Project Design Phase-II

# Data Flow Diagram & User Stories

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| Date | 10 June 2025 |
| Team ID | LTVIP2025TMID59973 |
| Project Name | Citizen AI – Intelligent Citizen Engagement Platform |
| Maximum Marks | 4 Marks |

## Data Flow Diagrams

A Data Flow Diagram (DFD) visually represents the flow of data within the Citizen AI system. It illustrates how citizens report issues, how data is processed through AI, routed to appropriate departments, and how responses are communicated back.

### Example: DFD Level 0

Entities:  
- Citizen (Mobile/Web)  
- AI Engine  
- Issue Management System  
- Government Official  
- Feedback System

Processes:  
- Report Issue  
- Classify & Route via AI  
- Respond to Citizen  
- Collect Feedback

Data Stores:  
- User Database  
- Issue Database  
- Response Log

## User Stories

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| --- | --- | --- | --- | --- | --- | --- |
| User Type | Functional Requirement (Epic) | User Story Number | User Story / Task | Acceptance Criteria | Priority | Release |
| Citizen (Mobile) | Registration | USN-1 | As a citizen, I can register using email/password or social login | I can create an account and log in | High | Sprint-1 |
|  | AI-powered Issue Reporting | USN-2 | As a citizen, I can submit an issue by selecting a category and describing the issue | I can see a confirmation that my issue was received | High | Sprint-1 |
|  |  | USN-3 | As a citizen, I can track the status of my issue | I can see real-time updates on my reported issue | High | Sprint-2 |
|  | Feedback Submission | USN-4 | As a citizen, I can rate the resolution and submit feedback after issue closure | My feedback is stored and acknowledged | Medium | Sprint-2 |
| Citizen (Web) | Same as mobile + file uploads | USN-5 | As a web user, I can upload documents/images with my issue report | File is successfully uploaded and visible in my issue report | Medium | Sprint-2 |
| Government Official | Issue Dashboard | USN-6 | As an official, I can view and filter assigned issues based on status and priority | Only my department’s issues are listed and are filterable | High | Sprint-1 |
|  | AI Suggestions | USN-7 | As an official, I can view AI-suggested actions for each issue | AI suggestions are clearly visible and helpful in taking action | Medium | Sprint-3 |
|  | Action Logging | USN-8 | As an official, I can log responses and mark issues as resolved | Actions are timestamped and update the issue status | High | Sprint-2 |
| Customer Care Exec | Escalation Management | USN-9 | As a support executive, I can view, triage, and escalate citizen issues | I can mark issues as escalated and notify higher authorities | Medium | Sprint-2 |
|  | Chat Assistance | USN-10 | As a support executive, I can chat with citizens for clarification | Live chat is functional and stores transcript | Medium | Sprint-3 |
| Administrator | Role Management | USN-11 | As an admin, I can create, update, or deactivate user roles and permissions | Only authorized users can perform role-based actions | High | Sprint-1 |
|  | System Logs | USN-12 | As an admin, I can access system logs for all transactions and actions | Logs are timestamped and exportable | Medium | Sprint-3 |