**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)