ProjectDesignPhase-II
DataFlowDiagram&UserStories

Date	25 October 2022
TeamID	PNT2022TMID44550
ProjectName	Project- CustomerCareRegistry
MaximumMarks	4Marks

DataFlowDiagrams:

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 rightamount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data isstored.
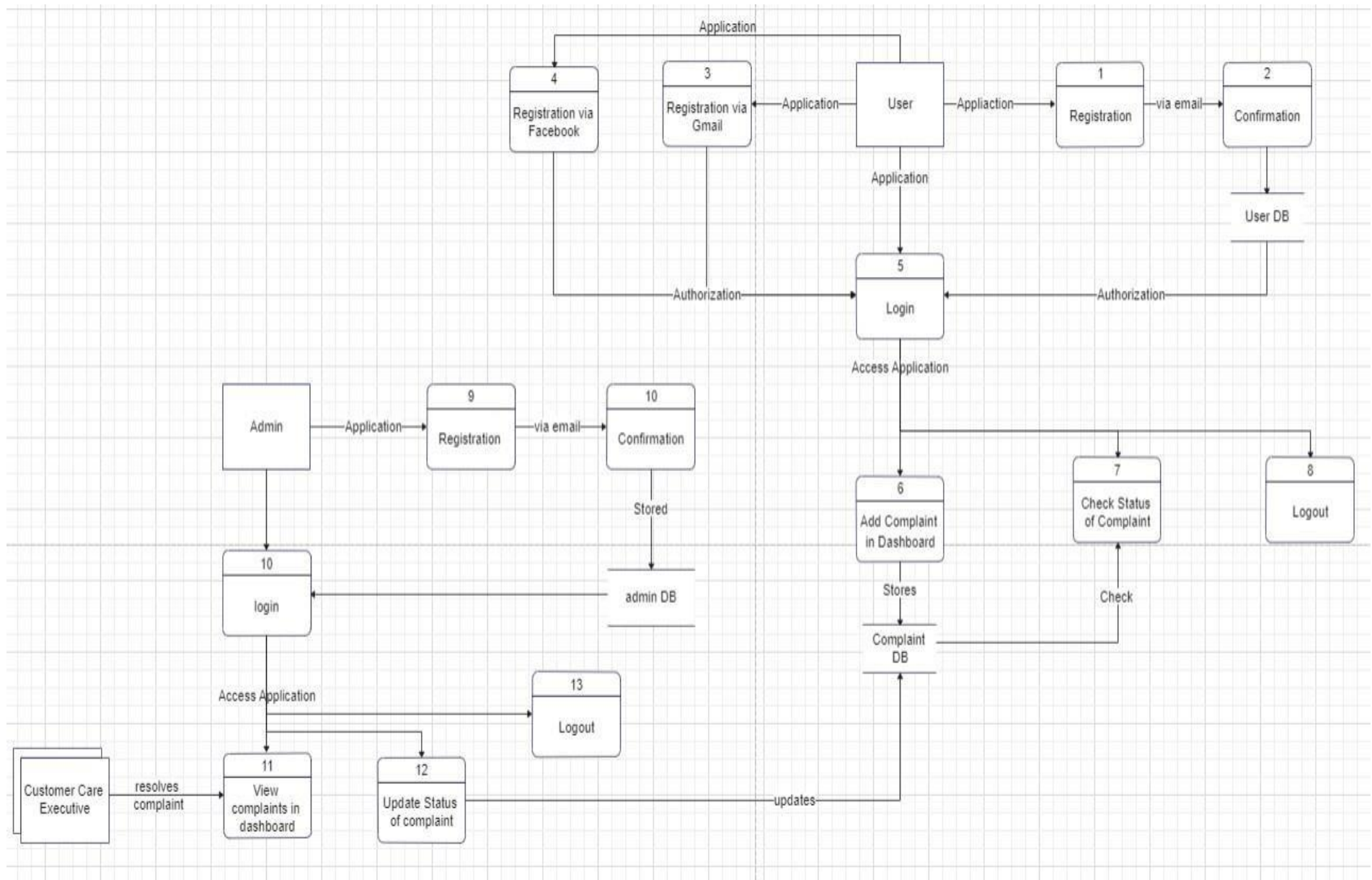
User Stories

UserType	Functional Requirement(Epic)	UserStory Number	UserStory/Task	Acceptancecriteria	Priority	Release
Customer(Webuser)	Registration	USN-1	Asauser,Icanregisterfortheapplicationbyentering my email, password, and confirmingmypassword.	Icanaccessmyaccount/dashboard	High	Sprint-1
		USN-2	Asauser, IwillreceiveconfirmationemailonceI haveregisteredfortheapplication	Icanreceiveconfirmationemail&clickconfirm	High	Sprint-1
		USN-3	Asauser,IcanregisterfortheapplicationthroughFacebook	Icanregister&accessthedashboard with FacebookLogin	Low	Sprint-2
		USN-4	Asauser,IcanregisterfortheapplicationthroughGmail		Medium	Sprint-2
	Login	USN-5	As a user, I can log into the application byentering email& password		High	Sprint-1
	Dashboard	USN-6	Asauser, Icanregisterthecomplaintin theregistercomplaintpage	Icanregistercomplaint(s)	High	Sprint-1
		USN-7	Asauser,Ican viewthestatusof thecomplaint.	Icanviewstatusofcomplaint	Medium	Sprint-1
		USN-8	Asauser, Ican logoutof theapplication	I can logout from theapplication	Low	Sprint-2
Customer CareExecutive	Dashboard	USN-8	AsacustomercareExecutive,I canresolveacomplaintregisteredbyuser.	Icanprovidesolutiontoaproblem.	High	Sprint-1
Administrator	Registration	USN-9	Asan admin,Icanregisterfortheapplicationby entering my email, password, andconfirmingmypassword.	Icanaccessmyaccount/dashboard	High	Sprint-1
		USN-10	Asanadmin,IwillreceiveconfirmationemailonceI haveregisteredfortheapplication	Icanreceiveconfirmationemail&clickconfirm	High	Sprint-1
	Login	USN-11	As an admin I can log into theapplication(adminpanel)byenteringemail& password		High	Sprint-1
	Dashboard	USN-12	Asanadmin,Icanupdatethestatusofthecomplaintto the userwiththehelp of customercareexecutive.	Icansatisfythecustomeron his/her query.	Medium	Spritn-2
		USN-13	As an admin , I can logout from theapplication	I can logout from theapplication	Low	Sprint-2