Functional: Data filtering, dashboards, stories, maps, charts
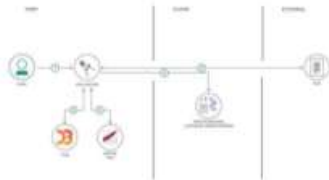**Non-functional**: Performance, usability, responsiveness, accessibility
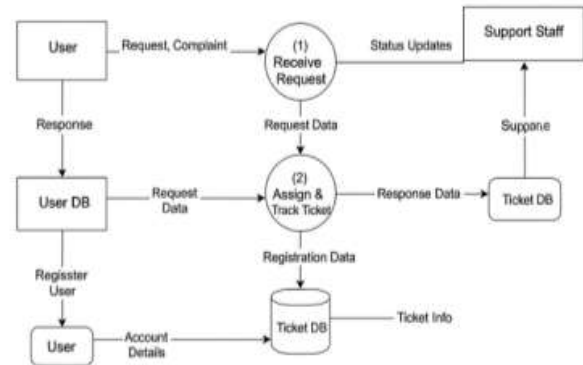
3.3 Data Flow Diagram

Example: (Simplified)

Flow

1. User configures credentials for the Watson Natural Language Understanding service and starts the app.
2. User selects data file to process and load.
3. Apache Tika extracts text from the data file.
4. Extracted text is passed to Watson NLU for enrichment.
5. Enriched data is visualized in the UI using the D3.js library.

Customer Support System DFD

3.4 Technology Stack

- **Tableau Public** for visualization and publishing
- **Kaggle** dataset (CSV)
- Optional: Flask for web integration (if used)

Technical Architecture