

This diagram describes how customer, store staff, and admin interact with the CRM system. It outlines the flow of information such as registration, inventory update, and communication.

DFD Level 1 (Textual Format)

+ +

+ + Customer | StoreManager / |

| (Web or Mobile User) | Sales

Executive |+

| Registration |

| Customer

Module

(Add/Update) | CRM System

|<>|

Inventory

₹

| (Dashboard) Management |Message0User Type: Customer (Web or Mobile User)

User Type Functional Requirement (Epic) User Story Number User Story / Task Acceptance
Criteria Priority Release

Customer Registration USN-1 As a user, I can register using email and password. I can
access my account/dashboard after registration. High Sprint-1

Customer Registration USN-2 As a user, I will receive a confirmation email after registering.
I can click the confirmation link to activate my account. High Sprint-1 Customer
Registration USN-3 As a user, I can register via Facebook. I can register and access the
dashboard using Facebook. Low Sprint-2

Customer Registration USN-4 As a user, I can register via Gmail. I can register and access
the dashboard using Gmail. Medium Sprint-1

Customer Login USN-5 As a user, I can log into the CRM with email and password. I can
securely log in to the dashboard. High Sprint-1

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