**PROJECT DESIGN PHASE-II**

**DATA FLOW DIAGRAM AND USER STORIES**

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| Team ID | PNT2022TMID11405 |
| Project Name | Customer Care Registory |

Project Design Phase-II:

Data Flow Diagram And User Stories:

Agent

User

Admin

Order

User new order

Asks query

Closes the order

Query details

Clarification

Of

Statics of query

Order

User Stores

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

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| **User Type** | **Functional Requirement(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 order 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 abetter  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 dobutes | 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 |
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