Project Design Phase-II
Data Flow Diagram & User Stories

Date	15 Oct 2022
Team ID	IBM-47401-1662641101
Project Name	CUSTOMER CARE REGISTRY
Maximum Marks	4 marks

Data flow diagrams :

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 right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.
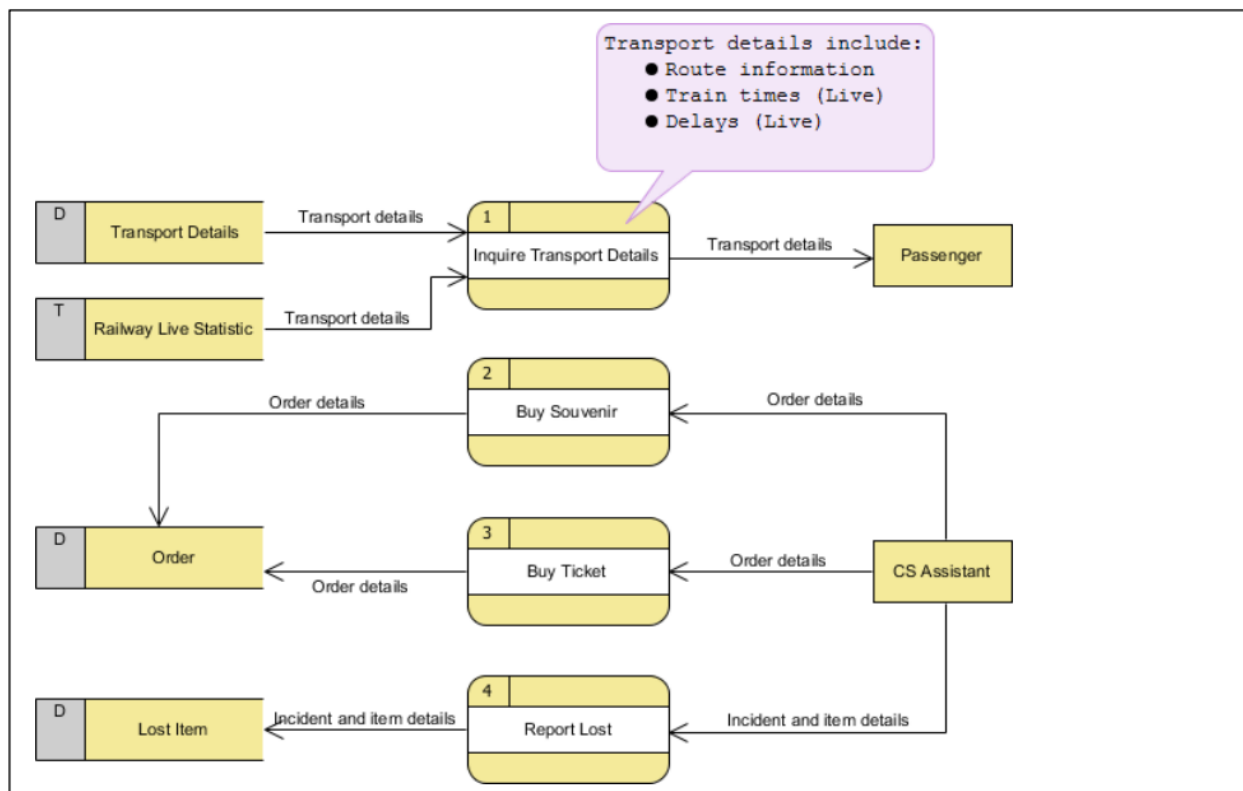
User Sories:

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

User Type	Functional Requirement	User Story Number	User Story & Task	Acceptance criteria	Priority
Customer	User Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High
Customer	User Confirmation	USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High
Customer	User Login	USN-3	As a user, I can log into the application by entering email & password	I can login and access my account	High
Administrator	Admin Login	USN-4	As an admin, I can log into the application by entering email & password	I can login and access my account and manages all the customers and agents	High
Customer	Query Form	USN-5	As a user, I can raise tickets through the form	I can raise tickets	High
Agent	E-mail Alert	USN-6	As a user, I can view the status of tickets for the application	I can see the tickets status	High
Customer	Feedback	USN-7	As a user, I can give the customer feedback for the agent who communicated	I can give positive and negative feedback	High