**Project Design Phase-II**

**Data Flow Diagram & User Stories**

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| Date | 18-06-2025 |
| Team ID | LTVIP2025TMID41759 |
| Project Name | Resolve Now |
| Maximum Marks | 4 Marks |

**Data Flow Diagrams:**

A **Data Flow Diagram (DFD)** illustrates how data moves within the Freelance Finder platform. It captures how users (freelancers and clients) interact with the system, how information flows between different components, and where the data is stored.

Example: DFD Level 0 (Industry Standard)

**User Story Table – Resolve Now App**

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| --- | --- | --- | --- | --- | --- |
| **User Type** | **Functional Requirement (Epic)** | **User Story / Task** | **Acceptance Criteria** | **Priority** | **Release** |
| User (Complainant) | Account Management | As a user, I can register and log in securely. | Account is created, login/logout works correctly. | High | Sprint-1 |
|  | Complaint Submission | As a user, I can submit complaints by category and description. | Complaint is filed with confirmation shown. | High | Sprint-1 |
|  | Complaint Tracking | As a user, I can track the progress and status of my complaints in real time. | Status is accurate and timeline is shown. | High | Sprint-2 |
|  | Notifications | As a user, I receive alerts when my complaint status is updated. | Email or in-app notifications are triggered on each status update. | High | Sprint-2 |
|  | Feedback System | As a user, I can rate the service after resolution. | Feedback is successfully submitted and stored. | Medium | Sprint-2 |
| Admin | Admin Dashboard | As an admin, I can view, assign, and manage user complaints. | Admin can update complaint statuses and assign them to resolvers. | High | Sprint-1 |
|  | User Management | As an admin, I can manage user accounts and control role access. | Admin can activate, deactivate, and edit user roles. | High | Sprint-1 |
|  | Feedback Moderation | As an admin, I can review and analyze complaint feedback. | Feedback is displayed with admin options to mark as addressed. | Medium | Sprint-2 |
|  | Complaint Analytics | As an admin, I can view visual reports by category, status, and performance. | Dashboard loads with correct charts and filters. | High | Sprint-2 |
| Resolver (Staff) | Complaint Assignment | As a resolver, I can see complaints assigned to me. | Only assigned complaints are visible to the resolver. | High | Sprint-1 |
|  | Complaint Resolution | As a resolver, I can update complaint status and add internal comments. | Status updates reflect for users with history retained. | High | Sprint-2 |
|  | Profile Management | As a resolver, I can view and update my contact and role information. | Changes to profile are saved and visible only to authorized users. | Medium | Sprint-2 |