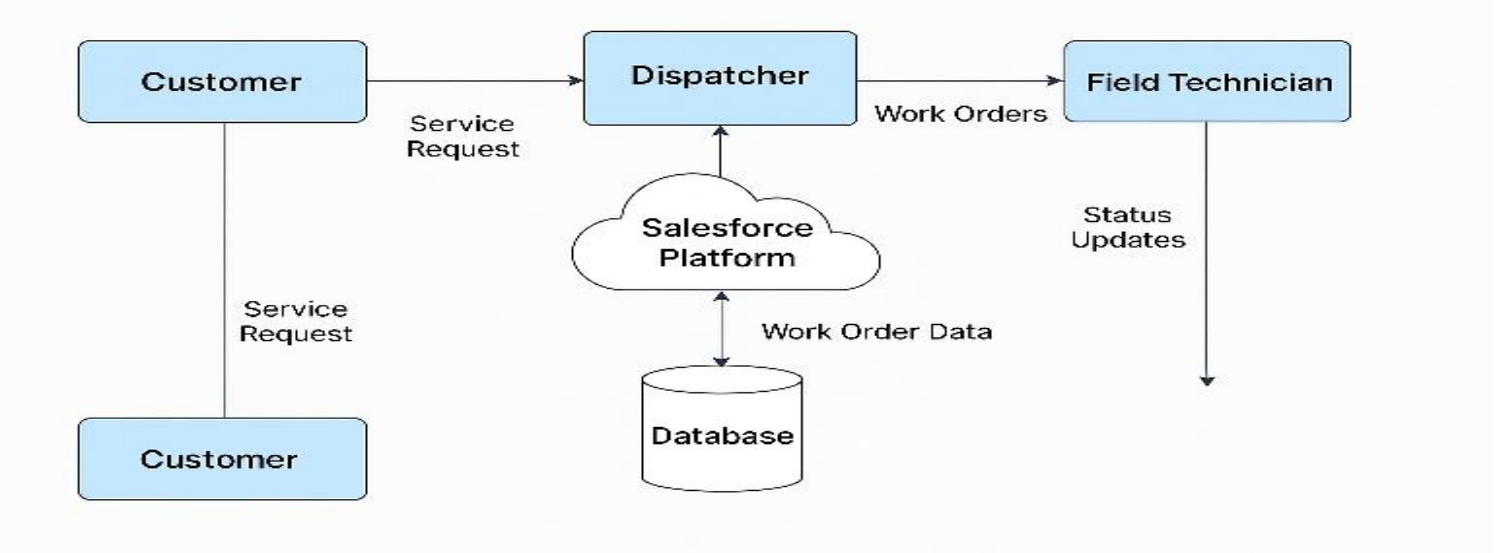
Project Design Phase-II Data Flow Diagram & User Stories

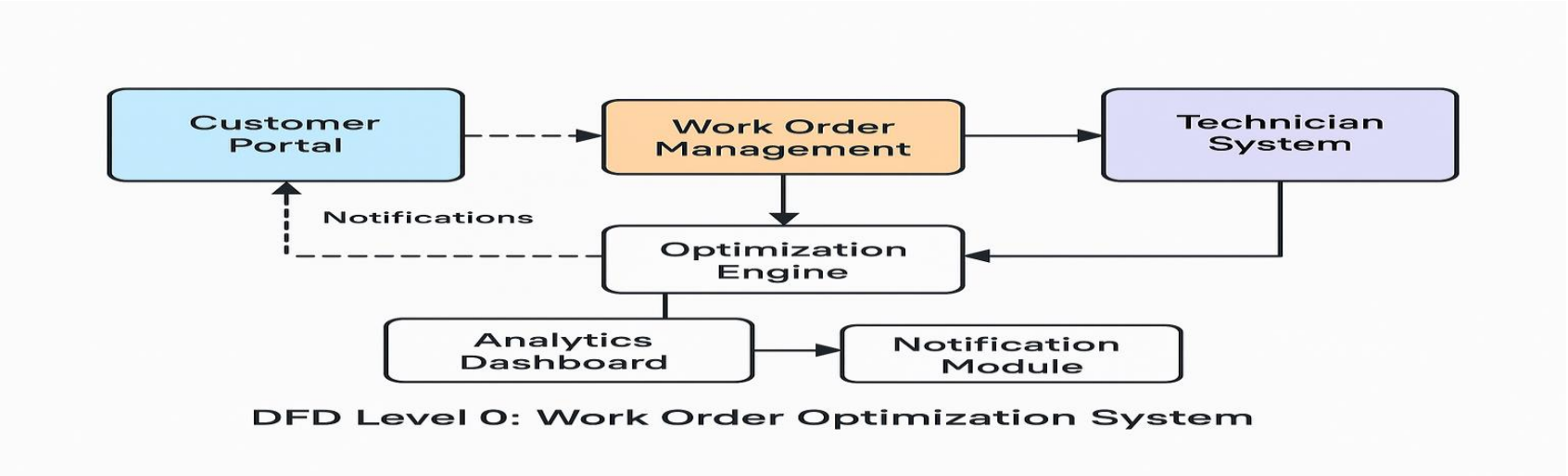
Date	24 June 2025
Team ID	LTVIP2025TMID30202
Project Name	Field Service Workorder Optimization
Maximum Marks	

Data Flow Diagrams:

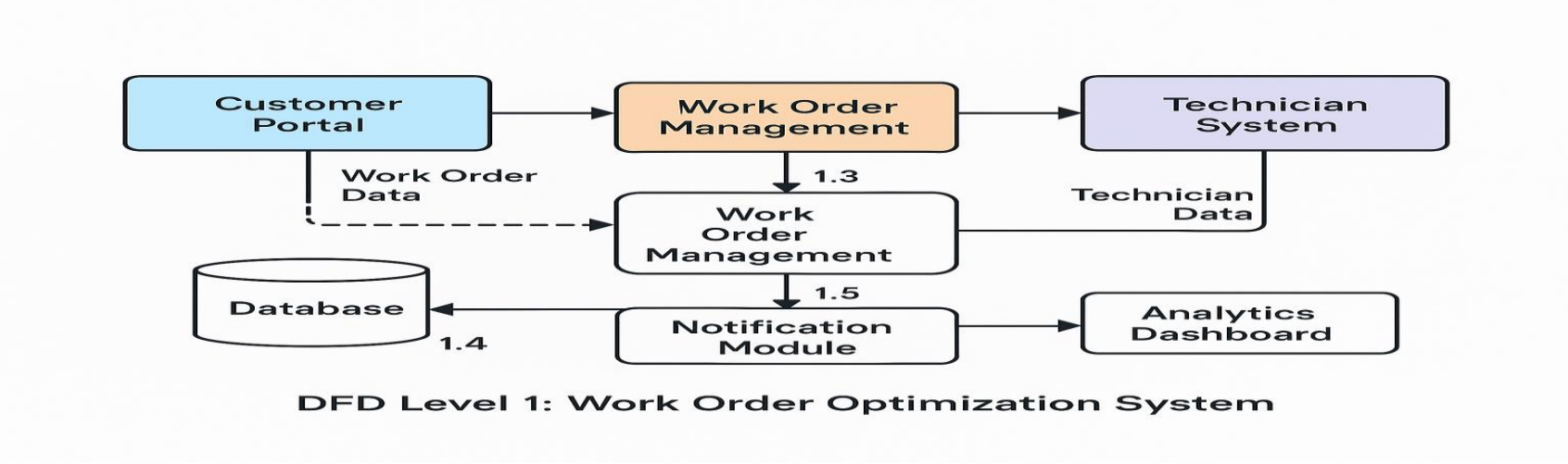
A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.



DFD Level 0:



DFD Level 1:



User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Dispatcher	Create Work Orders	USN-1	As a dispatcher, I can create work orders including job type, location, and urgency.	Work order is saved and visible in the dashboard.	High	Sprint-1
System	Auto-Assign Technicians	USN-2	As a system, I assign work orders to technicians based on skills, availability, and proximity.	Assignments are optimized and logged.	High	Sprint-1
Technician	View Assigned Jobs	USN-3	As a technician, I can view and accept my assigned work orders via mobile app.	Technician receives notification and confirms job.	High	Sprint-1
Admin	Monitor Job Progress	USN-4	As an admin, I can view ongoing and completed jobs and technician status.	Status reports are updated in real-time.	Medium	Sprint-2
Admin	View Analytics	USN-5	As an admin, I can access dashboards with technician efficiency, job duration, and customer feedback.	Dashboard shows filterable insights.	Medium	Sprint-2
Customer	Receive Notifications	USN-6	As a customer, I receive SMS/email when a technician is dispatched.	Notification contains technician details and ETA.	Medium	Sprint-3