Data Flow Diagram & User Stories

Date	24 JUNE 2025
Team ID	LTVIP2025TMID30578
Project Name	Lease Management
Maximum Marks	

A **Data Flow Diagram (DFD)** is a **graphical representation** of how data moves through a system, depicting where data comes from, how it's processed, where it's stored, and where it ends up.
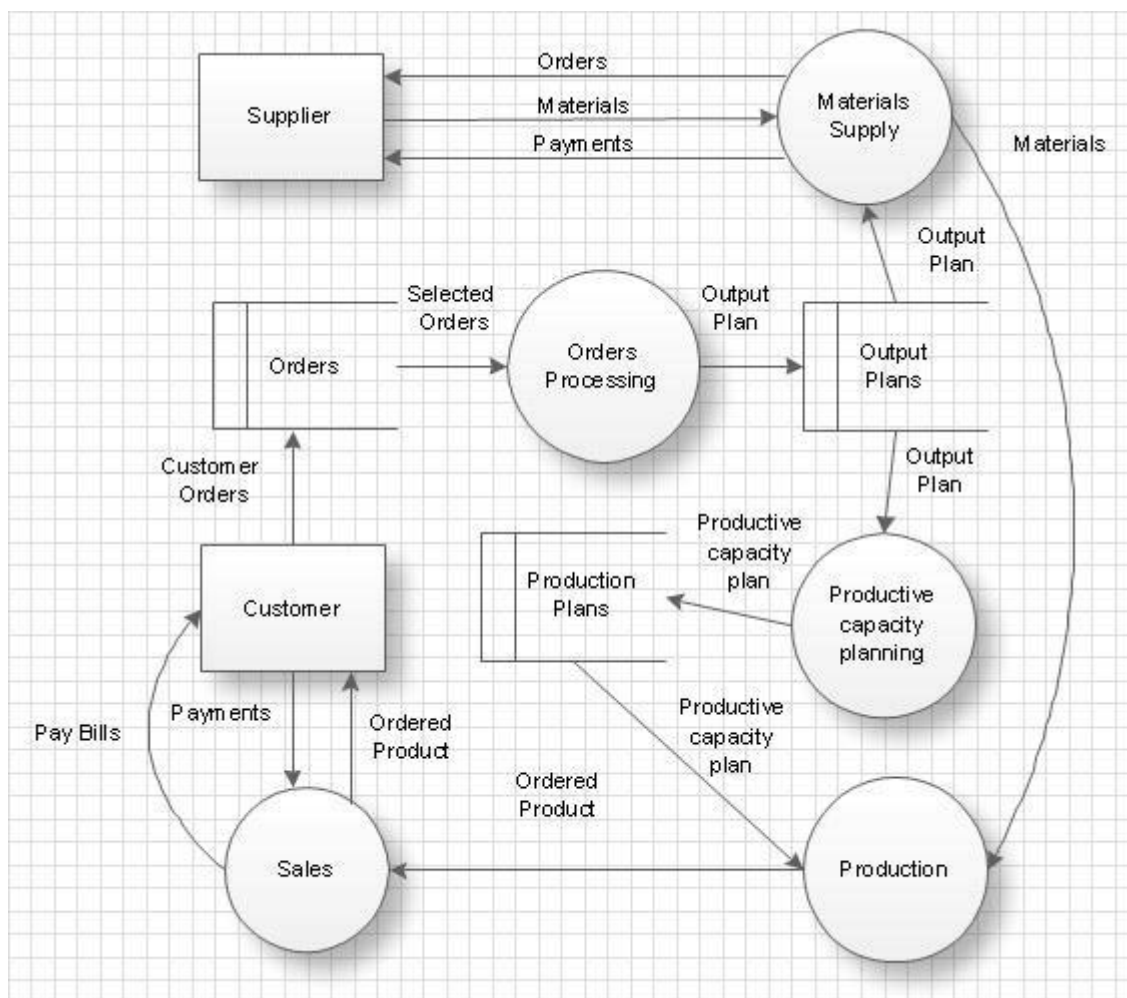
1. **Process 1 – Application Submission & Screening**

   ○ Input: Tenant Application

   ○ Flows: →Application record, trigger Screening API call, receive results → update Application Status

2. **Process 2 – Lease Generation & Signing**

   ○ Input: Approved Application

   ○ Flows: → Lease record creation, invoke DocuSign envelope, track Signing Status → update Lease record

3. **Process 3 – Deposit Handling & Onboarding**

   ○ Input: Deposit Payment

   ○ Flows: → Create Payment Transaction, mark Lease/Onboarding Status, create tasks in Salesforce

4. **Process 4 – Rent Collection & Issue Tracking**

   ○ Scheduled Rent Reminder → Tenant pays → ERP sync → update Payment record

   ○ Tenant logs maintenance issue → Ticket record in Salesforce → Property Manager triages

5. **Process 5 – Renewal & Exit**

   ○ Scheduled trigger at 90/60/30 days → generate Renewal Notification tasks

   ○ If renewal → update Lease; if exit → trigger Refund process

6. **Process 6 – Post-Lease Activities**

   ○ On Exit: call ERP for Deposit Refund

   ○ Send Survey → collect feedback → close Lease record

● **Data Stores**: Tenant, Application, Lease, Payment Transaction, Onboarding Task, Ticket, Survey Response

⬚ **Tenant-Facing Stories:**

● *As a tenant, I need to submit an online rental application so that I can apply remotely.* **Acceptance Criteria**: Application is saved in Salesforce; Screening Flow starts; tenant is notified.

● *As a tenant, I need to sign my lease electronically so that I avoid printing and mailing documents.* **Acceptance Criteria**: DocuSign envelope is generated and sent; once signed, the Lease record status updates to "Signed."

● *As a tenant, I want rent reminders sent automatically each month so I avoid late payments.*

Acceptance Criteria: Reminder emails are sent; ERP receives rent payment update.

- *As a tenant, I need to pay my security deposit online so that I can complete move-in paperwork.*
  Acceptance Criteria: Payment gateway request is logged; Deposit Received checkbox or record is updated.

⬚ **Property Manager & System Stories:**

- *As a property manager, I want to review application statuses so I can quickly approve tenants.*
  Acceptance Criteria: Application record shows Screening Completed; PM is notified.

- *As a property manager, I want scheduled workflows that remind me of upcoming lease renewals so I'm proactive.*
  Acceptance Criteria: Reminders at 90/60/30 days before lease end; task created.

- *As a property manager, I need to record maintenance requests so issues can be tracked.*
  Acceptance Criteria: Tickets appear in Service console; status and assignments tracked.