**Requirement Gathering and Analysis Phase**

**Data Flow Diagram & User Stories**

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| --- | --- |
| Date | 6th July 2024 |
| Team ID | SWTID1720076124 |
| Project Name | |  | | --- | | Online Complaint Registration And Management System | |  | |
| Maximum 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: DFD Level 0 (Industry Standard)

**Example:** [**(Simplified)**](https://developer.ibm.com/patterns/visualize-unstructured-text/)

Diagram

Description automatically generated

**[Diagram, timeline

Description automatically generated](https://developer.ibm.com/patterns/visualize-unstructured-text/)**

**User Stories**

Use the below template to list all the user stories for the product.

| **Sprint** | **Functional Requirement (Epic)** | **User Story Number** | **User Story / Task** | **Acceptance Criteria** | **Story Points** | **Priority** | **Team Members** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Sprint-1 | Registration | USN-1 | As a User/Admin/Agent, I can register for the application by entering my email, password, and confirming my password. | I can register to the portal. | 2 | High | Divyanshi |
| Sprint-1 |  | USN-2 | As a User/Admin/Agent, I will receive confirmation OTP once I have registered for the application. | I will receive an OTP confirming my registration | 2 | High | Divyanshi |
| Sprint-2 | Sign- in | USN-3 | As a User/Admin/Agent, I can log into the application by entering email & password | I can login to the portal | 1 | Low | Divyanshi |
| Sprint-3 | Dashboard | USN-4 | As a user, I can register my complaints and track the status of my registered complaints. | I can register the complain | 3 | Medium | Shreya |
| Sprint-3 | Dashboard | USN-5 | As an admin, I can see the user registered complaints and the registered agents available. Then I can assign the agents to the registered complaints and can even update or delete the agent assigned. | I can see the complain and can assign the agent | 4 | High | Pradeep & Manas |
| Sprint-3 | Dashboard | USN-6 | As an agent, I can view the registered complaints and message the user through message box and change the status of the complaint. | I can send messages to the user and update the status of the complain | 3 | Medium | Pradeep & Manas |
| Sprint-4 | Complaint Form | USN-7 | As a user, I will mention my name, address and description in the form for registering the complaint. | I will fill the form to register the complain | 1 | Low | Shreya |