Project Planning Phase - II
(Data Flow Diagram & User Stories)

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Team ID	SWTID1743161557
Project Name	Online Complaint Registration and Management System (OCRMS)
Program	Full Stack Development MERN_VIT

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.
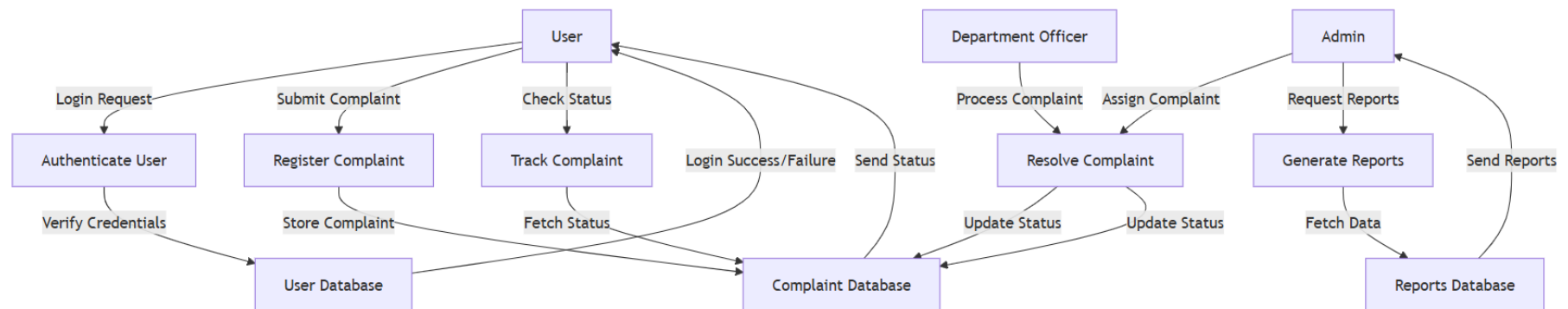

Fig: Data Flow Diagram of OCRMS

User Stories:

User Type	Functional Requirement	U.S. Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer (Web user)	User Registration & Login	USN-1	As a user, I can register with my email and password.	I can successfully create an account and log in.	High	Sprint-1
		USN-2	As a user, I will receive an email confirmation after registration.	I get a confirmation email and can verify my account.	High	Sprint-1
	User Authentication	USN-3	As a user, I can log in securely using email and password.	I can access my dashboard after successful login.	High	Sprint-2
		USN-4	As a user, I can reset my password via email verification.	I can reset my password and log in with the new one.	Medium	Sprint-2
	Complaint Management	USN-5	As a user, I can submit a complaint with details and supporting documents.	My complaint is successfully submitted and visible in my dashboard.	High	Sprint-3
	Complaint Tracking	USN-6	As a user, I can track the status of my complaint.	I can see real-time status updates in my dashboard.	Medium	Sprint-4
	Notification System	USN-7	As a user, I receive email or SMS notifications for complaint status updates.	I get real-time updates when my complaint progresses.	High	Sprint-5
Department Officer	Complaint Review	USN-8	As a Department Officer, I can review complaints and verify details.	Complaints are reviewed and forwarded for resolution.	High	Sprint-3
	Complaint Assignment	USN-9	As a Department Officer, I can assign complaints to the appropriate department.	Complaints are successfully assigned.	High	Sprint-4
Administrator	User Management	USN-10	As an admin, I can manage user roles and permissions.	Users have appropriate access levels.	High	Sprint-4
	Reports & Analytics	USN-11	As an admin, I can generate detailed reports on complaint trends.	Reports provide actionable insights.	High	Sprint-5
		USN-12	As an admin, I can generate reports on complaints by category and resolution time.	Reports are generated with correct metrics and insights.	High	Sprint-5
	Complaint Management	USN-13	As an admin, I can view, categorize, and assign complaints.	Complaints are categorized and assigned correctly.	High	Sprint-3
	Complaint Resolution	USN-14	As an admin, I can mark complaints as resolved and notify the user.	Users receive notifications when complaints are resolved.	High	Sprint-4