

ProjectDesignPhase-IIDataFlowDiagram& UserStories

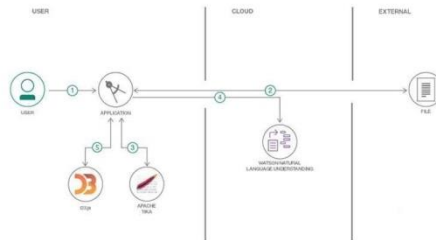
Date	July2025
TeamID	LTVIP2025TMID44695
ProjectName	ResolveNow:YourPlatformforOnlineComplaints
MaximumMarks	4 Marks

DataFlowDiagrams:

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.

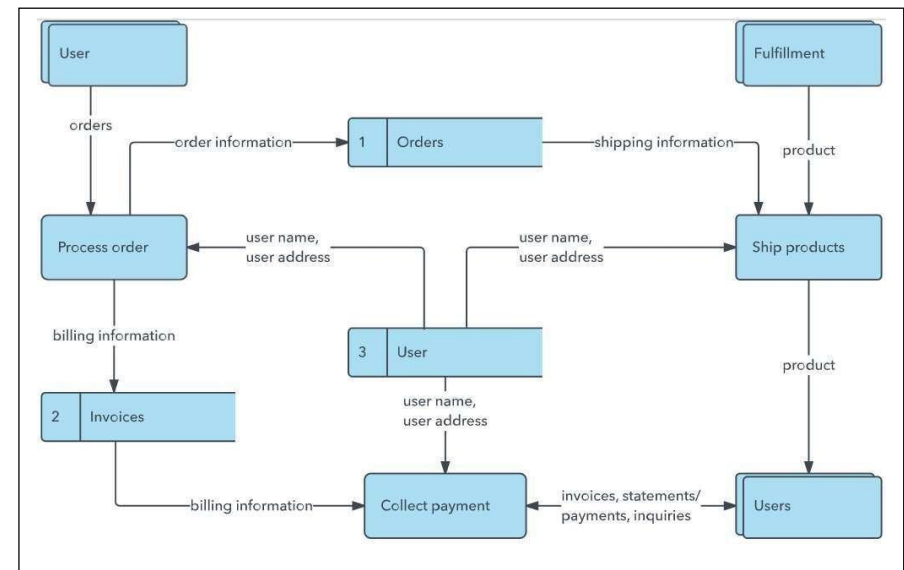
Example:(Simplified)

Flow



1. User configures credentials for the Watson Natural Language Understanding service and starts the app.
2. User selects data file to process and load.
3. Apache Tika extracts text from the data file.
4. Extracted text is passed to Watson NLU for enrichment.
5. Enriched data is visualized in the UI using the D3.js library.

Example:DFDLevel0(IndustryStandard)



UserStories

UserType	Functional Requirement (Epic)	UserStory Number	UserStory/Task	AcceptanceCriteria	Priority	Release
Customer (Mobileuser)	Registration	USN-1	Asauser,Icanregisterfortheapplication by entering my email, password, and confirmingmypassword.	Icanaccessmyaccount/ dashboard	High	Sprint-1
		USN-2	Asauser,Iwillreceiveconfirmation email onceIhaveregisteredfortheapplication	Icanreceive confirmation email&clickconfirm	High	Sprint-1
		USN-3	Asauser,Icanregisterfortheapplication through Facebook	Icanregister&accessthe dashboardwith Facebook Login	Low	Sprint-2
		USN-4	Asauser,Icanregisterforthe application throughGmail	Icanregister&accessthe dashboardusingGmaillogin	Medium	Sprint-1
	Login	USN-5	Asauser,Icanlogintotheapplicationby enteringemail& password	Icansuccessfullyloginand reachthe dashboard	High	Sprint-1
	Dashboard	USN-6	Asauser,Icanviewmysubmitted complaintsandtheirstatus	Icanview thecomplaint list andtheircurrentstatus	High	Sprint-2
	Complaint Submission	USN-7	Asauser,Icansubmitacomplaintby filling form and attaching files	I receive confirmation after submissionanditappearsin list	High	Sprint-2
	Chat	USN-8	Asauser,Icanchatwiththeassigned agent	Icanview responsesand replyinrealtime	Medium	Sprint-3
Customer(Web user)	ResponsiveWeb	USN-9	Asauser,Icanusetheappssmoothlyfrom desktopormobilebrowser	Allfunctionalitieswork correctlyacrossdevices	Medium	Sprint-3
CustomerCare Executive	ComplaintHandling	USN-10	Asanagent,Icanviewassigned complaints	Assignedcomplaintsare visibleonagentdashboard	High	Sprint-3
		USN-11	Asanagent,Icanchatwithuserstosolve the issue	Messagesareexchanged correctlyandstored	High	Sprint-3
Administrator	User Management	USN-12	Asanadmin,Icanview/manageallusers and agents	Userandagentlist loads properlywithedit/delete options	Medium	Sprint-4

	ComplaintRouting	USN-13	Asanadmin,Icanassigncomplaintsto agents	Assignedagentreceives the complaintintheirdashboard	High	Sprint-4
	Dashboard Analytics	USN-14	Asanadmin,Icanviewanalyticssuchas totalcomplaints,resolved,pending etc.	Analyticsdashboardloads withchartsandcounts	Medium	Sprint-4