

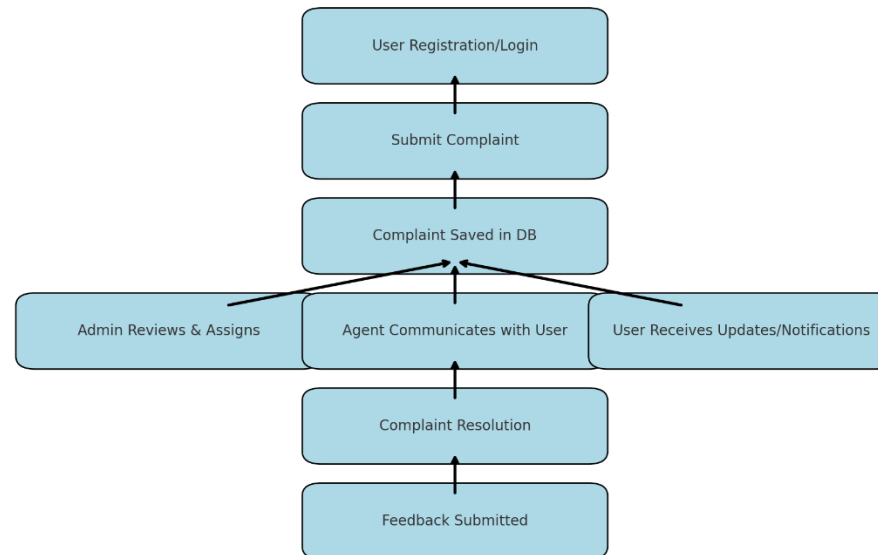
Project Design Phase-II

Data Flow Diagram & User Stories

Date	31 January 2025
Team ID	LTVIP2025TMID59412
Project Name	ResolveNow
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.



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 (Web & Mobile)	Registration	USN-1	As a user, I can register by entering email, password, and confirming password	I can access my dashboard after successful registration	High	Sprint-1
		USN-2	As a user, I will receive a confirmation email after registering	I receive an email and activate my account	High	Sprint-1
		USN-3	As a user, I can register via Facebook	I can register & login using Facebook credentials	Low	Sprint-2
		USN-4	As a user, I can register via Gmail	I can register & login using Gmail	Medium	Sprint-1
	Login	USN-5	As a user, I can log in using my email and password	I can access my dashboard after logging in	High	Sprint-1
	Complaint Submission	USN-6	As a user, I can submit a complaint with description, attachments, and contact details	Complaint is saved, and confirmation message is displayed	High	Sprint-1
	Dashboard	USN-7	As a user, I can view my complaint history and current statuses	I can see a list of all my complaints with their latest status	High	Sprint-2
	Notifications	USN-8	As a user, I receive email/SMS notifications when my complaint is updated	I get notified on each complaint status change	Medium	Sprint-3

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer Care Executive	Interaction with Agent	USN-9	As a user, I can chat with the assigned agent regarding my complaint	I can send/receive messages in a real-time chat window	High	Sprint-2
	Feedback	USN-10	As a user, I can submit feedback once my complaint is resolved	I can give a star rating and optional comments	Medium	Sprint-4
	Complaint Management	USN-11	As an agent, I can view and respond to assigned complaints	I can update complaint status and message the user	High	Sprint-2
	Status Updates	USN-12	As an agent, I can change complaint status (e.g., "In Progress", "Resolved")	Status updates reflect in user dashboard and trigger notifications	High	Sprint-2
Administrator	Complaint Routing	USN-13	As an admin, I can assign complaints to specific agents	Agents are auto-notified after assignment	High	Sprint-3
	Monitoring & Oversight	USN-14	As an admin, I can monitor all complaints and agent performance	Dashboard shows complaint count, assignment stats	Medium	Sprint-3
	User Access Control	USN-15	As an admin, I can manage user roles and permissions	Only authorized users can access sensitive areas	High	Sprint-4
	Security & Compliance	USN-16	As an admin, I can ensure data is encrypted and logs are maintained for compliance	All user data and traffic are secure and auditable	High	Sprint-4