

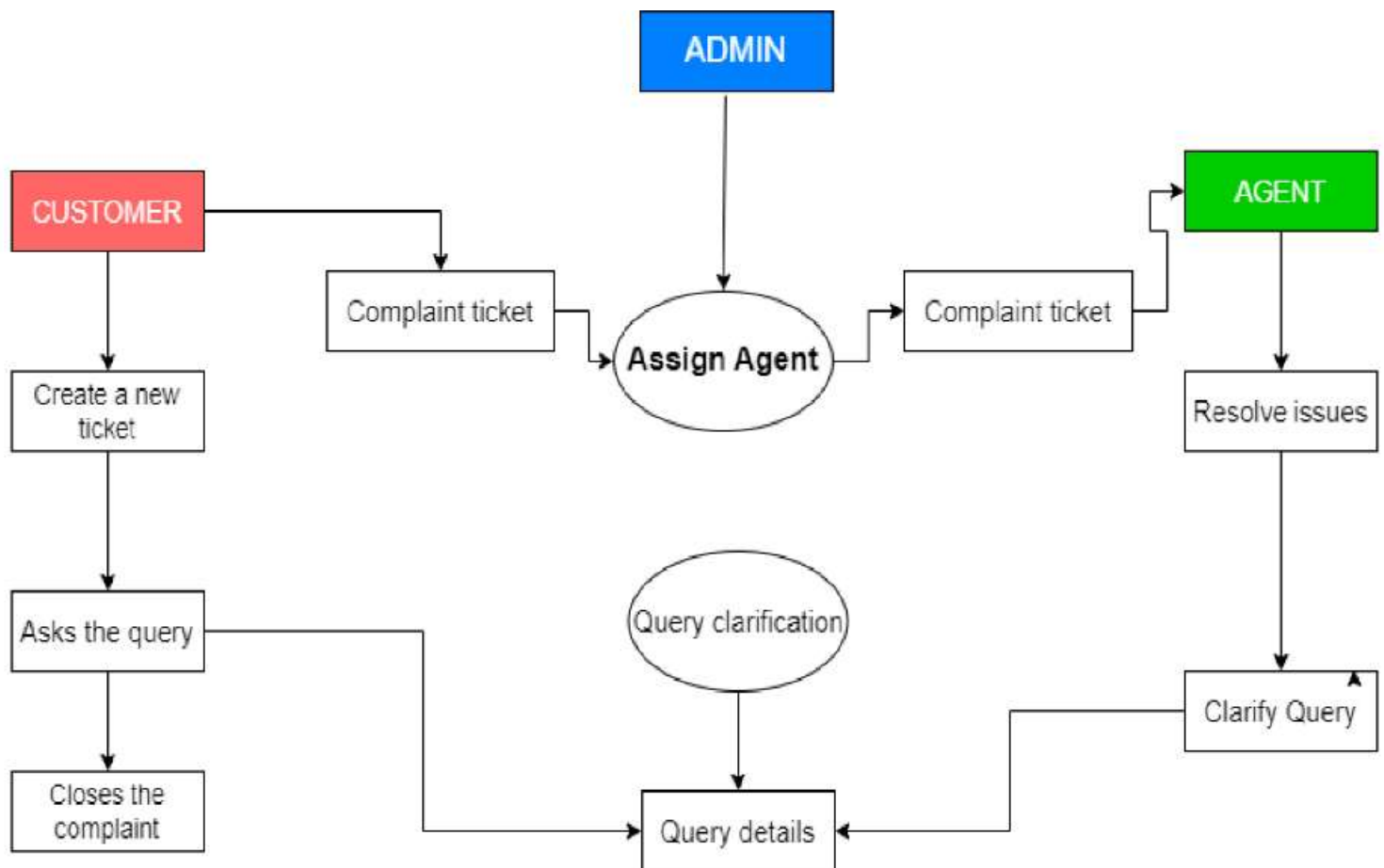
## PROJECT DESIGN PHASE-II

### DATA FLOW DIAGRAM AND USER STORIES

Team ID	PNT2022TMID42135
College Name	AVS College of Technology
Project Name	Customer Care Registry

Project Design Phase-II:

Data Flow Diagram And User Stories:



## User Stories:

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 conversation 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 (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