard	USN-3	As a user, I can see all the orders raised by me.	I can get all the information needed .	Medium	Sprint 2
	Order creation	USN-4	As a user, I can place my order with the detailed description of my query.	I can ask my query	High	Sprint 2
	Address Column	USN-5	As a user, I can have conversations with the assigned agent and get my queries clarified.	My queries are clarified	High	Sprint 3
	Forgot password	USN-6	As a user, I can reset my password by this option incase I forgot my old password.	I can get access to my account again	Medium	Sprint 4
	Order details	USN-7	As a Customer ,I can see the current stats of order.	I can get a better understanding	Medium	Sprint 4

Agent (web user)	Login	USN-8	As an agent I can login to the application by entering Correct email and password .	I can access my account / dashboard.	High	Sprint 3
	Dashboard	USN-9	As 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-10	As an agent, I get to have conversations with the customer and clear his/her doubts	I can clarify the issues	High	Sprint 3
	Forgot password	USN-11	As an agent I can reset my password by this option in case I forgot my old password.	I get access to my account again.	Medium	Sprint 1
Admin (Mobile user)	Login	USN-12	As a admin, I can login to the application by entering Correct email and password	I can access my account/dashboard	Medium	Sprint 1
	Dashboard	USN-13	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.	Medium	Sprint 1
	Assignment agent	USN-14	As an admin I can assign an agent for each order created by the customer.	Enable agent to clarify the queries.	High	Sprint 2
	Forgot password	USN-15	As an admin I can reset my password by this option in case I forgot my old password.	I get access to my account.	High	Sprint 2

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.

