

## Project Design Phase – II

### Data Flow Diagrams & User Stories

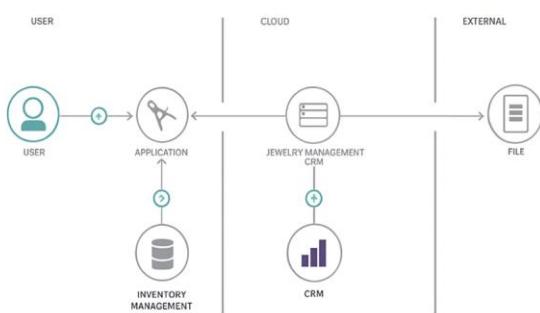
Date	1 November 2025
Team ID	NM2025TMID03998
Project Name	CRM Application for Jewel Management
Maximum Marks	4 Marks

#### Data Flow Diagrams:

A Data Flow Diagram (DFD) visually represents how data moves within the CRM system. It helps to understand how customer, product, and sales data flow between modules such as Customer Management, Product Catalog, Billing & Sales, and Analytics Dashboard.

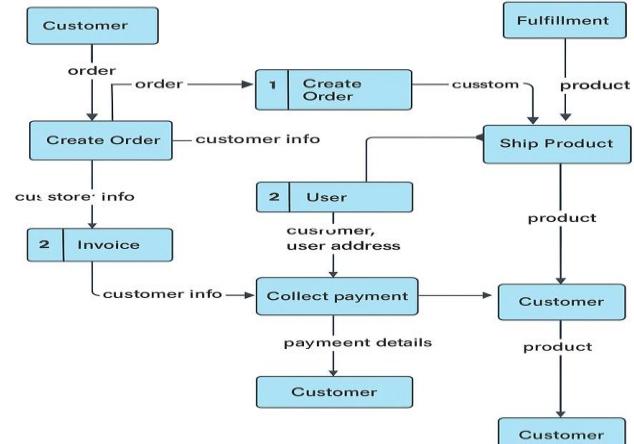
In this project, the DFD illustrates how customer information is created, updated, and used during sales and reporting. The flow shows how data moves between the user (Admin, Employee, Customer), the CRM database, and external components like reporting modules or promotional services.

#### Example (Context-Level DFD):



1. User provides credentials for the Jewelry Management CRM system.
2. User selects the log file to process and load.
3. The File module extracts data from Inventory management module for enrichment.
4. Extracted data is passed to Inventory management module for enrichment.
5. Enriched data is visualized in the UI.

#### CRM APPLICATION FOR JEWELLERY MANAGEMENT



## User Stories:

User stories describe how different users interact with the CRM system to accomplish their goals. They ensure that each module supports real business needs and user expectations.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Admin	Customer Management	USN-1	As an admin, I want to add and edit customer details to maintain accurate records.	The system allows adding, editing, and viewing customer data successfully.	High	Sprint-1
Employee	Product Management	USN-2	As an employee, I want to manage jewellery items by adding or updating products.	Products are displayed correctly after adding or updating details.	High	Sprint-1
Cashier	Sales & Billing	USN-3	As a cashier, I want to generate invoices for customer purchases.	The system creates accurate bills and stores them in the sales database.	High	Sprint-2
Manager	Analytics & Reports	USN-4	As a manager, I want to view daily and monthly sales reports.	Reports are generated automatically and show accurate insights.	Medium	Sprint-2
Customer	Promotions & Offers	USN-5	As a customer, I want to receive notifications about offers and discounts.	Notifications are sent automatically during promotional events.	Medium	Sprint-3
Admin	System Management	USN-6	As an admin, I want to manage user roles and permissions.	Only authorized users can access restricted modules.	High	Sprint-3