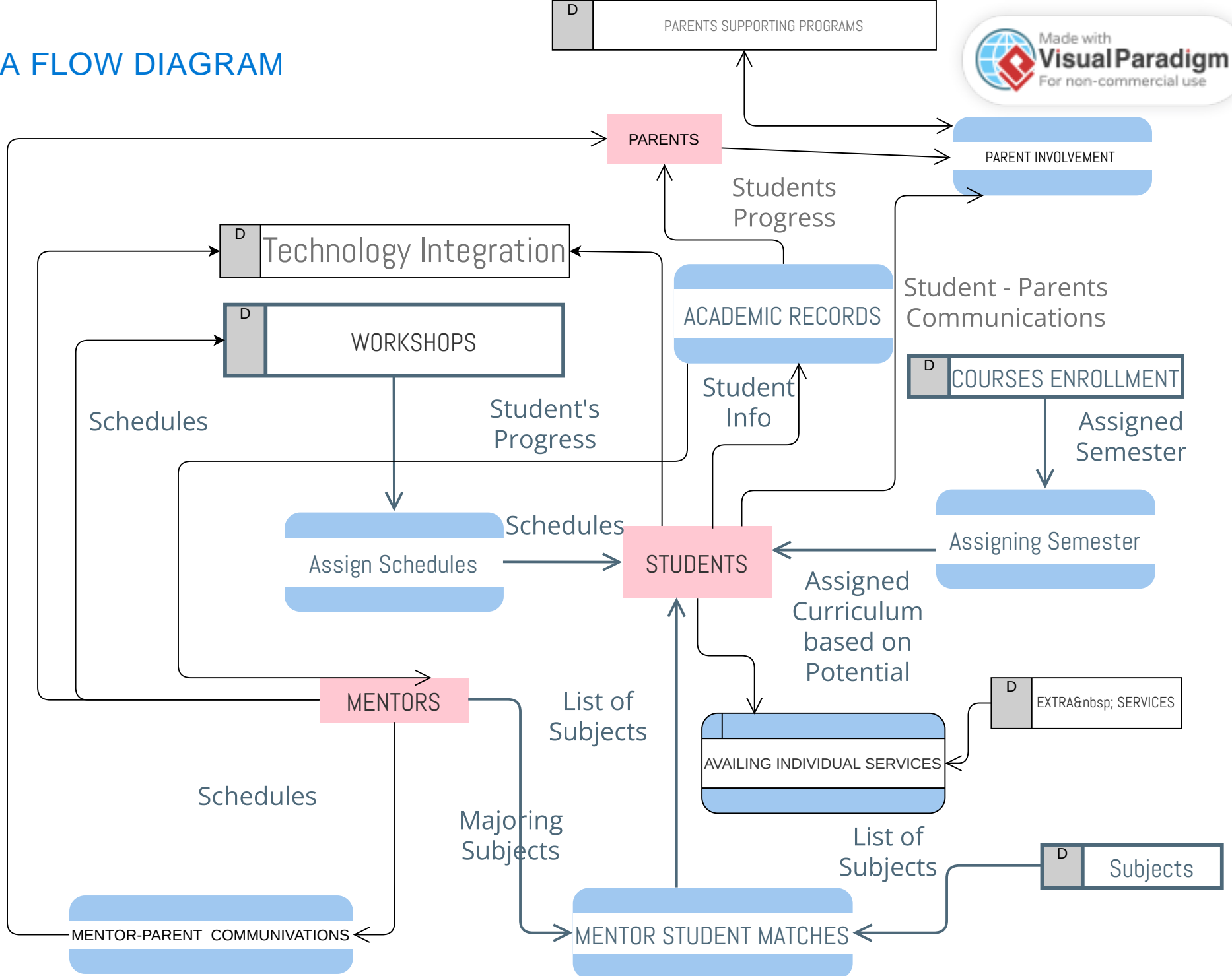


DATA FLOW DIAGRAM



User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Student	Login	USN-1	As a user the credentials provided by the admin through my institution email will be used.	I can access my account / dashboard/ academic records/ workshops/ additional services	High	Sprint-1
Mentor	Login	USN-2	As a user the credentials provided by the admin through my work email will be used.	I can access my account/ my assigned students records/ parental involvement	Medium	Sprint-1
Parent	Login	USN-3	As a user the credentials provided by the admin through my work email will be used.	I can access my child's academic records/ mentor details/ mentor engagement	Medium	Sprint-1
Technical Support	Technical Support Management	USN-4	As a technical support representative, I want to be able to view detailed information about a customer's support ticket to provide efficient assistance.	<p>Access the support ticket management interface specific to technical support.</p> <p>Identify and select a support ticket to view.</p> <p>View detailed information about the customer's issue, including a description.</p> <p>Have access to the customer's contact information associated with the support ticket.</p> <p>Mark the ticket as "in progress" or "resolved" based on the actions taken.</p> <p>Receive notifications for new or updated support tickets.</p> <p>In case of system downtime or issues, receive clear error messages and notifications.</p> <p>The interface should be user-friendly and intuitive for</p>	High	Sprint-3

				efficient navigation.		
Administrator	User Management	USN-5	As an administrator, I want to be able to add new users to the system.	<p>Access the user management interface.</p> <p>Enter valid user details (email, role, etc.).</p> <p>Confirm successful addition of the new user.</p>	High	Sprint-2