

Project Design Phase-II

Data Flow Diagram & User Stories

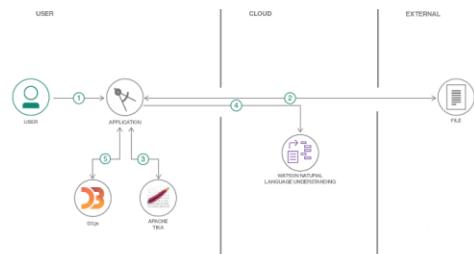
Date	31 January 2025
Team ID	LTVIP2026TMIDS24935
Project Name	ResolveNow: Your Platform For Online Complaints
Maximum Marks	4 Marks

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 depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

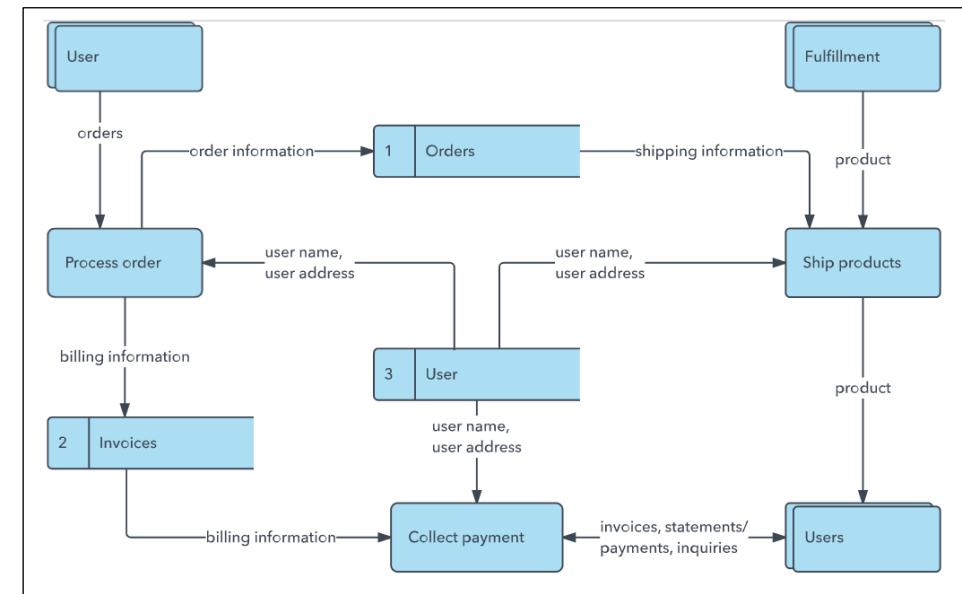
Example: (Simplified)

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.

Example: DFD Level 0 (Industry Standard)



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
Customer (Mobile user)	Complaint management	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
		USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
		USN-3	As a user, I can register for the application through Facebook	I can register & access the dashboard with Facebook Login	Low	Sprint-2
		USN-4	As a user, I can register for the application through Gmail		Medium	Sprint-1
		USN-5	As a user, I can log into the application by entering email & password		High	Sprint-1
Customer (Web user)	tracking	USN-6	As a user,i want to view my complaint history.so i acn track the resolution status		high	Sprint-2
Administrator	Task assignment	USN-7	As an admin i want to assign complaints to agent		high	Sprint-2
agent	resolution	USN-8	As a agent i want to see a list of tasks assigned.so i know what to work on		high	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Agent	Status update	USN-9	As an agent to mark a complaint as resolved.so that user knows the task is finished		medium	Sprint-2