

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

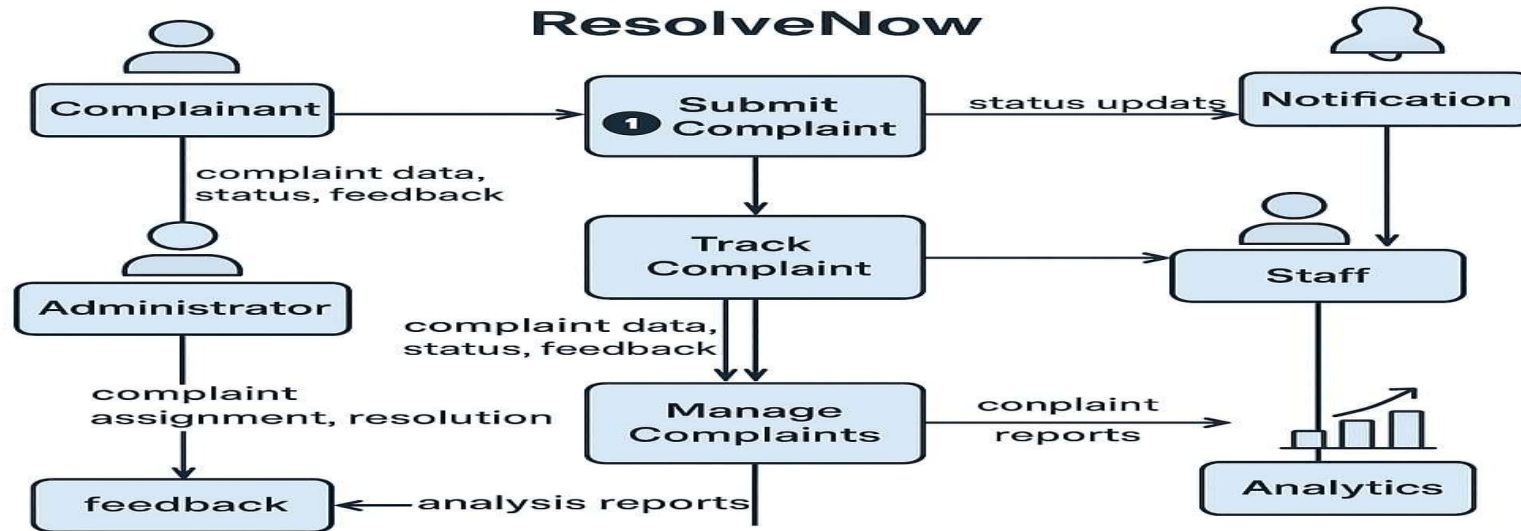
Date	26 June 2025
Team ID	LTVIP2025TMID57907
Project Name	Resolve Now Your Platform For Online Complaints
Maximum Marks	4 Marks

**Data Flow Diagrams:**

A **Data Flow Diagram (DFD)** illustrates how data moves within the Resolve Now platform. It captures how user interact with the system, how information flows between different components, and where the data is stored.

# Online Complaint Registration and Management System

## ResolveNow



User Story Table – Freelance Finder

User Type	Functional Requirement (Epic)	User Story / Task	Acceptance Criteria	Priority	Release
Client	Query Posting	As a client, I can post a Complaint.	Query appears on home page of the agent.	High	Sprint-1
Agent	User Query	As an Agent, I will handle the queries.	Application visible to client.	High	Sprint-1

<b>User</b>	Messaging	As a user, I can chat with the other party in real-time.	Messages appear instantly.	Medium	Sprint-2
<b>Client</b>	Payment Processing	As a client, I can successfully register my complaints.	Agent will receive the queries.	High	Sprint-2
<b>Admin</b>	User Moderation	As an admin, I can review reported users and take action.	Reports and actions logged.	High	Sprint-1