

# CUSTOMER CARE REGISTRY



DATA FLOW DIAGRAM &  
USER STORIES

## TEAM DETAILS:

Team ID : PNT2022TMID34259

Team Leader : MATHAVAN R

Team member : SUMATHIPONNAMMAL S

Team member : MUTHU SELVI M

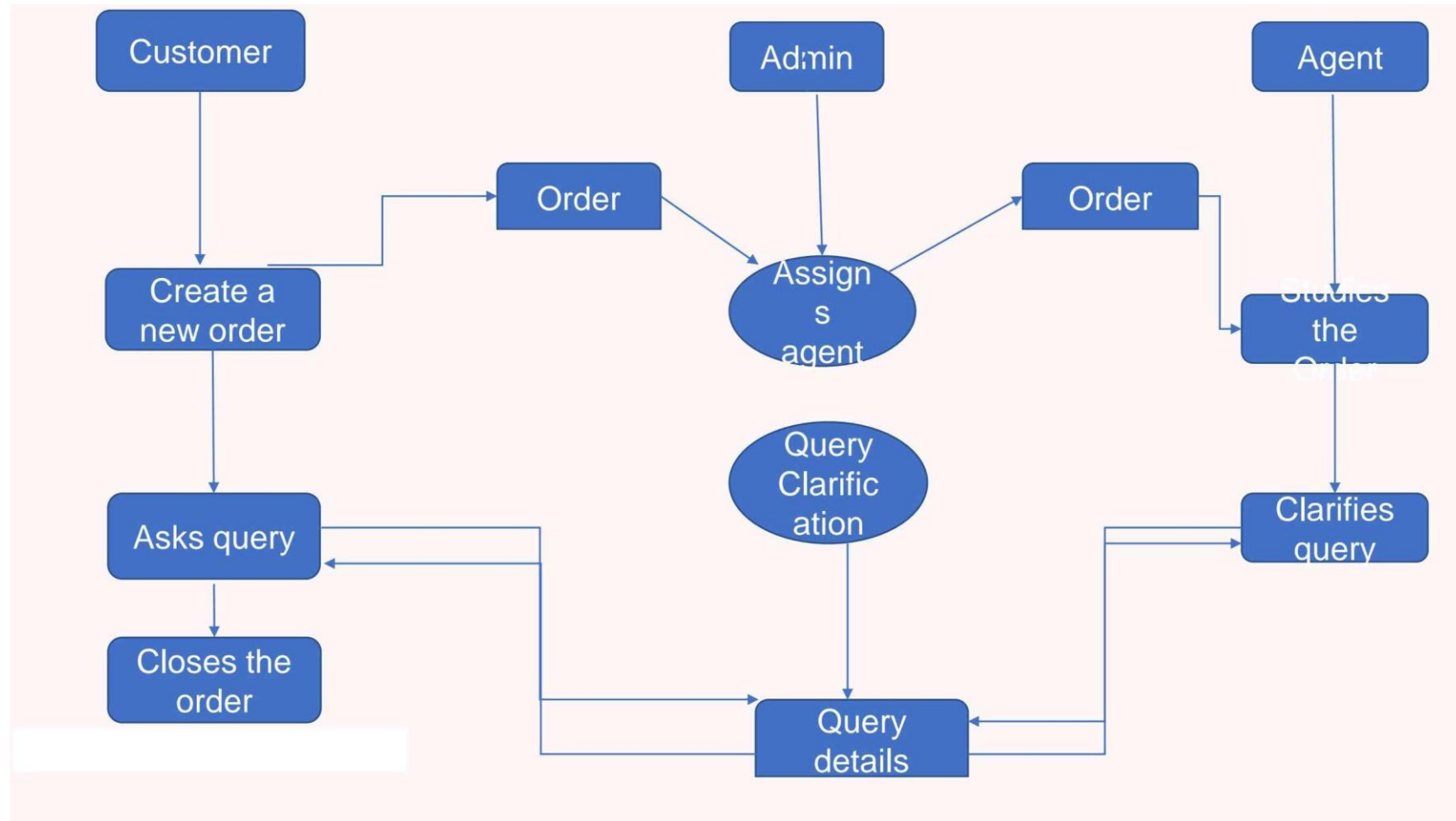
Team member : BABISHA M

College Name : CAPE INSTITUTE OF TECHNOLOGY

Department : COMPUTER SCIENCE & INFORMATION  
TECHNOLOGY

## Project Design Phase-II

### Data Flow Diagram & User Stories



## User Stories

Use the below template 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  | I can ask my query                         | Medium   | Sprint-2 |

|                  |                 |       |  |                                      |        |          |
|------------------|-----------------|-------|--|--------------------------------------|--------|----------|
|                  |                 |       | the detailed description of my query   |                                      |        |          |
|                  | Address Column  | USN-5 | As a customer, I can have conversations 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 incase I forgot my old password.       | I get access to my account again     | Medium | Sprint-4 |
|                  | Order details   | USN-7 | I get access to my account again   | 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   | I can see the                        | High   | Sprint-3 |

|  |                 |       |  |                                   |        |          |
|--|-----------------|-------|--|-----------------------------------|--------|----------|
|  |                 |       | see the order details assigned to me by admin.                                       | tickets to which I could answer   |        |          |
|  | 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 (Mobile user) | Login            | USN-1 | As a admin, I can login to the appliaction by entering Correct email and password    | I can access my account/dashboard          | High | 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. | High | Sprint-1 |
|                     | Agent creation   | USN-3 | As an admin I can create an agent for clarifying the customers queries               | I can create agents.                       | High | Sprint-2 |
|                     | Assignment agent | USN-4 | As an admin I can assign an agent for each order created by the customer.            | Enable agent to clarify the queries.       | High | 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 |

**THANK YOU**