**Project Design Phase-II**

**Data Flow Diagram & User Stories**

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| Date | 19 May 2023 |
| Team ID | NM2023TMID07991 |
| Project Name | **The IssueTracker: A Reliable Complaint Management System for Improved Customer Service** |

**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.

DATA FLOW DIAGRAMS

The dataflow of an issue tracker complaint management system involves the movement of data and information throughout the system. Customers submit complaints through various channels, such as a web portal, email, or phone. Complaint data, including the customer's information, complaint details, and any attachments or supporting documents, are collected. The system receives and registers the complaint, assigning a unique ticket number for tracking purposes. Complaint data is stored in a database or data repository. Complaint data is stored in a database or data repository. Complaints are assigned to appropriate personnel or teams responsible for resolution. Assigned personnel investigate the complaint, gather additional information if required, and work towards resolution. The system may integrate with other internal systems or databases to access relevant customer or product information.

**User Stories**

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

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| --- | --- | --- | --- | --- | --- | --- |
| **User Type** | **Functional Requirement (Epic)** | **User Story Number** | **User Story / Task** | **Acceptance criteria** | **Priority** | **Team Member** |
| ADMIN (WHO MANAGE WEB SERVER) | REGISTRATION | USN-1 | As a user, I can register for the application by entering my email, password, and confirming my password. | I can access my account / dashboard | High | **VICKY KUMAR** |
| CO ADMIN | LOGIN | USN-2 | As a user, I will receive confirmation email once I have registered for the application | I can receive confirmation email & click confirm | High | RAMESH GIRI |
| TRUCK DRIVER | LOGIN | USN-3 | As a user, I can register for the application through Facebook | I can register & access the  dashboard with Facebook Login | Low | DHANRAJ KUMAR |
| LOCAL GARBAGE COLLECTOR | LOGIN | USN-4 | As a user, I can register for the application through Gmail |  | Medium | VIKARAL KUAMR |