**Data Flow Diagram & User Stories**  
**Project Name:** Garage Management System

**Team ID**: LTVIP2025TMID31528  
**College Name: Ideal Institute Of Technology**

### **Data Flow Diagram (DFD)**

A Data Flow Diagram (DFD) is used to visually represent the flow of data in the Garage Management System. It shows how data is entered, processed, and stored within the system.

#### **Level 0 DFD: Garage Management System**

**Entities:** - Customer - Admin – Mechanic

**Processes:** - Registration - Service Booking - Job Assignment - Service Update - Billing & Invoicing – Notifications

**Data Stores:** - Customer Database - Vehicle & Service Records - Invoice History - Parts Inventory

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### **User Stories**

Below are the user stories for the Garage Management System.

| **User Type** | **Functional Requirement (Epic)** | **User Story Number** | **User Story / Task** | **Acceptance Criteria** | **Priority** | **Release** |
| --- | --- | --- | --- | --- | --- | --- |
| Customer (Web / Mobile) | Registration | USN-1 | As a customer, I can register using a form with my name, email, and contact number. | I can successfully log in after registering. | High | Sprint-1 |
|  |  | USN-2 | As a customer, I receive a confirmation email or SMS with OTP. | I can verify my account using OTP. | High | Sprint-1 |
|  | Login | USN-3 | As a customer, I can log in using my email and password. | I can access the dashboard after login. | High | Sprint-1 |
|  | Book Service | USN-4 | As a customer, I can book a service for my vehicle. | My booking is saved and visible to admin. | High | Sprint-1 |
|  | View History | USN-5 | As a customer, I can view all my past services and invoices. | I can see service history with dates and charges. | Medium | Sprint-2 |
| Admin | Assign Job | USN-6 | As an admin, I can assign service requests to mechanics. | Mechanic receives job notification. | High | Sprint-1 |
|  | Generate Invoice | USN-7 | As an admin, I can generate and send invoices after service completion. | Customer receives invoice copy. | High | Sprint-1 |
| Mechanic | Update Job Status | USN-8 | As a mechanic, I can update the service job status as ‘In Progress’ or ‘Completed’. | Admin and customer get status updates. | Medium | Sprint-2 |
| System Automation | Notification | USN-9 | As a system, I can send automated reminders and confirmations via SMS or email. | Customers get messages on time. | High | Sprint-1 |

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