

Project Design Phase-II

Data Flow Diagram & User Stories

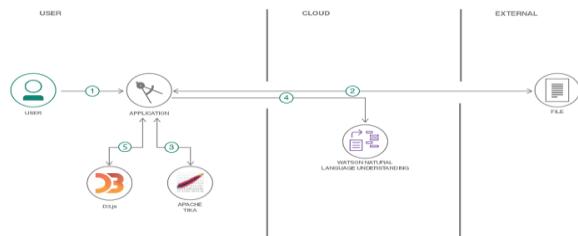
Date	23 February 2026
Team ID	LTVIP2026TMIDS90304
Project Name	ONLINE COMPLAINT REGISTRATION AND MANAGEMENT SYSTEM
Maximum Marks	4 Marks

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.

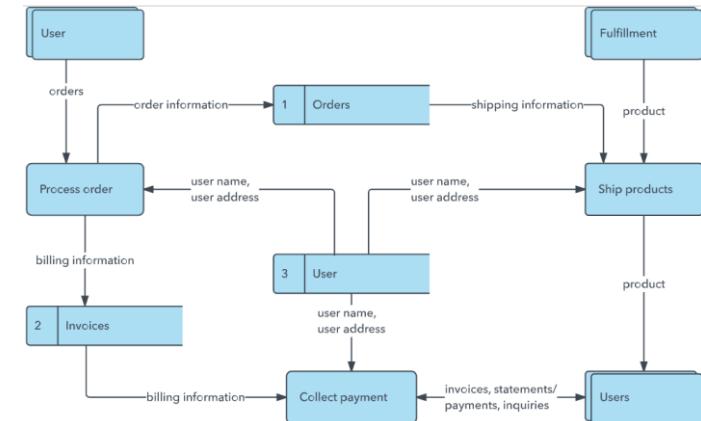
Example: (Simplified)

Flow



1. User configures credentials for the Watson Natural Language Understanding service and starts the app.
2. User selects data file to process and load.
3. Apache Tika extracts text from the data file.
4. Extracted text is passed to Watson NLU for enrichment.
5. Enriched data is visualized in the UI using the D3.js library.

Example: DFD Level 0 (Industry Standard)



User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer (Mobile User)	Registration	USN-1	As a user, I can register using email, password and confirm password	User account is created and user is redirected to dashboard	High	Sprint-1
		USN-2	As a user, I receive a confirmation email after registration	Email is sent and user can verify account via link	High	Sprint-1
		USN-3	As a user, I can register via Facebook	User can authenticate and access dashboard using Facebook	Low	Sprint-2
		USN-4	As a user, I can register via Google	User can authenticate and access dashboard using Google	Medium	Sprint-1
	Login	USN-5	As a user, I can login using email and password	Valid credentials allow dashboard access	High	Sprint-1
		USN-6	As a user, I can login via Facebook	User successfully logs in via Facebook OAuth	Low	Sprint-2
		USN-7	As a user, I can login via Google	User successfully logs in via Google OAuth	Medium	Sprint-1
		USN-8	As a user, I can reset my password	Password reset email is sent and user can set new password	High	Sprint-1
	Dashboard	USN-9	As a user, I can view my profile details	Profile info is displayed correctly	High	Sprint-1
		USN-10	As a user, I can edit my profile	Changes are saved and reflected instantly	High	Sprint-1
		USN-11	As a user, I can view notifications	Notifications list is displayed	Medium	Sprint-2
		USN-12	As a user, I can logout	User session ends and redirected to login	High	Sprint-1
	Orders/Services	USN-13	As a user, I can place an order/request service	Order is successfully created and confirmation shown	High	Sprint-2

		USN-14	As a user, I can view order history	Past orders are listed	Medium	Sprint-2
		USN-15	As a user, I can cancel an order	Order status updates to cancelled	Medium	Sprint-3

Customer (Web User)	Registration	USN-16	As a web user, I can register using email/password	Account created and dashboard accessible	High	Sprint-1
	Login	USN-17	As a web user, I can login	Successful login redirects to dashboard	High	Sprint-1
	Dashboard	USN-18	As a web user, I can view and update profile	Profile updates persist successfully	High	Sprint-1
	Orders	USN-19	As a web user, I can track order status	Order status visible in real-time	High	Sprint-2
		USN-20	As a web user, I can download invoices	Invoice PDF downloads successfully	Medium	Sprint-3
	Support	USN-21	As a web user, I can raise support tickets	Ticket is created and confirmation shown	Medium	Sprint-2