PROJECT DESIGN PHASE – II DATA FLOW DIAGRAM AND USER STORIES

CRM APPLICATION FOR JEWEL MANAGEMENT – (DEVELOPER)

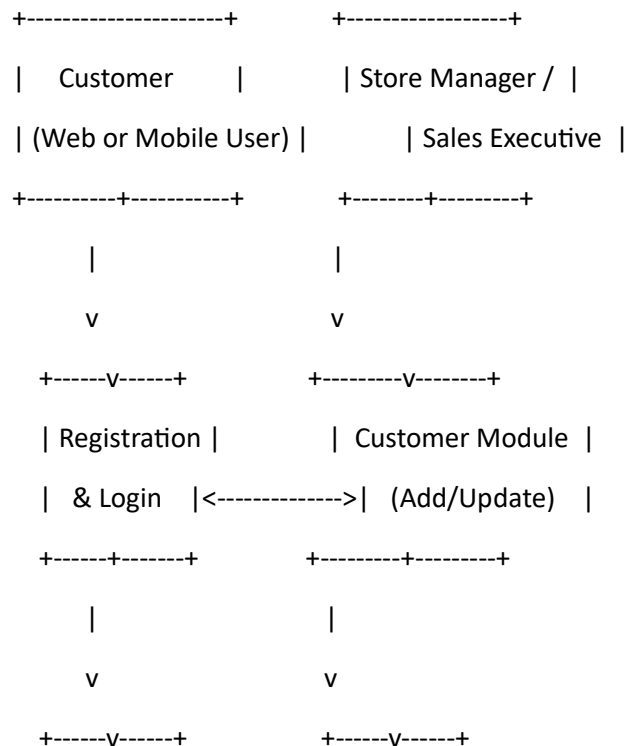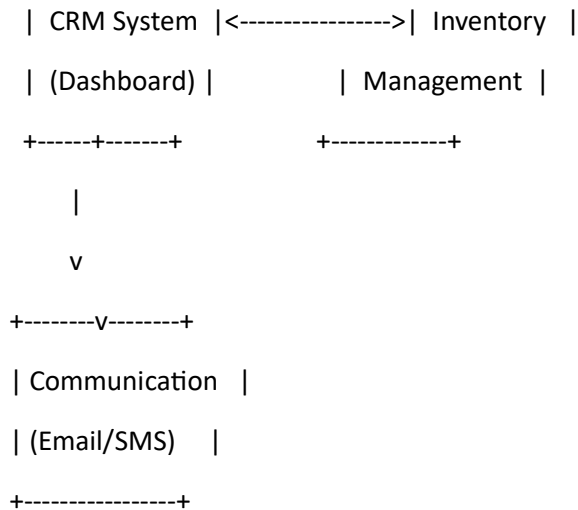| Date	30 June 2025
Team ID	LTVIP2025TMID31185
Project Name	CRM APPLICATION FOR JEWEL MANAGEMENT – (DEVELOPER)
Maximum Marks	5 MARKS

🔄 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.

🖼️ DFD Level 1 (Textual Format)

```
+---------------------+         +-----------------+
|    Customer     |         | Store Manager /  |
| (Web or Mobile User) |         | Sales Executive  |
+----------+----------+         +--------+---------+
     |                    |
     v                    v
  +------v-----+          +---------v--------+
  | Registration |          | Customer Module  |
  |  & Login   |<-------------->|  (Add/Update)   |
  +------+------+          +---------+---------+
     |                    |
     v                    v
  +------v-----+          +------v------+
```

```
| CRM System  |<----------------->|  Inventory   |

| (Dashboard) |              |  Management  |

 +------+-------+          +-------------+

     |

     v

 +--------v--------+

 | Communication   |

 | (Email/SMS)     |

 +-----------------+
```

📑 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

👩‍💼 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