

CUSTOMER CARE REGISTRY

**DATA FLOW DIAGRA**

# TEAM DETAILS:



**Team No :** PNT2022TMID46076

**College Name :** University college of Engineering

**Department :** Computer Science & Engineering

**DATA FLOW DIAGRAM & USER STORIES** 3

# Project Design Phase-II

**Data Flow Diagram & User Stories**

Customer

Admin

Agent

Create a

new order

Order Order

Assign s agent

Studies the Order

Asks query

Query Clarific ation

Clarifies query

Closes the

order

**DATA FLOW DIAGRAM & USER STORIES**

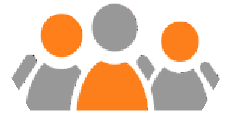
Query details

**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  the detailed description of my query | I can ask my query | Medium | Sprint-2 |
|  | 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 | As a Customer ,I can see  the current stats of order. | I get abetter  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/er dobuts | 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**