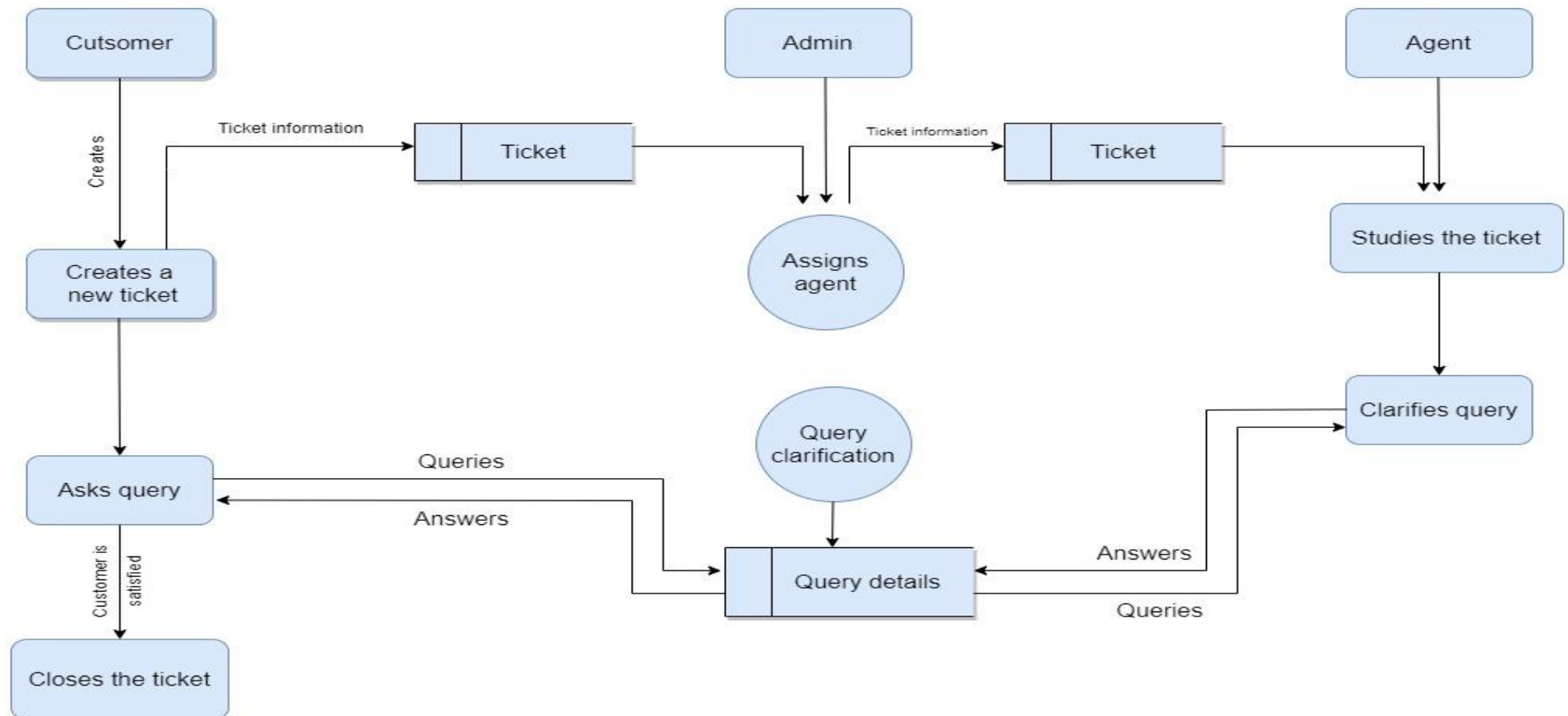


Project Design Phase-II
Data Flow Diagram & User Stories

Date	13 October 2022
Team ID	PNT2022TMID38748
Project Name	Project - Customer Care Registry
Maximum Marks	4 Marks

Data Flow Diagram:



User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (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 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 tickets raised by me and lot more	I get all the info needed in my dashboard	High	Sprint-1
	Ticket Creation	USN-4	As a customer, I can create a new ticket with the detailed description of my query	I can ask my query	High	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 in case I forgot my old password	I get access to my account again	Medium	Sprint-4
	Ticket Details	USN-7	As a customer, I can see the current status of my tickets	I get 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 see all the tickets 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 get to have conversations with the customer and clear his/her queries	I can clarify the issues	High	Sprint-3
	Forgot Password	USN-4	As an agent, I can reset my password by this option incase I forgot my old password	I 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 email and password	I can access my account / dashboard	High	Sprint-1
	Dashboard	USN-2	As an admin, I can see all the tickets raised in the entire system and lot more	I can assign agents by seeing those tickets	High	Sprint-1
	Agent Creation	USN-3	As an admin, I can create an agent for clarifying the customer's queries	I can create agents	High	Sprint-2
	Assigning Agent	USN-4	As an admin, I can assign an agent for each ticket created by the customer	Enables agent to clarify the queries	High	Sprint-2
	Notification & Tracking	USN-5	As an admin, I can send a notification via both E-mail and Mobile Number and keep track of the work assigned to the agent	I can send an E-mail alert and keep tracking the work	High	Sprint-4