Project Design Phase-II
Data Flow Diagram & User Stories

Date	20-06-2025
Team ID	LTVIP2025TMID20349
Project Name	Resolve Now: Your Platform For Online Complaints
Maximum Marks	4 Marks

Data Flow Diagrams:s

A **Data Flow Diagram (DFD)** illustrates how data moves within the Resolve Now platform. It captures how user interact with the system, how information flows between different components, and where the data is stored.
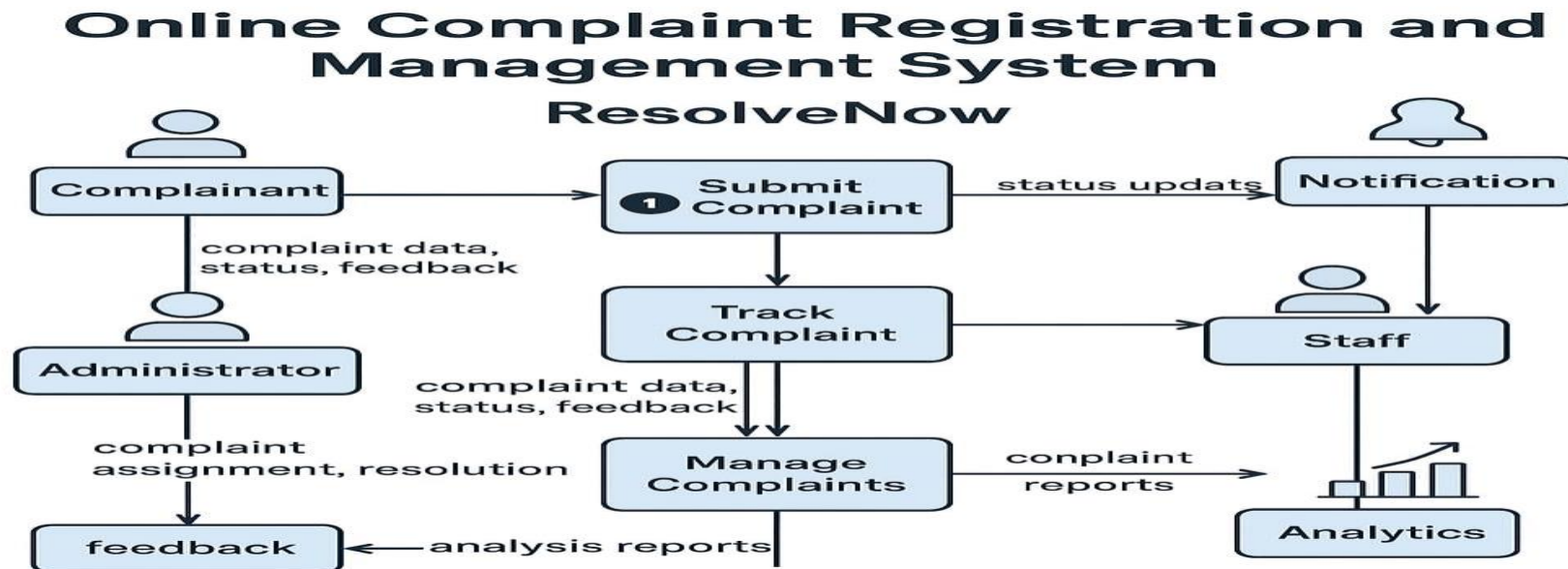
User Story Table – Resolve Now

User Type	Functional Requirement (Epic)	User Story / Task	Acceptance Criteria	Priority	Release
Client	Complaint Submission	As a client, I can post a Complaint.	Complaint appears on the agent's dashboard.	High	Sprint-1
Agent	Complaint Handling	As an agent, I will handle the assigned complaints.	Complaint is marked as assigned and updated by the agent.	High	Sprint-1

User	Real-time Communication	As a user, I can chat with the agent assigned to my complaint in real-time.	Messages are sent/received instantly; chat history is visible.	Medium	Sprint-2
Client	Complaint Processing Confirmation	As a client, I can view confirmation once my complaint is submitted.	Client sees a confirmation message and complaint ID.	High	Sprint-2
Admin	Complaint & User Moderation	As an admin, I can review all user complaints and take action if needed.	Complaints and user actions are visible; admin can block users.	High	Sprint-1