

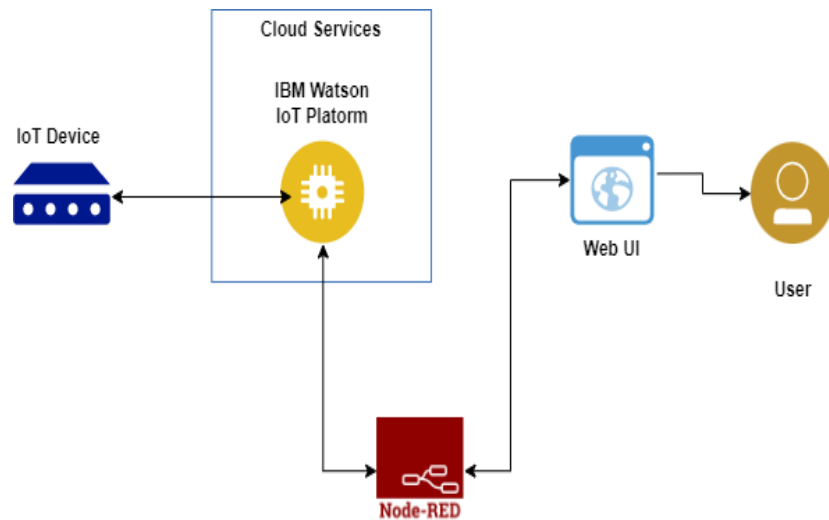
Project Design Phase-II

Data Flow Diagram & User Stories

Date	03 November 2023
Team ID	NM2023TMID04191
Project Name	How to Create Brand Name, Brand Mail and Brand Logo in Canva

Data Flow Diagrams:

(Simplified)



User Stories: Smart billing system for water suppliers.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Team Member	
Customer (Mobile user)	Bill Payment	USN-1	As a customer, I want to be able to pay my water bills online through the billing system.	I can pay multiple payment methods like credit card, bank transfer .it can provides a secure and user-friendly online &payment interface.	High	Dineshkumar	
Billing Department Staff	Bill Generation	USN-2	As a billing department staff member, I want to generate accurate bills for water consumption.	Generated bills are saved and stored securely for future reference and auditing purposes.	High	Dineshkumar	
System Administrator	User Management	USN-3	As a system administrator, I want to manage user accounts and access privileges within the billing system.	User accounts can be deactivated or deleted as needed, ensuring proper management of user access.	Medium	Shanmugavel	
Customer	Consumption History	USN-4	As a customer, I want to view my historical water consumption data in the billing system.	Consumption data is presented in a user-friendly format, such as charts or tables, allowing customers to understand their usage patterns over time.	Medium	Senthilkumar	

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Team Member	
Billing Department Staff	Bill Adjustment	USN-5	As a billing department staff member, I want to be able to make adjustments to customer bills when necessary.	Staff members can make adjustments to bill amounts, apply discounts, or correct billing errors as per the billing policies and procedures.	High	Dineshkumar	
System Administrator	Dashboard for System Monitoring	USN-6	As a system administrator, I want to have a comprehensive dashboard to monitor the performance and health of the smart billing system.	The system provides a centralized dashboard that displays real-time information and metrics related to the billing system's performance and health.	High	Dineshkumar	
Customer	Billing Notifications	<u>USN-7</u>	As a customer, I want to receive timely notifications and reminders regarding my water bills.	Notifications are sent via email or SMS, based on customer preferences and contact information provided.	Medium	SundarRajan	
Customer Care Executive	Customer Support and Issue Resolution	USN-8	As a customer care executive, I want to efficiently handle customer inquiries, provide support, and resolve billing-related issues.	Customer care executives can escalate complex or unresolved issues to higher-level support or management, with proper documentation and notifications.	High	Dineshkumar	

