Project Design Phase-II
Data Flow Diagram & User Stories

Date	12 October 2022
Team ID	PNT2022TMID47409
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.

A data-flow diagram is a way of representing a flow of data through a process or a system. The DFD also provides information about the outputs and inputs of each entity and the process itself. A data-flow diagram has no control flow — there are no decision rules and no loops

Data flow diagram:
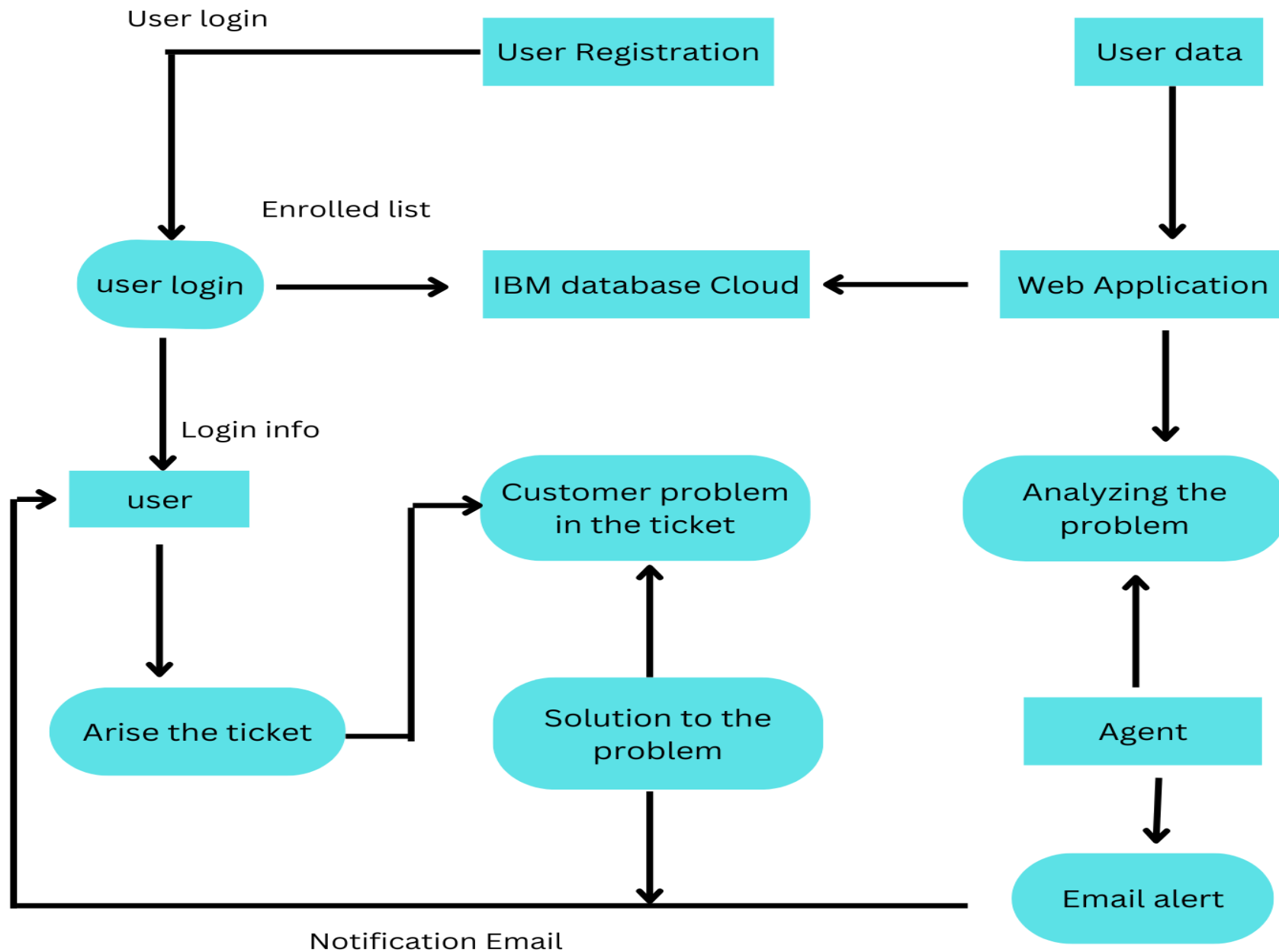
User Stories

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
		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
		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
		USN-4	As a user, I can register for the application through Gmail	I can register with email and access the dashboard	Medium	Sprint-1
	Login	USN-5	As a user, I can log into the application by entering email & password	I can register with Email and password	High	Sprint-1
	Dashboard	USN-6	As a user,I can arise the ticket to say the problem	I can manually analyzing the problem.	High	Sprint-1
Customer (Web user)	user	USN-7	As a customer, I can say my problem in the ticket	To provide good solution should analyzing be careful	High	Sprint-1
Customer Care Executive	Technical support	USN-8	Requested the detailed description of the problem.	The customer will satisfied with the given solution.	High	Sprint-1
Administrator	Creator	USN-9	An Agent can control the process	Inform about level of solution in mail notification.	Medium	Sprint-1
		USN-10	Chat with the agent	Optimize the code and say feedback about customer service.	High	Sprint-1