# Project Design Phase-II

**Data Flow Diagram & User Stories**

|  |  |
| --- | --- |
| Date | 18 October 2022 |
| Team ID | PNT2022TMID37832 |
| Project Name | Project- 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.

|  |  |
| --- | --- |
| E | ample: DFD Level 1 (Industry Standard) |
| **Example: [(Simplified)](https://developer.ibm.com/patterns/visualize-unstructured-text/)** |  |
|  |  |

## User Stories

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **User Type** | **Functional (Epic)** | **User Story Number** | **User Story / Task** | **Acceptance criteria** | **Priority** | **Release** |
| Customer | User Registration | USN-1 | As a user, I can register for the application by  my password. | I can access my account / dashboard | High | Sprint-1 |
| 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 | Sprint-1 |
| 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 | Sprint-2 |
| Administrator | Admin Login | USN-4 | As an admin, I can log into the application by entering email & password | I can login and access my the customers and agents | High | Sprint-1 |
| Customer | Query Form | USN-5 | As a user, I can raise tickets through the form | I can raise tickets | High | Sprint-1 |
| 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 | Sprint-2 |
| 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 | Medium | Sprint-3 |