

## Project Design Phase – II

### Data Flow Diagram & User Stories

| Date        | Team ID         | Project Name                         | Maximum Marks |
|-------------|-----------------|--------------------------------------|---------------|
| 01 NOV 2025 | NM2025TMID04455 | CRM Application for Jewel Management | 4 Marks       |

#### Data Flow Diagram (DFD):

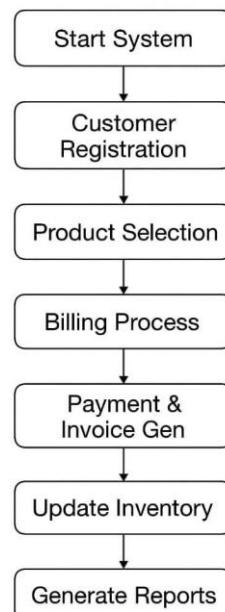
A Data Flow Diagram (DFD) visually represents how information moves within the CRM system. In this project, it illustrates how customer data, orders, billing, and inventory records flow between users and the Salesforce database. The DFD helps ensure data consistency, accuracy, and automation within the jewelry management process.

The system flow includes the following key interactions:

- Customer places an order.
- Sales staff records the order and generates a bill.
- The system updates stock and payment records.
- Admin reviews reports and manages access.
- Managers track overall sales and stock availability.

| Administrator  |
|--|
| Functional Requirement (Epic): User Management<br>User Story Nor.: USN-1<br>Acceptance criteria: The system deletes only if user is not assigned to any incident<br>Priority: High<br>Release Sprint: Sprint-1                         |
| Incident Manager   |
| Functional Requirement (Epic): Alert Notification<br>User Story Nor.: USN-3<br>Acceptance criteria: As an incident manager, I want to receive an alert if a user with assigned incidents is requested for deletion<br>Priority: Medium |

| System (Auto-check)  |
|--|
| Functional Requirement (Epic): Validation before Deletion<br>User Story Nam: USN-2<br>User Story/Task: As a system, I must check if the user is linked to any incident before processing a delete request.<br>Acceptance criteria: Deletion proceeds only if no incident is assigned; else, it should be blocked<br>Priority: High<br>Release Sprint: Sprint-1 |



### User Stories:

User stories describe what each user type expects from the system in a clear, goal-oriented format. In this project, they define how administrators, sales staff, and managers interact with the CRM system to achieve automation and efficiency in jewelry sales, billing, and inventory tracking.

| User Type     | Functional Requirement (Epic) | User Story Number | User Story / Task  | Acceptance Criteria   | Priority | Release  |
|---------------|-------------------------------|-------------------|--|---|----------|----------|
| Administrator | Manage Customers              | USN-1             | As an admin, I want to add and edit customer details to maintain accuracy.         | Customer data should be saved securely in Salesforce.             | High     | Sprint-1 |
| Sales Staff   | Billing and Payment           | USN-2             | As a sales staff, I want to generate invoices automatically after each sale.       | System should generate accurate billing records and update stock. | High     | Sprint-1 |
| Store Manager | Inventory Control             | USN-3             | As a manager, I want to track stock availability and get alerts for low inventory. | Dashboard should display updated stock levels with notifications. | Medium   | Sprint-2 |