Project Design Phase
Data Flow Diagram & User Stories

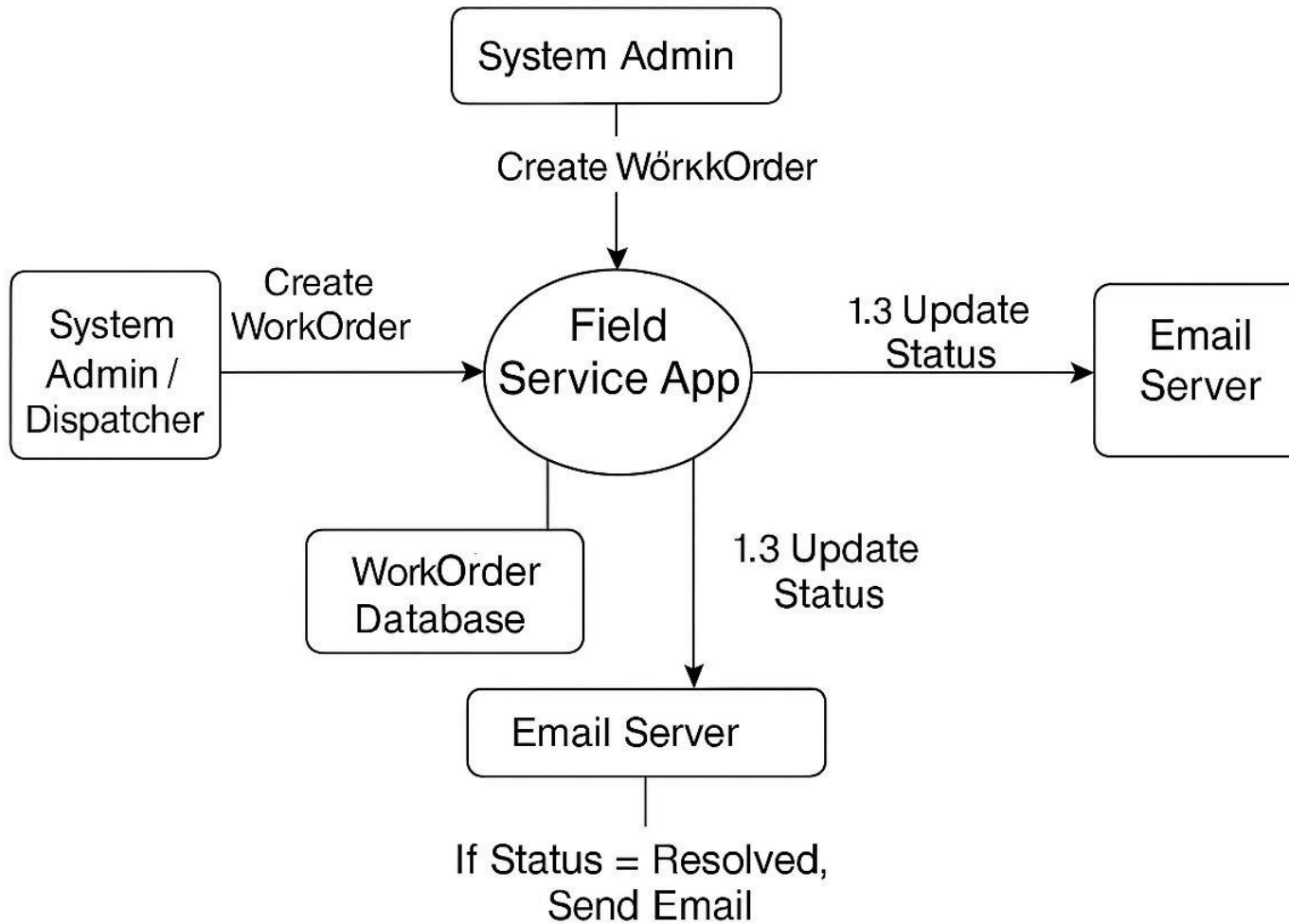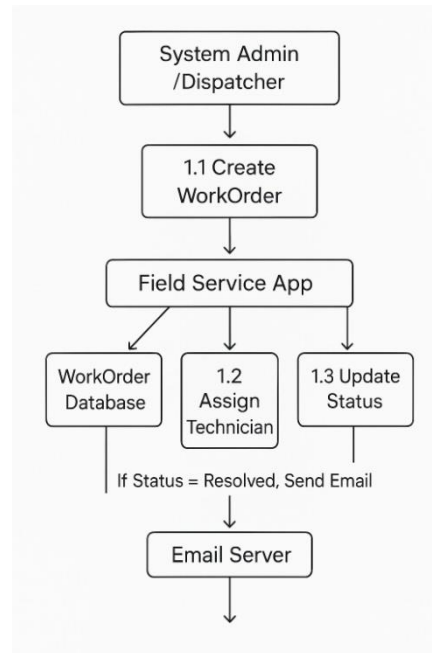|	
Date	25June 2025
Team ID	LTVIP2025TMID31104
Project Name	Field Service Work Order Optimization
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. For this project, the DFD illustrates how work orders are created, processed, assigned to technicians, and how status updates are managed.

DFD Level 0:

1. WorkOrder is created by admin or customer.
2. System checks technician availability and auto-assigns if matched.
3. Assignment is stored and email notification is sent.
4. Technician updates work status.
5. Completed orders are monitored and removed after 30 days via batch process.

Level 1 DFD – WorkOrder System Breakdown:

System Admin

Create WörkkOrder

System Admin / Dispatcher

Create WorkOrder

Field Service App

1.3 Update Status

Email Server

WorkOrder Database

1.3 Update Status

Email Server

If Status = Resolved, Send Email

User Stories

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

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Admin	Technician Management	FSW-1	As an admin, I can add and manage technician records including location and skill set.	Technician record is created and updated	High	Sprint-1

Admin	WorkOrder Creation	FSW-2	As an admin, I can create work orders with service type, location, and priority.	Work order is visible in the system	High	Sprint-1
System	Auto Assignment	FSW-3	As a system, I want to auto-assign a technician based on availability, skill, and location.	Technician is auto-assigned on creation	High	Sprint-1
Technician	Email Notification	FSW-4	As a technician, I should receive email alerts upon assignment.	Technician receives notification email	Medium	Sprint-2
Technician	Status Update	FSW-5	As a technician, I can update the status of work orders.	Work order status changes to In-progress/Resolved	High	Sprint-2
Manager	Dashboard	FSW-6	As a manager, I can view work order stats in dashboards.	Dashboard displays current status metrics	Medium	Sprint-2