

Project Design Phase-II

Data Flow Diagram & User Stories

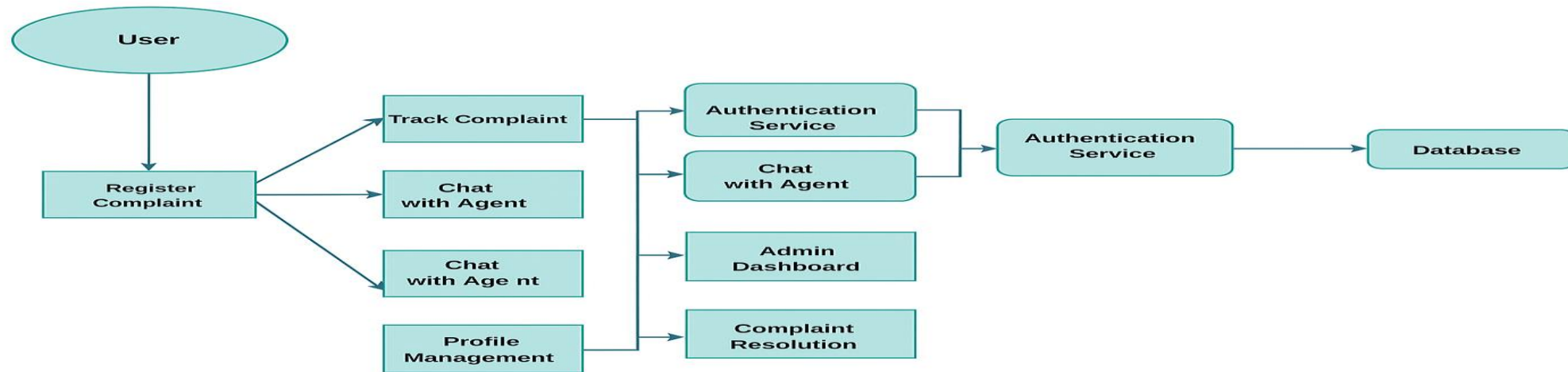
Date	22 May 2025
Team ID	LTVIP2025TMID20310
Project Name	Resolvenow: Your Platform For Online Complaints
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

Example: DFD Level 0 (Industry Standard)

Example:



User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
client		USN-1	As a client, I can register for the application by entering my email, password, and confirming my password.	I can create an account easily	High	Sprint-1
		USN-2	As a client, I can submit a complaint by filling out a detailed form.	I can Submit a Complaint quickly	High	Sprint-1
		USN-3	As a client, I can view the status of my submitted complaints.	I can check the status of my complaint	High	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Admin		USN-1	As an admin, I can assign complaints to agents for resolution.	I can easily assign complaints to respected agents	High	Sprint-1
		USN-2	As an admin, I can monitor system activity and manage users and agents.	I can monitor the system	High	Sprint-1
Agent		USN-1	As an agent, I can see all complaints assigned to me and update their status	I can see and update complaints	medium	Sprint-2