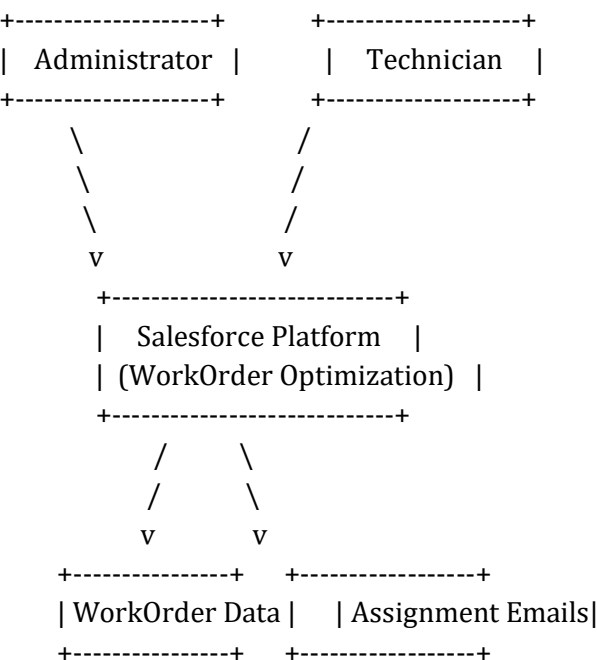# Data Flow Diagram & User Stories

Date: 24 June 2025
Team ID:**LTVIP2025TMID31109**
Project Name: Field Service WorkOrder Optimization
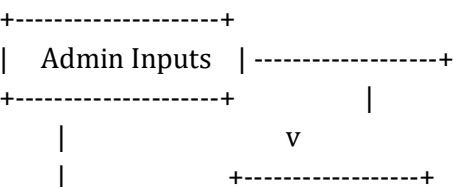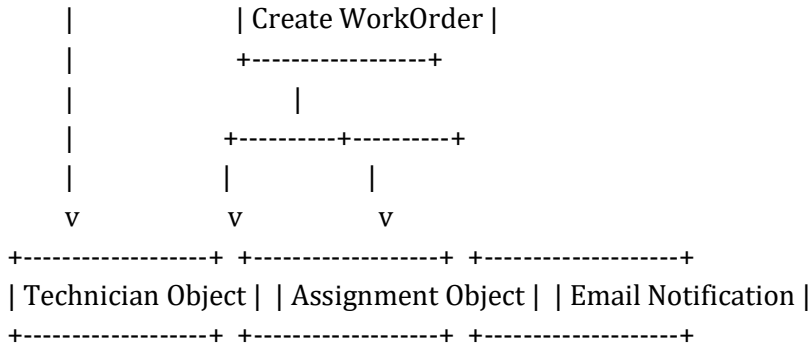
Data Flow Diagramss

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.

Level 0 DFD – Context Diagram

```
+--------------------+          +--------------------+
|   Administrator    |          |    Technician      |
+--------------------+          +--------------------+
         \                            /
          \                          /
           \                        /
            v                      v
            +----------------------------+
            |    Salesforce Platform     |
            |  (WorkOrder Optimization)  |
            +----------------------------+
                    /        \
                   /          \
                  v            v
          +----------------+    +------------------+
          | WorkOrder Data |    | Assignment Emails|
          +----------------+    +------------------+
```

Level 1 DFD – WorkOrder Assignment

```
+--------------------+
|   Admin Inputs     | -------------------+
+--------------------+                    |
        |                       v
        |                +------------------+
```

```
|                | Create WorkOrder |
|            +------------------+
|                |
|            +----------+----------+
|            |          |
v            v          v
+-------------------+ +-----------------+ +-------------------+
| Technician Object | | Assignment Object | | Email Notification |
+-------------------+ +-----------------+ +-------------------+
```

User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	WorkOrder Creation	USN-1	As an admin, I can create a new WorkOrder and assign it to a Technician	Technician gets auto-assigned if criteria match	High	Sprint-1
Administrator	WorkOrder Management	USN-2	As an admin, I can monitor all WorkOrders and their statuses	Able to view status updates on dashboard	High	Sprint-1
Administrator	Assignment Email	USN-3	As an admin, I want automatic email sent to assigned Technician	Email is received by Technician	High	Sprint-1
Technician	WorkOrder Status	USN-4	As a technician, I can view assigned WorkOrders and update the status	Status field is editable and updates saved	Medium	Sprint-2
Technician	WorkOrder Completion	USN-5	As a technician, when I mark	Email sent to customer's email field	High	Sprint-2

			WorkOrder as 'Resolved', customer gets email			
Administrator	Scheduled Cleanup	USN-6	As an admin, I want old resolved WorkOrders deleted after 30 days	Batch job deletes qualifying records monthly	Medium	Sprint-3
Administrator	Reporting	USN-7	As an admin, I want to view a report of current and resolved WorkOrders	Reports show grouped data by WorkOrder ID	High	Sprint-1
Administrator	Dashboard Visualization	USN-8	As an admin, I want a dashboard showing status distribution of WorkOrders	Visual chart shown with WorkOrder status	Medium	Sprint-2
Developer	Code Automation	USN-9	As a developer, I want Apex classes and triggers to handle auto-assignment and emails	Apex logic executes correctly after insert/update	High	Sprint-1