

Project Design Phase-II
Data Flow Diagram & User Stories

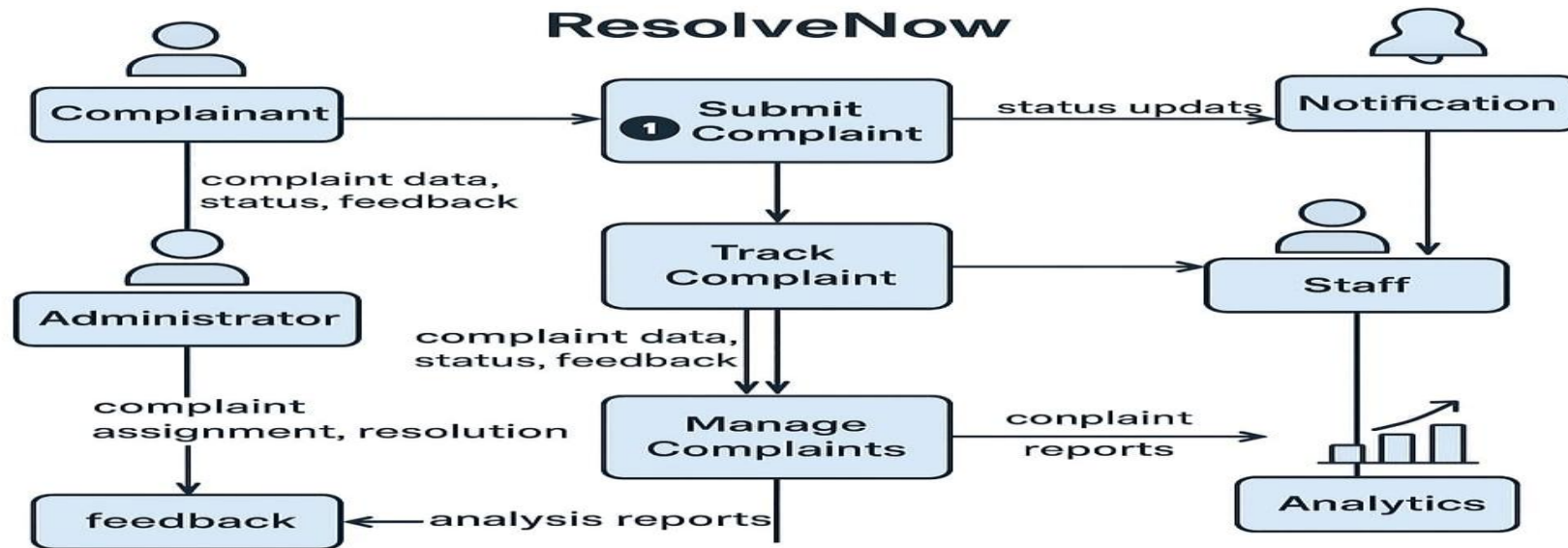
Date	16 June 2025
Team ID	LTVIP2025TMID59319
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

Data Flow Diagrams:

A **Data Flow Diagram (DFD)** illustrates how data moves within the Resolve Now platform. It captures how user interact with the system, how information flows between different components, and where the data is stored.

Online Complaint Registration and Management System

ResolveNow



User Story Table – Resolve Now

User Type	Functional Requirement (Epic)	User Story / Task	Acceptance Criteria	Priority	Release
Client	Query Positioning	As a client, I can post a Complaint.	Query appears on home page of the agent.	High	Sprint-1
Agent	User Query	As an Agent, I will handle the queries.	Application visible to client.	High	Sprint-1
User	Messaging	As a user, I can chat with the other party in real-time.	Messages appear instantly.	Medium	Sprint-2
Client	Payment Processing	As a client, I can successfully register my complaints.	Agent will receive the queries.	High	Sprint-2
Admin	User Moderation	As an admin, I can review reported users and take action.	Reports and actions logged.	High	Sprint-1