

Project Design Phase-II

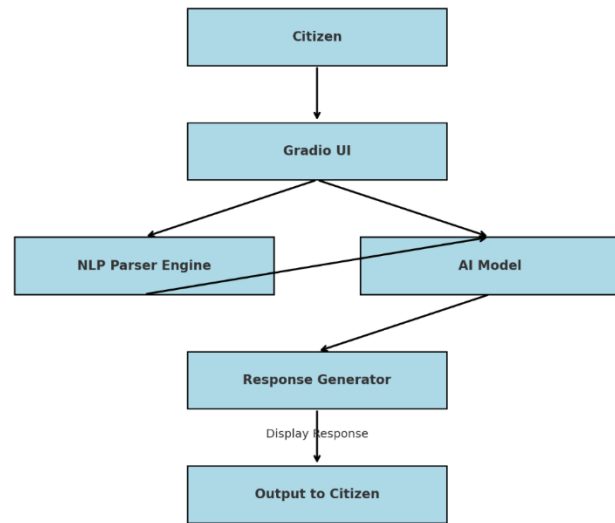
3.3Data Flow Diagram & User Stories

Date	23 June 2025
Team ID	LTVIP2025TMID32100
Project Name	Citizen AI
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.

CitizenAI - Data Flow Diagram (Level 1)



CitizenAI - Data Flow Diagram (Level 0)



User Stories

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

User Type	Functional Requirement (Epic)	USN	User Story / Task	Acceptance criteria	Priority	Release
Citizen (Web/Mobile)	Report Civic Issue	USN-1	As a citizen, I can report a civic issue by typing in my complaint in natural language.	I can submit an issue and receive a confirmation instantly.	High	Sprint-1
Citizen (Web/Mobile)	Ask Govt. Service Info	USN-2	As a citizen, I can ask questions about schemes or services.	I get accurate AI-generated answers for my query.	High	Sprint-1
Citizen (Web/Mobile)	Follow-up Questions	USN-3	As a citizen, I can ask follow-up queries in .	I can continue the conversation without restarting it.	Medium	Sprint-2
Citizen (Web/Mobile)	Language Support (Future)	USN-4	As a citizen, I want to interact in my local language.	I can use Telugu/Hindi for questions and receive responses.	Low	Sprint-3

User Type	Functional Requirement (Epic)	USN	User Story / Task	Acceptance criteria	Priority	Release
Citizen (Web/Mobile)	Feedback Submission	USN-5	As a user, I want to leave a rating or comment after using the platform.	I see a short feedback prompt at the end of my session.	Medium	Sprint-2
Admin	View Complaint Analytics	USN-6	As an admin, I want to view total complaints by category and area.	I see a dashboard showing visual stats by issue type/location.	High	Sprint-2
Admin	Export User Queries	USN-7	As an admin, I want to export all queries	As an admin, I want to export all queries submitted by users.	Medium	Sprint-3
Support Executive	Respond to Escalated Issues	USN-8	As a customer care executive, I want to view and respond to escalated complaints.	I can access issue details and add comments or mark them resolved.	High	Sprint-3
Support Executive	View Chat History	USN-9	As a support user, I want to view past user-chat history for context.	I can view previous chats linked to a user or issue.	Medium	Sprint-3

