Project Design Phase-II

Data Flow Diagram & User Stories

Date	26 October 2022
Team ID	PNT2022TMID07931
Project Name	Cloud Application Development- 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 graphically depict the right amount of the system requirement. It shows how data enters and leaves the system, what changes the information, and where data is stored.
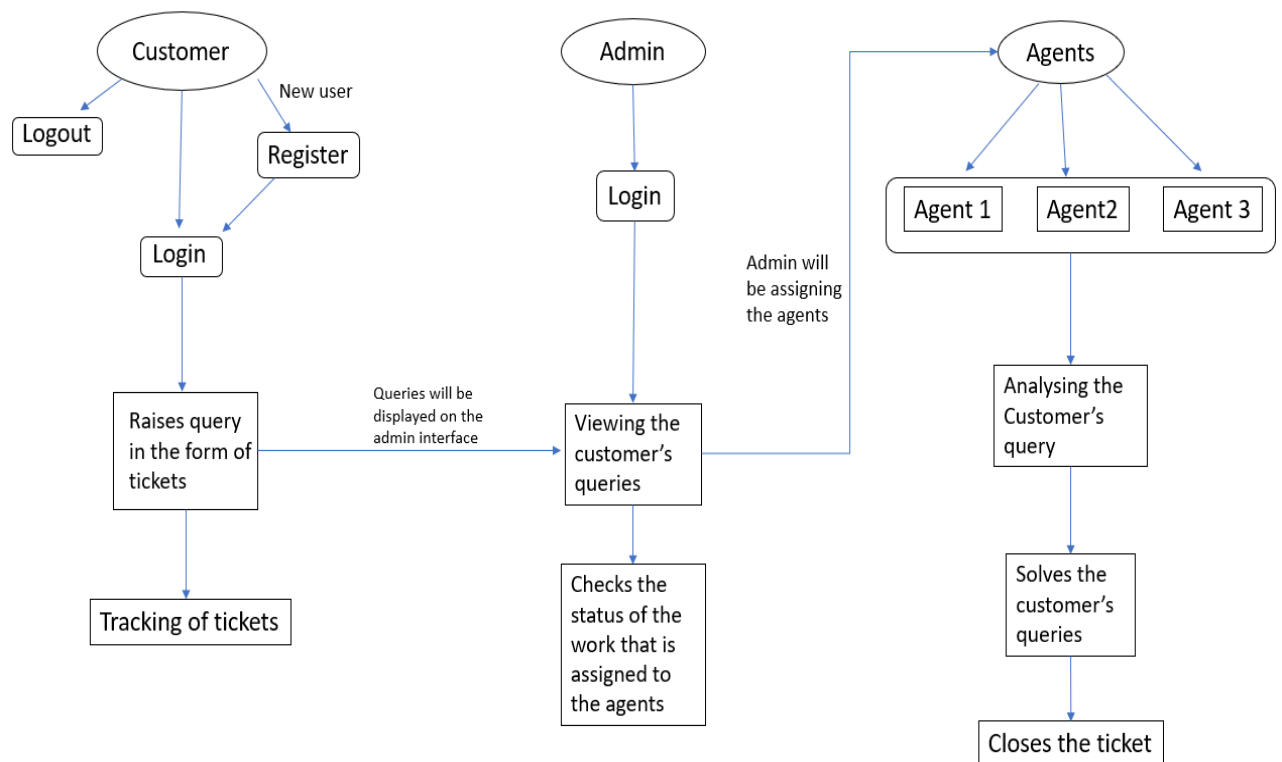
User Stories

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
User	Registration	USN-1	Users can register in the web application by entering their email, and password, and confirming their password.	Users can access their accounts and dashboard	High	Sprint-1
User	Email confirmation	USN-2	Users will receive a confirmation email once register the account	Users will receive a confirmation email & can click confirm	High	Sprint-1
User	Login	USN-3	Users can log into the application by entering their email & password	Users can log in to the website for further details	High	Sprint-1
User	Details	USN-4	Users can fill in their personal details.	Users can submit their personal details	High	Sprint-1
Agent	Login	USN-5	Agents can log into the application by entering their email & password	Agents can approach a particular customer	High	Sprint-2
Admin	Cloud Database	USN-6	Admin can store the user and agent details in the cloud database	Admins can store the data in the cloud database	High	Sprint-2
Admin	Cloud Database	USN-7	Stores the details	Admins can store the data in a cloud database	High	Sprint-3
Customer	Details	USN-8	Customers can send a request to the website for product/services issues	Customers can request product/services issues	High	Sprint-3
Admin	Assign task	USN-9	Admin can assign a task to the particular agent	He assigns the task to the agent	High	Sprint-3
Agent	Details	USN-10	Agent can take the customer details from the cloud database	He can take the data into a cloud database	High	Sprint-4
Agent	Details	USN-11	Agent will respond to the website for product/services issues	He can respond to the issues	High	Sprint-4
Customer	Email	USN-12	As a customer, I can receive the response	I can receive the response	High	Sprint-4