**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.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **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 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 (Mobil 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 |  | 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. |  | Sprint-1 |
|  | Agent creation | USN-3 | As an admin I can create an agent for clarifying the customers queries | I can create agents. |  | Sprint-2 |
|  | Assignment agent | USN-4 | As an admin I can assignment an agent for each order created by the customer. | Enable agent to clarify the queries. |  | 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 |