Citizen AI Chatbot - Data Flow & User Stories

Date	**26 June 2025**

Team ID	LTVIP2025TMID32134

Project Name	Citizen AI Chatbot

Maximum Marks	4 Marks

Data Flow Diagram (Level 0)
Flow:
Citizen → [Query Input] → [IBM Granite NLP] → [Response Generation] → Citizen
Processes:
1. Citizen submits query via web/WhatsApp
2. IBM Granite processes text (English/Hindi)
3. System retrieves answer from government service database
4. Response delivered with sentiment analysis

User Stories

User Type	Epic	USN	User Story	Acceptance Criteria	Priority	Release
Citizen (Mobile)	Query Handling	USN-1	As a user, I can ask about passport renewal	Receive step-by-step guide within 2 sec	High	Sprint-1
Citizen (Web)	Multilingual	USN-2	As a user, I can submit queries in Hindi	Get accurate Hindi response	High	Sprint-1
Government Admin	Dashboard	USN-3	As an admin, I can view query analytics	See daily query volume & sentiment trends	Medium	Sprint-2
System	Integration	USN-4	As a system, I log unresolved queries	Flag complex cases for human agents	Low	Sprint-3

[End of template - No additions or deletions]
Key:
- **DFD Components**: Square (Entities), Circle (Processes), Arrow (Data Flows)
- **Priority**: High (Mandatory), Medium (Important), Low (Nice-to-have)