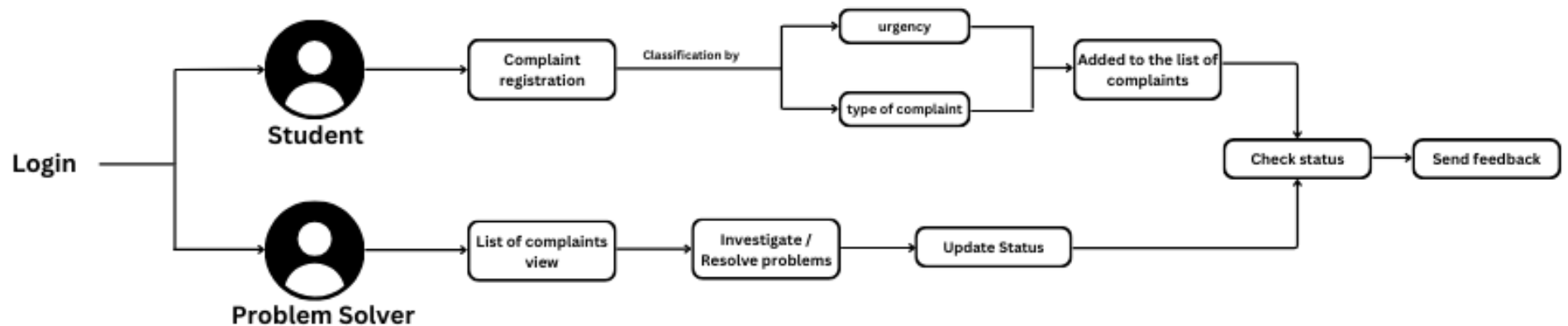


Requirement Gathering and Analysis Phase Data Flow Diagram & User Stories

Date	6 th July 2024
Team ID	SWTID1720103759
Project Name	Project – Online Complaint And Management System
Maximum Marks	3

Data Flow Diagrams:



User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Web user)	Registration / Login	USN-1	As a customer, I can register / login for the application by entering details.	I can access my account / dashboard.	High	Sprint-1
Customer	Complaint Submission	USN-2	As a customer, I can submit a complaint with necessary details.	The complaint is stored in the system.	High	Sprint-1

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer	Complaint Status Check	USN-3	As a customer, I can check the status of my submitted complaint.	I can see the status of my complaint.	High	Sprint-2
Problem Solver	Complaint Assignment	USN-4	As a problem solver, I can view and accept complaints assigned to me.	I can see and accept assigned complaints.	High	Sprint-1
Problem Solver	Complaint Resolution	USN-5	As a problem solver, I can update the status of the complaint after resolving it.	The status of the complaint is updated in the system.	High	Sprint-1
Customer	Feedback	USN-6	As a customer, I can send feedback about my resolved complaint.	The feedback is stored in the system.	Medium	Sprint-2