

Project Design Phase-II

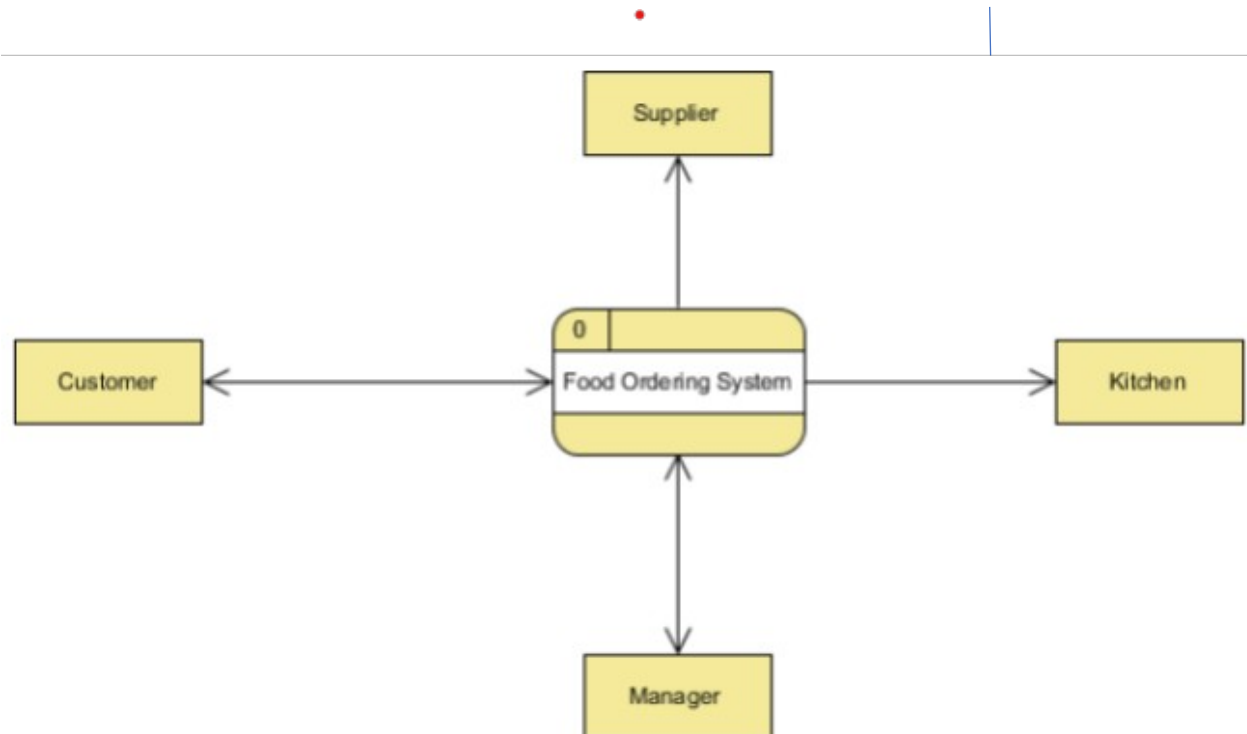
Data Flow Diagram & User Stories

Date	23 October 2023
Team ID	Team-591034
Project Name	SNACK SQUAD: A CUSTOMIZABLE SNACK
Maximum Marks	4 Marks

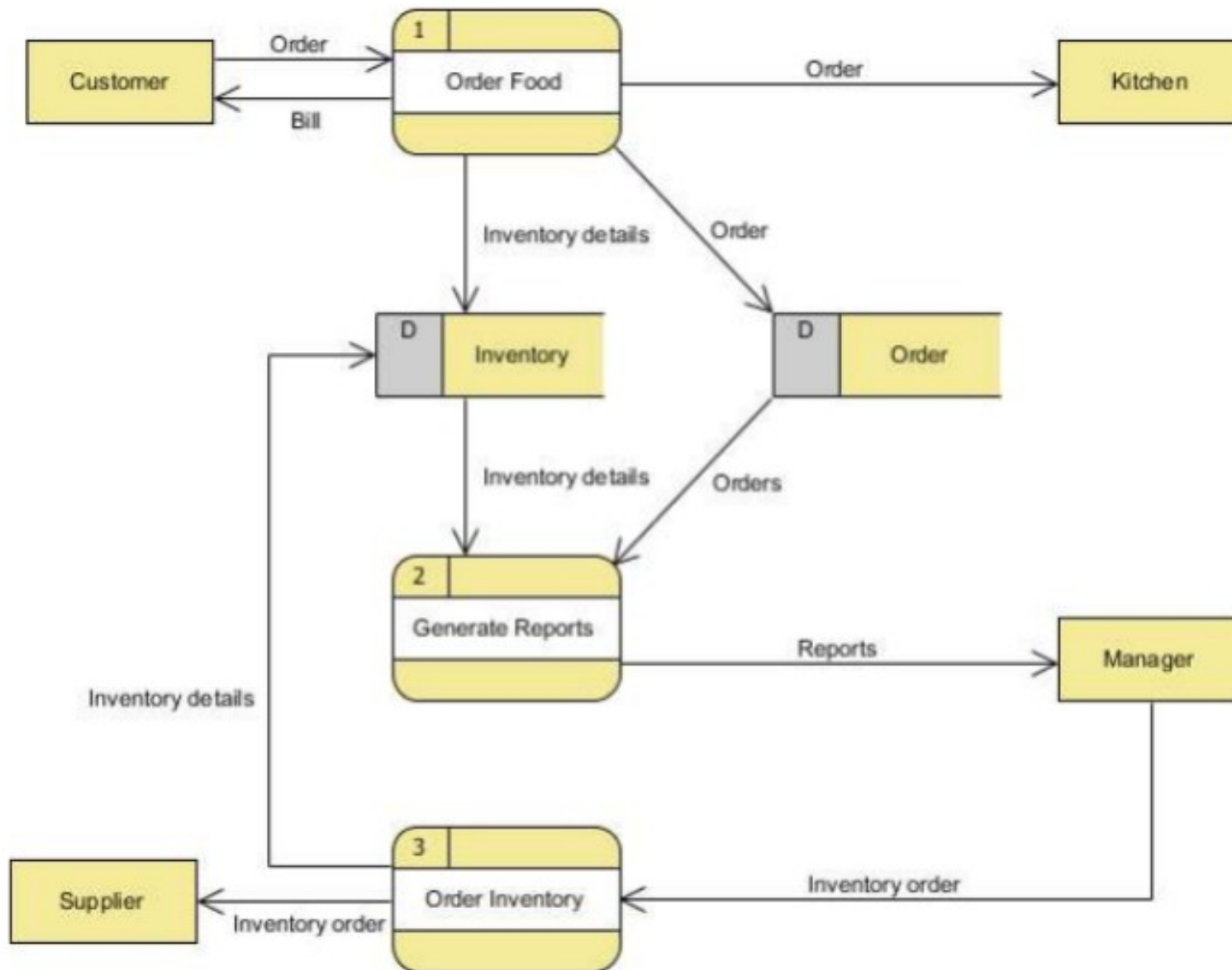
Data Flow Diagrams:

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.

DFD Level 0



DFD Level 1



User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user)	Registration	USN-1	As a user, I can register for the application by entering my email, password, and confirming my password.	I can access my account / dashboard	High	Sprint-1
		USN-2	As a user, I will receive confirmation email once I have registered for the application	I can receive confirmation email & click confirm	High	Sprint-1
		USN-3	As a user, I can register for the application through Facebook	I can register & access the dashboard with Facebook Login	Low	Sprint-2
		USN-4	As a user, I can register for the application through Gmail	I can register for the application through Gmail	Medium	Sprint-1
	Login	USN-5	As a user, I can log into the application by entering email & password	I can log into the application by entering email & password	High	Sprint-1
	Dashboard	USN-6	As a user, I want to view a list of available snacks on the dashboard, including their names, descriptions, prices, and images, so that I can decide what to order.	I can view a list of available snacks on the dashboard, including their names, descriptions, prices, and images, so that I can decide what to order.	High	Sprint-1
		USN-7	As a user, I want to filter the list of snacks based on categories (e.g., sweets, salty, healthy) so that I can quickly find snacks that match my preferences.	I can filter the list of snacks based on categories (e.g., sweets, salty, healthy) so that I can quickly find snacks that match my preferences.	Medium	Sprint-1
		USN-8	As a user, I want to see the ratings and reviews of snacks left by other customers to help me make informed choices when ordering.	I can see the ratings and reviews of snacks left by other customers to help me make informed choices when ordering.	Medium	Sprint-1
		USN-9	As a user, I want to add snacks to my cart directly from the dashboard and see the total	I can add snacks to my cart directly from the	High	Sprint-1

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			cost of my order as I make selections.	dashboard and see the total cost of my order as I make selections.		
		USN-10	As a user, I want to be able to adjust the quantity of snacks in my cart and remove items if I change my mind.	I can be able to adjust the quantity of snacks in my cart and remove items if I change my mind.	High	Sprint-1
		USN-11	As a user, I want to have the option to save snacks to a wish list for future reference or easy reordering.	I can have the option to save snacks to a wish list for future reference or easy reordering.	High	Sprint-1
		USN-12	As a user, I want to view my previous snack orders on the dashboard, including order details, status, and delivery tracking information.	I can view my previous snack orders on the dashboard, including order details, status, and delivery tracking information.	Medium	Sprint-1
		USN-13	As a user, I want to be notified when my order is confirmed, out for delivery, and when it's been delivered to my location.	I can be notified when my order is confirmed, out for delivery, and when it's been delivered to my location.	High	Sprint-1
		USN-14	As a user, I want to provide special instructions or delivery notes when placing an order, such as specifying a delivery time or gate code.	I can provide special instructions or delivery notes when placing an order, such as specifying a delivery time or gate code.	Low	Sprint-2
		USN-15	As a user, I want to have multiple payment options available, such as credit/debit card, mobile wallets, and cash on delivery, for a convenient checkout experience.	I can have multiple payment options available, such as credit/debit card, mobile wallets, and cash on delivery, for a convenient checkout experience.	High	Sprint-1
Customer (Web user)	Registration	USN-16	As a registered user, I want to be able to log in to the app using my email and password so	I can be able to log in to the app using my email	High	Sprint-1

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
			that I can access my account and place snack orders.	and password so that I can access my account and place snack orders.		
	Login	USN-17	As a new user, I want to be able to create an account by providing my name, email, and password so that I can start using the snack delivery app.	I can be able to create an account by providing my name, email, and password so that I can start using the snack delivery app.	High	Sprint-1
		USN-18	As a returning user, I want the app to remember my login credentials so that I can easily access my account without having to enter my details every time.	App can able to remember my login credentials so that I can easily access my account without having to enter my details every time.	Hlgh	Sprint-1
	Dashboard	USN-19	As a user, I want to be able to access the snack delivery app's website from any device or browser so that I can conveniently place orders on my desktop computer, tablet, or smartphone.	I can be able to access the snack delivery app's website from any device or browser so that I can conveniently place orders on my desktop computer, tablet, or smartphone.	High	Sprint-1
		USN-20	As a user, I want to easily navigate the website to find snacks based on categories like sweets, salty, healthy, or by dietary preferences such as vegan or gluten-free.	I can easily navigate the website to find snacks based on categories like sweets, salty, healthy, or by dietary preferences such as vegan or gluten-free.	High	Sprint-1
		USN-21	As a user, I want to be able to search for specific snacks by name or keywords to quickly locate my favorite treats.	I can be able to search for specific snacks by name or keywords to quickly locate my favorite treats.	Medium	Sprint-2
		USN-22	As a user, I want to be able to easily reorder items from my order history with just a few clicks on the website.	I can be able to easily reorder items from my order history with just a few clicks on the website.	Medium	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
		USN-23	As a user, I want to see high-quality images of each snack to get a visual idea of what I'm ordering.	I can see high-quality images of each snack to get a visual idea of what I'm ordering.	High	Sprint-1
Customer Care Executive	Dashboard	CCN-1	As a customer care executive, I want to be able to view a list of incoming customer support requests, including their status, priority, and the customer's contact information, so that I can prioritize and address them efficiently.	As a customer care executive, I can be able to view a list of incoming customer support requests, including their status, priority, and the customer's contact information, so that I can prioritize and address them efficiently.	Hlgh	Sprint-1
		CCN-2	As a customer care executive, I want to have access to a detailed customer profile when handling a support request, including their previous interactions with our service and purchase history, to provide a personalized and efficient service.	As a customer care executive, I can have access to a detailed customer profile when handling a support request, including their previous interactions with our service and purchase history, to provide a personalized and efficient service.	Low	Sprint-2
		CCN-3	As a customer care executive, I want to be able to categorize and assign support requests to specific teams or agents based on the type of issue or expertise required.	As a customer care executive, I can be able to categorize and assign support requests to specific teams or agents based on the type of issue or expertise required.	Low	Sprint-2
		CCN-4	As a customer care executive, I want to view the complete history of customer interactions, including chat logs, emails, and phone call records, to understand the context of the current support request.	As a customer care executive, I can view the complete history of customer interactions, including chat logs,	Medium	Sprint-1

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				emails, and phone call records, to understand the context of the current support request.		
		CCN-5	As a customer care executive, I want to have access to a knowledge base or frequently asked questions (FAQs) to quickly find answers to common customer queries.	As a customer care executive, I can have access to a knowledge base or frequently asked questions (FAQs) to quickly find answers to common customer queries.	High	Sprint-1
		CCN-6	As a customer care executive, I want to generate reports and analytics on support request metrics, such as response times, resolution times, and customer satisfaction, to identify areas for improvement.	As a customer care executive, I can generate reports and analytics on support request metrics, such as response times, resolution times, and customer satisfaction, to identify areas for improvement.	Medium	Sprint-2
		CCN-7	As a customer care executive, I want to collaborate with other team members and share information and insights about specific support requests to provide a unified and consistent customer experience.	As a customer care executive, I can collaborate with other team members and share information and insights about specific support requests to provide a unified and consistent customer experience.	Low	Sprint-2
		CCN-8	As a customer care executive, I want to have access to customer satisfaction surveys and feedback forms to gather feedback and improve the quality of service.	As a customer care executive, I can have access to customer satisfaction surveys and feedback forms to gather feedback and improve the quality of service.	Medium	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
		CCN-9	As a customer care executive, I want to monitor and track the status of support requests in real-time and update customers on the progress of their issues.	As a customer care executive, I can monitor and track the status of support requests in real-time and update customers on the progress of their issues.	High	Sprint-1
		CCN-10	As a customer care executive, I want to send automated responses or acknowledgments to customers to confirm that their support request has been received and is being addressed.	As a customer care executive, I can send automated responses or acknowledgments to customers to confirm that their support request has been received and is being addressed.	High	Sprint-1
Administrator	Dashboard	Admin-1	As an administrator, I want to access an admin dashboard to manage snack listings, customer orders, and user accounts for the snack delivery app.	As an administrator, I can access an admin dashboard to manage snack listings, customer orders, and user accounts for the snack delivery app.	High	Sprint-1
		Admin-2	As an administrator, I want to be able to update snack details, including names, descriptions, prices, and images, to keep the menu up to date.	As an administrator, I can be able to update snack details, including names, descriptions, prices, and images, to keep the menu up to date.	High	Sprint-1
		Admin-3	As an administrator, I want to process and manage customer orders, change order status, and send notifications to customers when necessary.	As an administrator, I can process and manage customer orders, change order status, and send notifications to customers when necessary.	High	Sprint-1
		Admin-4	As an administrator, I want to track and analyze sales and customer behavior data to make informed decisions about stocking and promoting snacks.	As an administrator, I can track and analyze sales and customer behavior data to make informed	Medium	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
				decisions about stocking and promoting snacks.		