PROJECT DESIGN PHASE - II DATA FLOW DIAGRAM AND USER STORIES

CRM APPLICATION FOR JEWEL MANAGEMENT - (DEVELOPER)

Date	30 June 2025
Team ID	LTVIP2025TMID31185
Project Name	CRM APPLICATION FOR JEWEL MANAGEMENT – (DEVELOPER)
Maximum Marks	5 MARKS

១	Data Flow Diagram (DFD - Level 1)
	Description:

This diagram describes how customer, store staff, and admin interact with the CRM system. It outlines the flow of information such as registration, inventory update, and communication.

☐ User Stories Table

User Type: Customer (Web or Mobile User)

User Type Functional Requirement (Epic) User Story Number User Story / Task
Acceptance Criteria Priority Release

Customer Registration USN-1 As a user, I can register using email and password. I can access my account/dashboard after registration. High Sprint-1

Customer Registration USN-2 As a user, I will receive a confirmation email after registering.

I can click the confirmation link to activate my account. High Sprint-1

Customer Registration USN-3 As a user, I can register via Facebook. I can register and access the dashboard using Facebook. Low Sprint-2

Customer Registration USN-4 As a user, I can register via Gmail. I can register and access the dashboard using Gmail. Medium Sprint-1

Customer Login USN-5 As a user, I can log into the CRM with email and password. I can securely log in to the dashboard. High Sprint-1

☐☐ User Type: Store Staff (Customer Care Executive)

User Type Functional Requirement (Epic) User Story Number User Story / Task
Acceptance Criteria Priority Release

Customer Executive Customer Management USN-6 As an executive, I can view and update customer details. I can edit phone, email, preferences, and notes. High Sprint-2

Customer Executive Communication Module USN-7 As an executive, I can send SMS/email reminders to customers. Customers receive messages with personalized content. High Sprint-2

(2) User Type: Administrator

User Type Functional Requirement (Epic) User Story Number User Story / Task
Acceptance Criteria Priority Release

- Admin Inventory Management USN-8 As an admin, I can add new jewelry items and update stock. Items are added with design ID, metal type, gem details. High Sprint-1
- Admin Inventory Management USN-9 As an admin, I can generate inventory reports and trends.

 Report shows fast-moving and slow-moving items. Medium Sprint-2
- Admin Analytics & Dashboard USN-10 As an admin, I can see top customers and high-value sales.

 Dashboard shows total sales, top customers, and trends. High Sprint-2