Project Design Phase-II
Data Flow Diagram & User Stories

Date	13 October 2022
Team ID	PNT2022TMID35699
Project Name	Customer Care Registry
Maximum Marks	4 Marks

Data Flow Diagram:
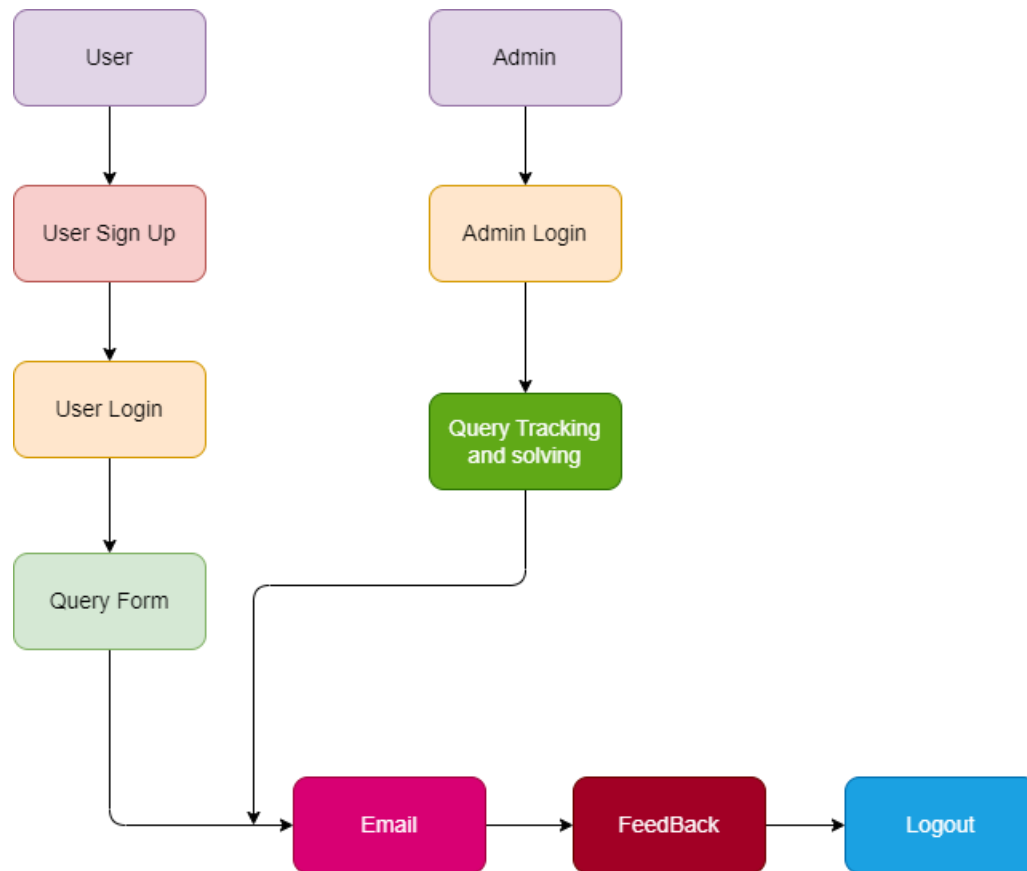
User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile 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	Sprint-1
Customer (Mobile User)	Verification	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	Sprint-1
Customer (Laptop User)	Cross-platform authentication.	USN-3	As a user, I can register for the application through Facebook	I can register & access the dashboard with Facebook Login	Low	Sprint-2
Customer (Laptop User)	Cross-platform authentication.	USN-4	As a user, I can register for the application through Gmail	I can register & access the dashboard with Gmail Login	Medium	Sprint-1
Customer (Web user)	Login	USN-5	As a user, I can log into the application by entering email & password	I can login using email and password	High	Sprint-1
Customer Care Executive	Solving Queries	USN-6	As an executive, I can check the pending queries, solve them and notify the user	I can solve the queries and notify the user	High	Sprint-1
Administrator	Tracking, Analysis	USN - 7	As an admin, I can track the status of the queries.	I can track and analyse the queries	Medium	Sprint-2