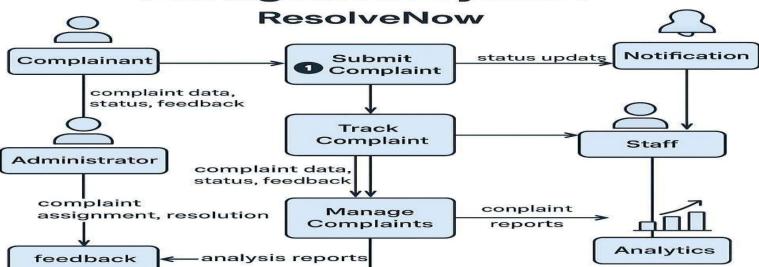
## Project Design Phase-II Data Flow Diagram & User Stories

Date	26-05-2025
Team ID	LTVIP2025TMID57620
Project Name	Online complaints
Maximum Marks	4 Marks

## **Data Flow Diagrams:**

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.

## Online Complaint Registration and Management System



## **User Story Table – Freelance Finder**

User Type	Functional Requirement (Epic)	User Story / Task	Acceptance Criteria	Priority	Release
Client	Query Posting	As a client, I can post a Complaint.	Query appears on home page of the agent.	High	Sprint-1

Agent	User Query		Application visible to client.	High	Sprint-1
		As an Agent, I will handle the queries.			
User	Messaging	As a user, I can chat with the other party in real-time.	Messages appear instantly.	Medium	Sprint-2
Client	Payment Processing	As a client, I can successfully register my complaints.	Agent will receive the queries.	High	Sprint-2

Admin	User Moderation	As an admin, I can review reported users and take action.	Reports and actions logged.	High	Sprint-1