

Project Design Phase-II - Data Flow Diagram & User Stories

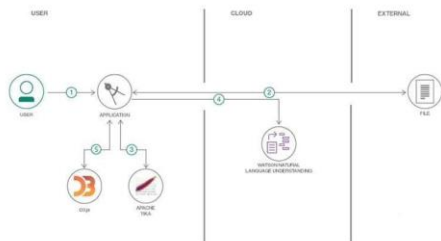
Date	June 2025
Team ID	LTVIP2025TMID57241
Project Name	Service Desk for Customer Complaint Resolution
Maximum Marks	4 Marks

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.

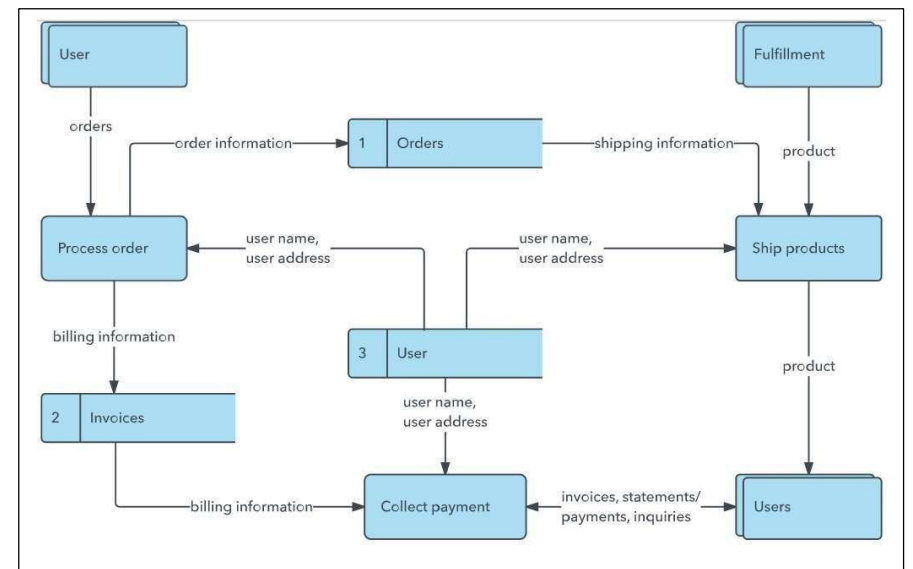
Example: [Simplified](#)

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 for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
		USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
		USN-3	As a user, I can register for the application through Facebook	I can register & access the dashboard with Facebook Login	Low	Sprint-2
		USN-4	As a user, I can register for the application through Gmail	I can register & access the dashboard using Gmail login	Medium	Sprint-1
	Login	USN-5	As a user, I can log into the application by entering email & password	I can successfully login and reach the dashboard	High	Sprint-1
	Dashboard	USN-6	As a user, I can view my submitted complaints and their status	I can view the complaint list and their current status	High	Sprint-2
	Complaint Submission	USN-7	As a user, I can submit a complaint by filling form and attaching files	I receive confirmation after submission and it appears in list	High	Sprint-2
	Chat	USN-8	As a user, I can chat with the assigned agent	I can view responses and reply in real time	Medium	Sprint-3
Customer (Web user)	Responsive Web	USN-9	As a user, I can use the app smoothly from desktop or mobile browser	All functionalities work correctly across devices	Medium	Sprint-3
Customer Care Executive	Complaint Handling	USN-10	As an agent, I can view assigned complaints	Assigned complaints are visible on agent dashboard	High	Sprint-3
		USN-11	As an agent, I can chat with users to solve the issue	Messages are exchanged correctly and stored	High	Sprint-3
Administrator	User Management	USN-12	As an admin, I can view/manage all users and agents	User and agent list loads properly with edit/delete options	Medium	Sprint-4

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
	Complaint Routing	USN-13	As an admin, I can assign complaints to agents	Assigned agent receives the complaint in their dashboard	High	Sprint-4
	Dashboard Analytics	USN-14	As an admin, I can view analytics such as total complaints, resolved, pending etc.	Analytics dashboard loads with charts and counts	Medium	Sprint-4