

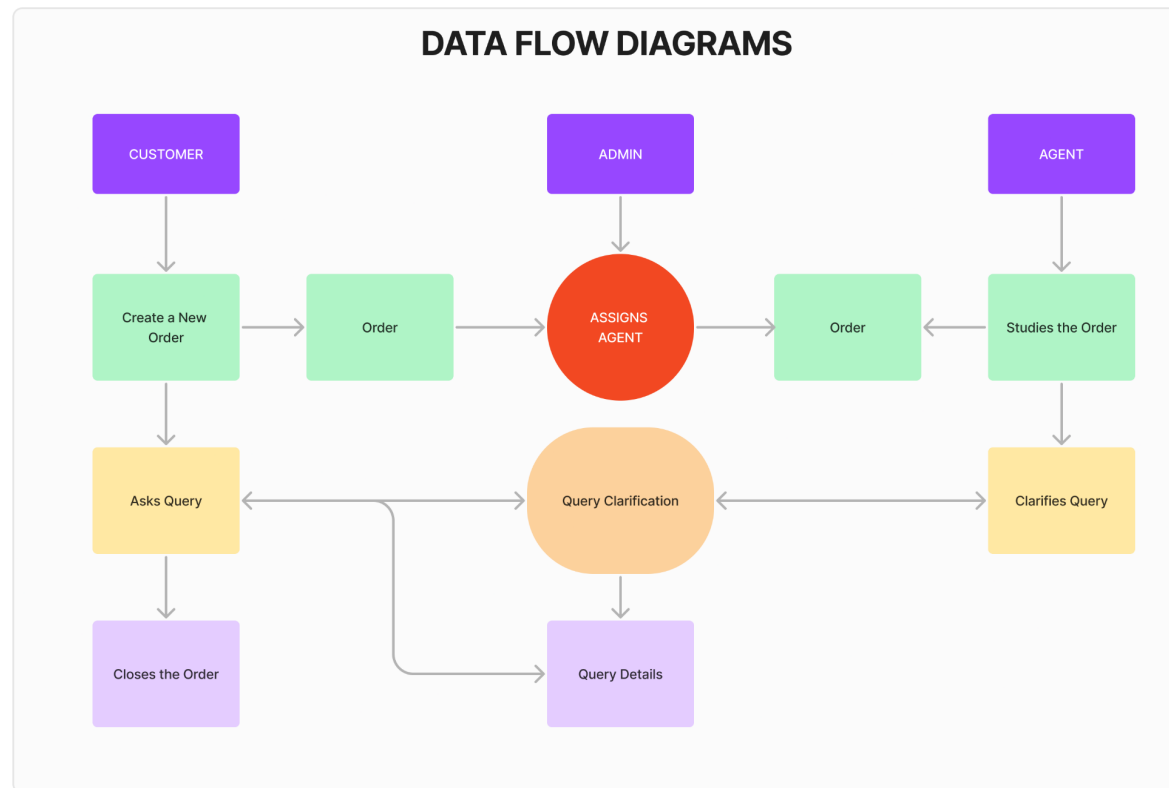
Project Design Phase-II

Data Flow Diagram & User Stories

Date	19 October 2022
Team ID	PNT2022TMIDO5042
Project Name	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.



User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user and Web 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 will receive a confirmation email.	I can receive confirmation email & click confirm	High	Sprint-1
	Dashboard	USN-3	As a Customer, I can see all the orders raised by me.	I can get all the info needed in my dashboard.	Low	Sprint-2
	Order Creation	USN-4	As a Customer, I can place my order with a 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 agent and get my queries clarified.	My queries are clarified.	High	Sprint-3
	Forgot Password	USN-6	As a Customer, I can see the current status of the order.	I can get access to my account again.	Medium	Sprint-4
	Order Details	USN-7	As a Customer, I can see the current status of the order.	I can 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 login credentials.	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 the admin.	I can see the tickets to which I could answer.	High	Sprint-3
	Address column	USN-3	As an agent, I can have conversations with the customer and clear their 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 password.	I can get access to my account again.	Medium	Sprint-4
Admin (Web User)	Login	USN-1	As an admin, I can Login to the Application by entering correct login credentials.	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 a lot more.	I can assign agents by seeing those orders.	High	Sprint-1
	Agent Creation	USN-3	As an admin, I can create an agent for clarifying the customer queries.	I can create agents.	High	Sprint-2
	Assignment Agent	USN-4	As an admin, I can Assign an agent for each Thread created by the customer.	Enable agents 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 again.	High	Sprint-1