

Date	14 November 2022
Team ID	PNT2022TMID18844
Project Name	Project - Customer Care Registry
Maximum Marks	-----

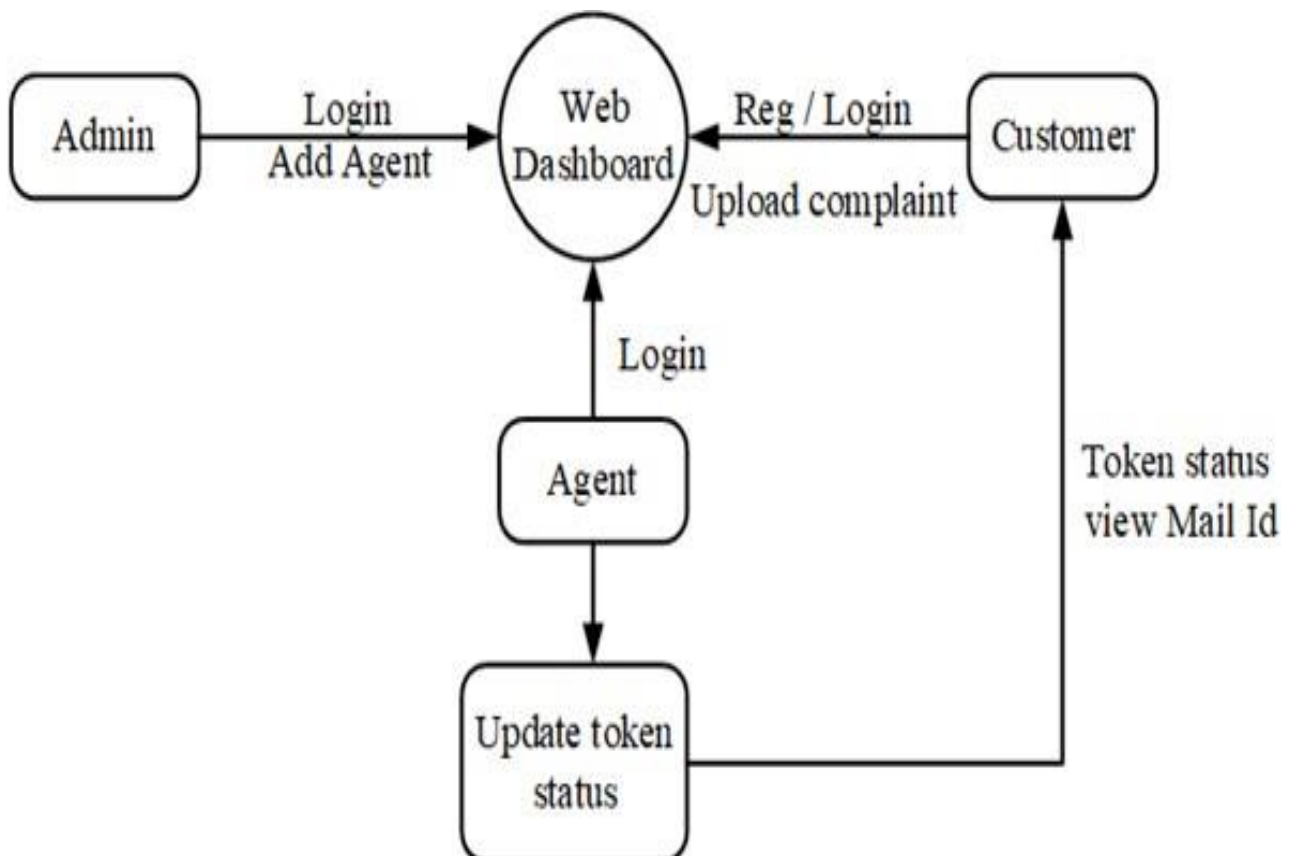
Customer Care Registry

PROJECT DESIGN PHASE - II

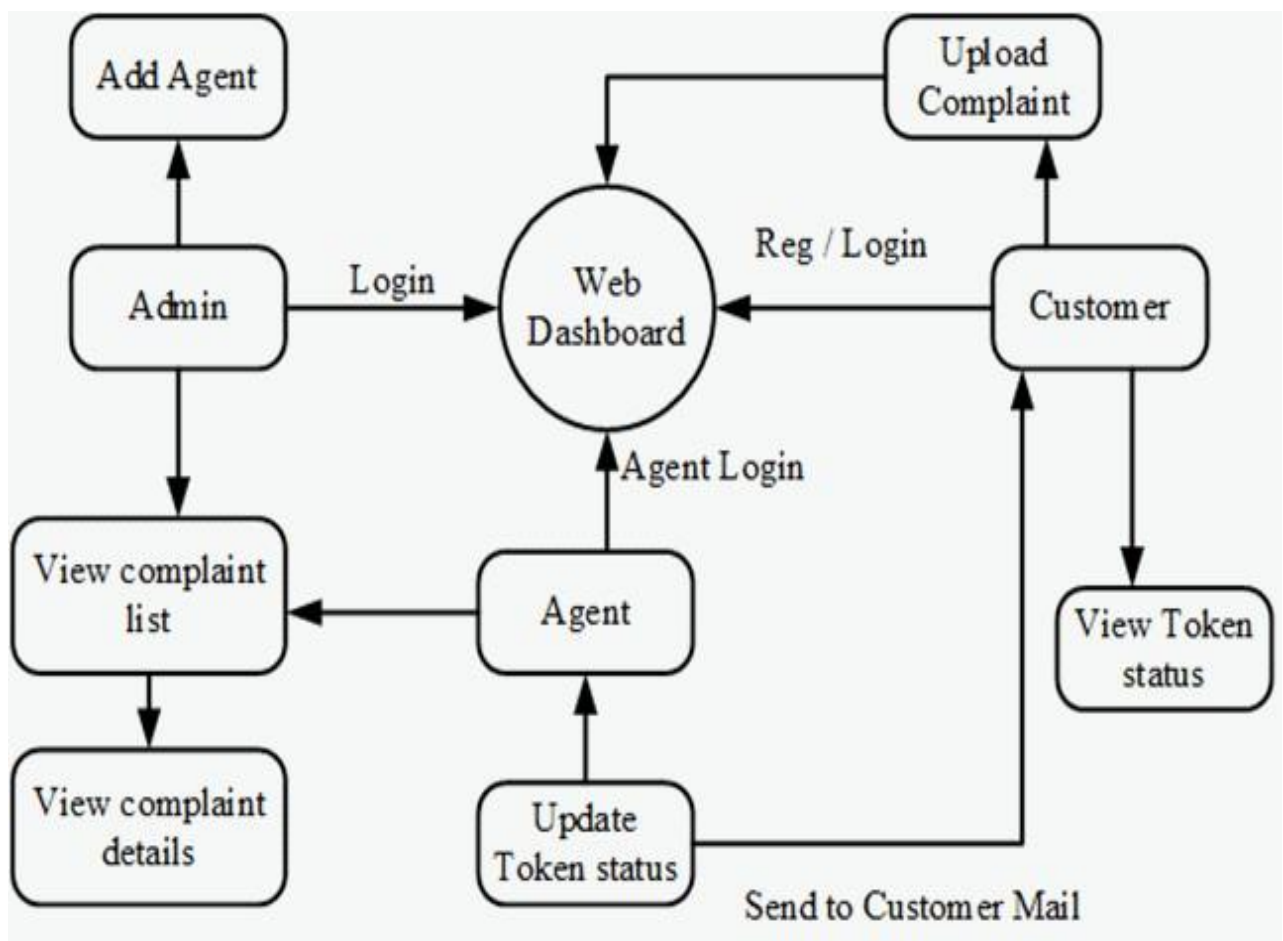
Data Flow Diagrams and User Stories

Data Flow Diagrams:

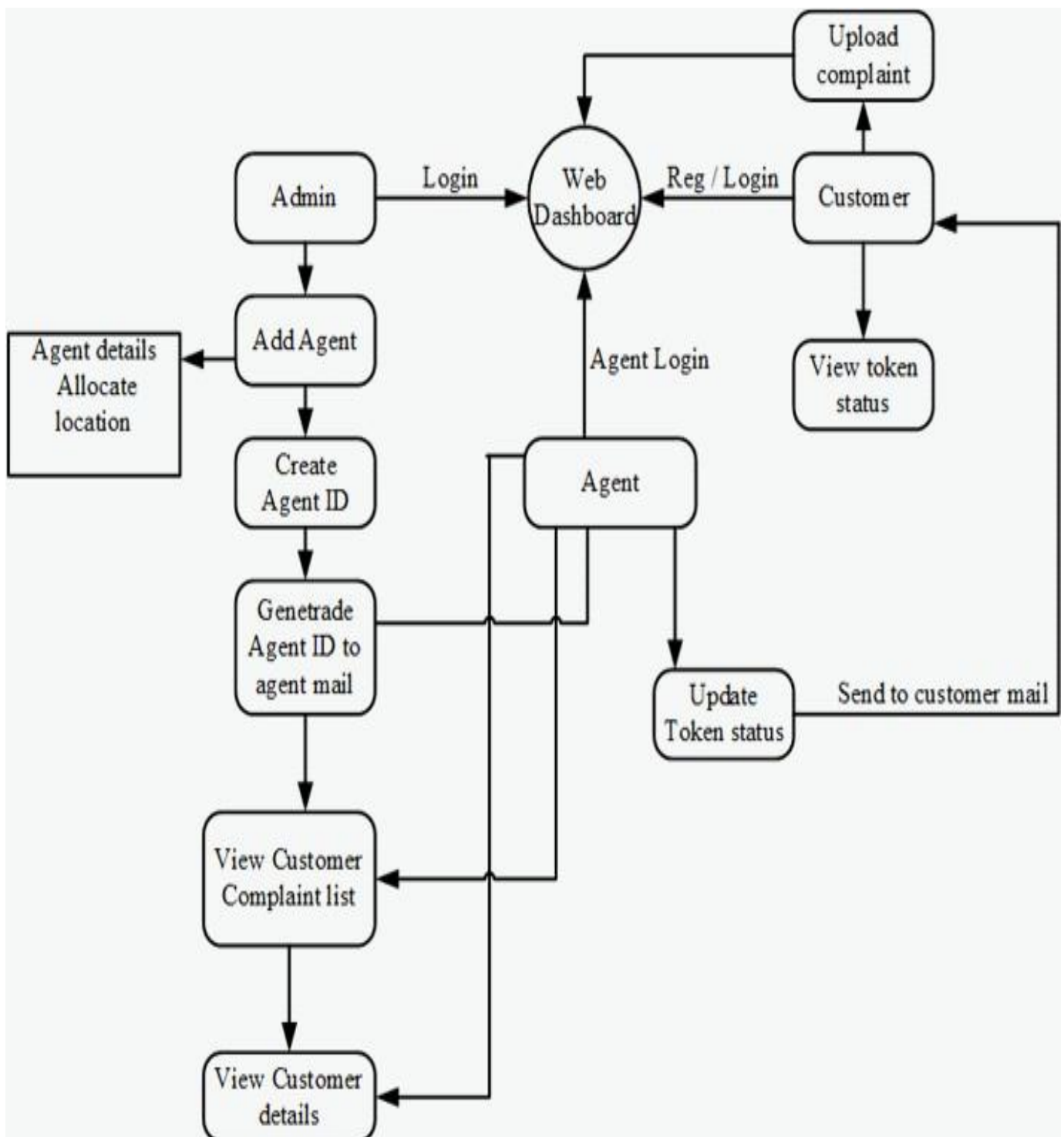
Data flow Diagram Level: 0



Data Flow Diagram Level: 1



Data flow Diagram Level: 2



User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirements(EPIC)	User Story Number	User Story/Task	Acceptance criteria	Priority	Release
Customer (Mobile User)	Registration	USN-1	As a customer, I can Register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint- 1
	login	USN-2	As a customer, I can login to the application by entering correct email and password.	I can access my Account/dashboard.	High	Sprint-1
	Dashboard	USN-3	As a customer, I can see all the orders raised by me.	I get all the info needed in My dashboard.	Low	Sprint-2
	Order creation	USN-4	As a customer, I can place my ordered with the detailed description of my query	I can ask my query	Medium	Sprint-2
	Address Column	USN-5	As a customer, 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 customer, I can reset my password by this Option in case I forgot my old password.	I 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 get a better understanding	Medium	Sprint-4
Agent(Web user)	Login	USN-1	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-2	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-3	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-4	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-4

ADMIN USERS

Admin (mobile user)	login	USN-1	As a admin, I can login to the application by entering Correct email and password	I can access my account/dashboard	High	Sprint-1
	Dashboard	USN-2	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.	High	Sprint-1
	Agent creation	USN-3	As an admin I can create an agent for clarifying the customers queries	I can create agents.	High	Sprint-2
	Assignment agent	USN-4	As an admin I can assign an agent for each order created by the customer.	Enable agent to Clarify the queries.	High	Sprint-1
	Forgot password	USN-5	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-1