

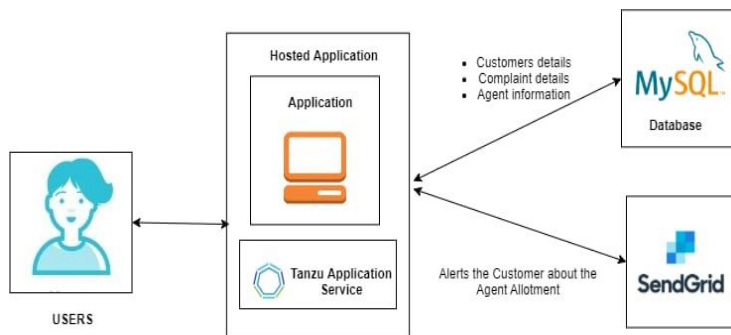
## Project Design Phase-II Data Flow Diagram & User Stories

|               |                                |
|---------------|--------------------------------|
| Date          | 17 October 2022                |
| Team ID       | PNT2022TMID29808               |
| Project Name  | Project-Customer Care Registry |
| Maximum Marks | 4 Marks                        |

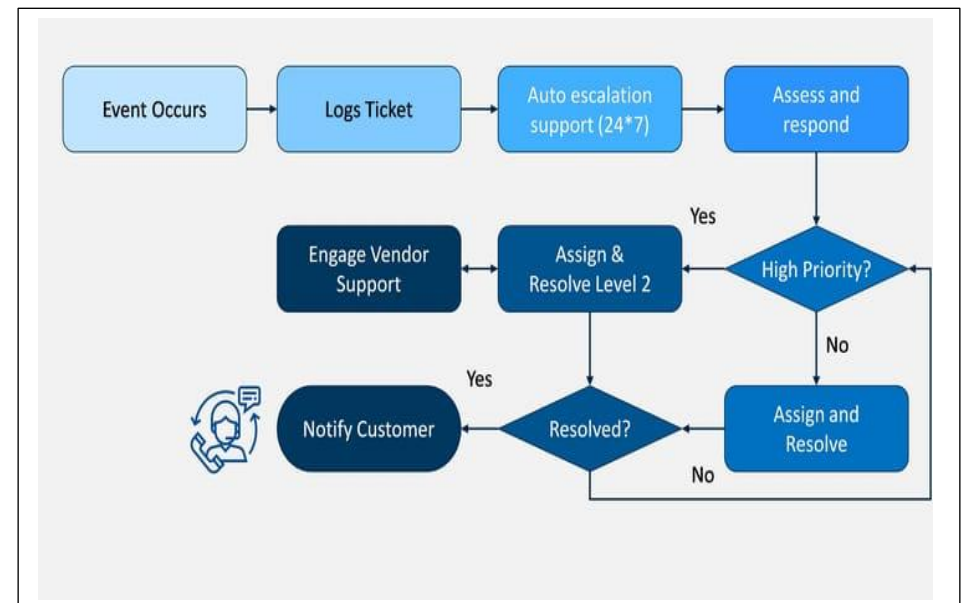
### Data Flow Diagrams:

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 enters and leaves the system, what changes the information, and where data is stored.

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



### Example: DFD Level 0 (Industry Standard)



## User Stories

| User Type               | Functional Requirement (Epic)              | User Story Number | User Story / Task   | Acceptance criteria   | Priority | Release  |
|-------------------------|--|-------------------|---|---|----------|----------|
| Customer (Mobile user)  | User Registration In the mobile app        | USN-1             | As a user, I can register for the application by entering my email, password, and confirming my password in the app | I can access my account / dashboard                             | High     | Sprint-1 |
|                         | Confirmation mail from the admin           | USN-2             | As a user, I will receive confirmation email from the admin, once I have registered for the application             | I can receive confirmation email & click confirm                | High     | Sprint-1 |
|                         | Login in to the app using registered email | USN-3             | As a user, I can register the complaint on an issue I'm facing  | I can register & access the dashboard with Login                | High     | Sprint-2 |
|                         | Dashboard                                  | USN-4             | As a user, receive an solution in email from the agent  | I can receive the email alert from the agent regarding solution | Medium   | Sprint-1 |
|                         | Track                                      | USN-5             | As a user, I can track the status of their Complaint  | I can track the status of the complaint in dashboard            | High     | Sprint-1 |
|                         | Feedback                                   | USN-6             | As a User, I can share the feedback on the feedback form  | Friendly helpful  | High     |          |
| Customer (Web user)     |  |                   | Can access the overall data from the Organization   |   | High     |          |
| Customer Care Executive |  |                   | They have the data in the Cloud   |   | High     |          |
| Administrator           |  |                   | Access the Cloud easily   |   | High     |          |

