

Project Design Phase-II

Data Flow Diagram & User Stories

Date	8 November 2025
Team ID	NM2025TMID01112
Project Name	CRM Application For Management Development
Maximum Marks	4 Marks

Data Flow Diagram – CRM for Jewel Management Development

In the **CRM for Jewel Management Development**, the DFD illustrates the movement of information such as customer details, sales transactions, and inventory updates. The system receives data from the admin and employees, processes it through modules like Customer Management, Sales Tracking, and Inventory, and stores it in the database. The processed data is later used to generate reports and dashboards for decision-making.

The DFD helps in visualizing the relationship between users and system components. For example, when a customer makes a purchase, the sales process retrieves product details from the inventory, updates the stock count, generates an invoice, and records the sale. This ensures smooth data flow and accurate record-keeping across all CRM modules. It also helps maintain consistency, transparency, and efficiency in the jewel store's operations.

Technical architecture:

FIG 2:

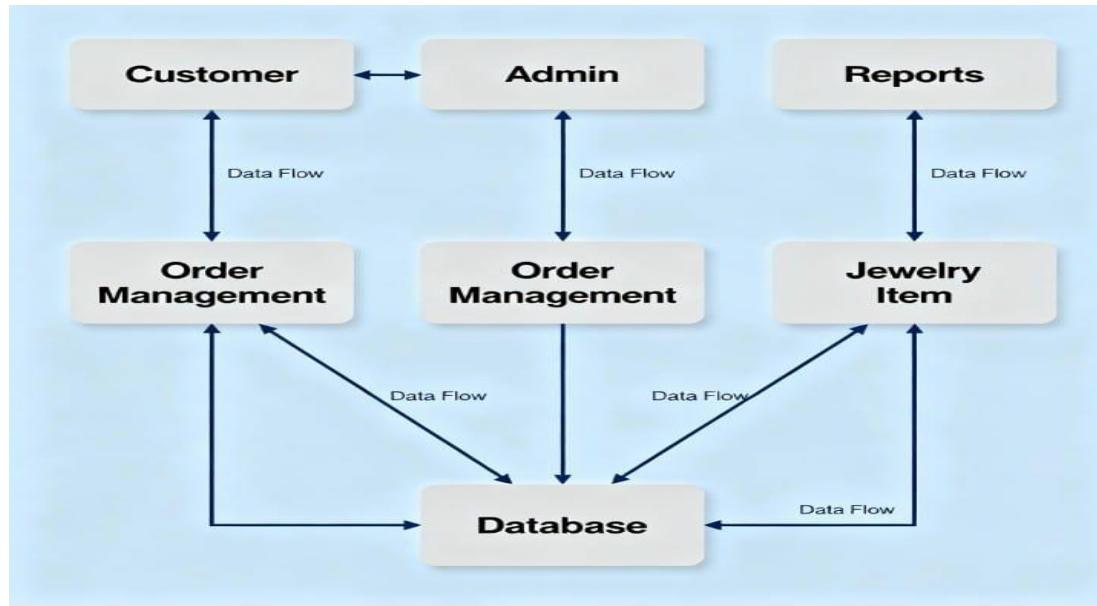
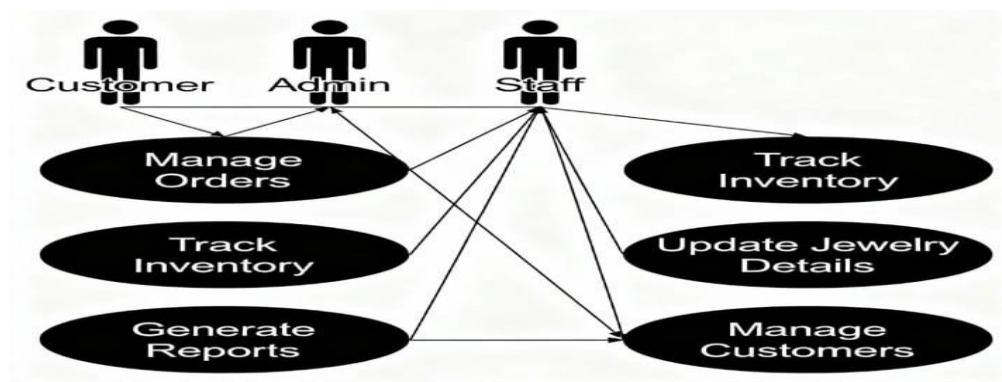


FIG 1:



Example Flow Chart (Text Representation)

Administrator

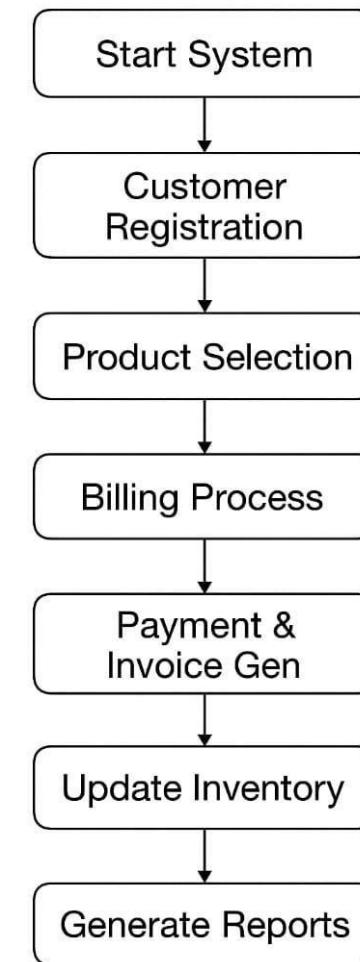
Functional Requirement (Epic): User Management
User Story Nor.: USN-1
Acceptance criteria: The system deletion only if user is not assigned to any incident
Priority: High
Release Sprint: Sprint-1

Incident Manager

Functional Requirement (Epic): Alert Notification
User Story Nor.: USN-3
Acceptance criteria: As incident manager. I want to receive an alert if a user with assigned incidents is requested for deletion
Priority: Medium

System (Auto-check)

Functional Requirement (Epic): Validation before Deletion
User Story Nam: USN-2
User Story/Task: As a system, I must check if the user is linked to any incident before processing a delete request.
Acceptance criteria: Deletion proceeds only if no incident is assigned; else, it should be blocked
Priority: High
Release Sprint: Sprint-1



User Stories:

Definition:

User stories define what different users expect from the CRM system in simple, goal-focused language. In this project, user stories help ensure smooth jewelry store management by describing how admins, employees, and customers interact with the system. Each story focuses on key operations such as customer registration, sales billing, inventory tracking, and report generation.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Administrator	Customer Management	USN-1	As an admin, I want to add and manage customer profiles with purchase history.	System should allow creating, updating, and deleting customer records successfully.	High	Sprint-1
Employee (Sales Staff)	Sales & Billing	USN-2	As a sales staff, I want to generate bills and record jewelry sales.	System should generate accurate invoices and update inventory automatically.	High	Sprint-1
Customer	Order Tracking	USN-3	As a customer, I want to track my jewelry order and view billing details.	System should show purchase status and invoice after payment confirmation.	Medium	Sprint-2