**Project Design Phase-II**

**Data Flow Diagram & User Stories**

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| Date | 16 July 2025 |
| Team ID | LTVIP2025TMID59305 |
| Project Name | Resolve Now: Your Platform for Online Complaints |
| 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)**](https://developer.ibm.com/patterns/visualize-unstructured-text/)

**✅ Level 0 DFD (Context-Level Diagram)**

**This is the top-level overview showing main users and the system.**

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**| User | -----> | | | |**

**| Agent | -----> | Complaint Management system | -----> | MongoDB (Cloud) |**

**| Admin | <----- | (MERN Stack) | <----- | (Database) |**

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 Users interact with the system (React frontend).

 Performs actions like submitting complaints,assigning status,tracking complaints,managing users.

**✅ Level 1 DFD (Detailed Modules)**

We now break the system into modules:

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| Complaint System |

| (ResolveNow) |

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| 1.0 User | | 2.0 Complaint | | 3.0 Agent | | 4.0 Admin Panel |

| Registration &|-->| Submission & View |<->| Interaction & |<->| Management |

| Authentication| | Complaint Status | | Status Updates | | & Assignment |

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| MongoDB Users | | MongoDB Complaints | | MongoDB Messages | | MongoDB Admin |

| (Login, Roles) | | (Details, Status) | | (Chat History) | | Logs & Reports |

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**🗂️ Key Modules in DFD**

| **Module** | **Functions Involved** |
| --- | --- |
| User Authentication | Register, Login (JWT), Role Identification (User, Agent, Admin) |
| Complaint Management | Submit Complaint, View Status, Attach Files, Track History |
| Agent Interaction | Receive Assigned Complaints, Update Status, Chat with Users, Add Resolution Notes |
| Admin Module | User Management, Complaint Assignment, System Monitoring, Analytics & Reports |
| Notification System | Email/Popup Notifications for Status Updates, Assignment, Resolution, Feedback |
| Document Handling | Upload/Download Resolution Files, Generate Complaint Summary PDFs |

**🧰 Tools to Draw This**

If you want to create a visual version of this DFD:

* Draw.io (diagrams.net)
* Lucidchart
* Canva (flowchart mode)
* Microsoft Visio