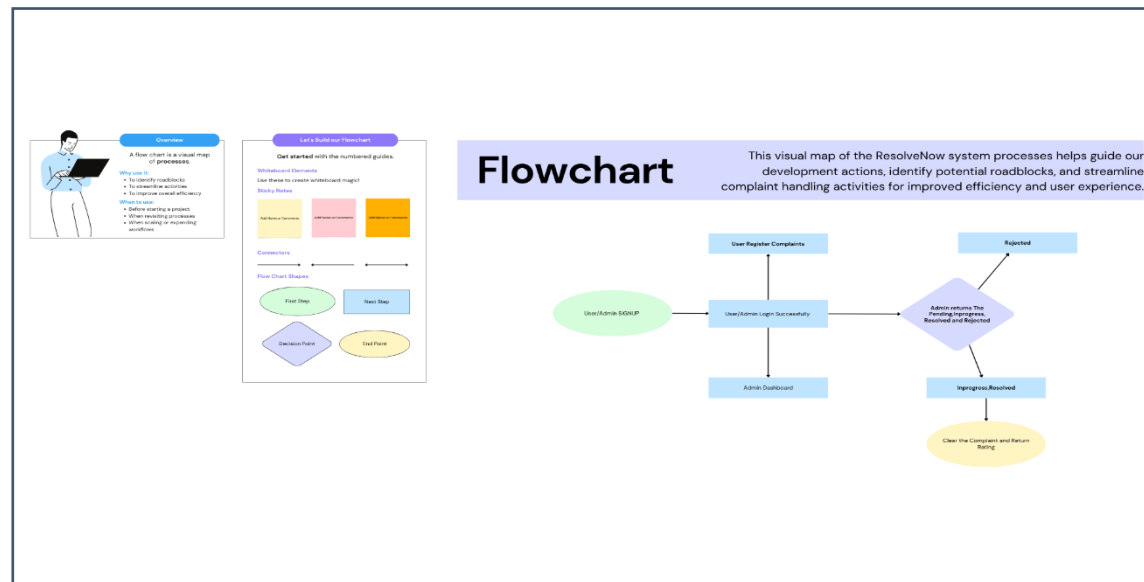


## Project Design Phase-II Data Flow Diagram & User Stories

Date	26 June 2025
Team ID	LTVIP2025TMID53123
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

### Data Flow Diagrams (DFD) – ResolveNow

A Data Flow Diagram (DFD) is a visual representation of how data moves through the ResolveNow complaint registration and management system. It outlines how data enters the system, how it is processed, where it is stored, and how it exits the system. The DFD helps in understanding system functionalities and the flow of information between users, processes, and databases. In the context of ResolveNow, the DFD shows how complaints are registered by users, assigned by admins, resolved by agents, and tracked throughout their lifecycle.



## USER STORIES – RESOLVENOW

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
<b>Customer (Mobile user)</b>	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 after registering	High	Sprint-1
		USN-2	As a user, I will receive a confirmation email once I have registered.	I can receive a confirmation email and verify my account	High	Sprint-1
		USN-3	As a user, I can register using Facebook login.	I can register and access the dashboard using Facebook	Low	Sprint-2
		USN-4	As a user, I can register using my Gmail account.	I can sign up and reach the dashboard using Gmail	Medium	Sprint-1
	Login	USN-5	As a user, I can log in using my registered email and password.	I can successfully log in and view my dashboard	High	Sprint-1
	Complaint Submission	USN-6	As a user, I can submit a complaint by filling in the form.	Complaint is submitted and confirmation is shown	High	Sprint-1
	Complaint Tracking	USN-7	As a user, I can track the status of my complaints.	I can view complaint status updates on my dashboard	High	Sprint-1
	Chat with Agent	USN-8	As a user, I can chat with the assigned agent.	I can send and receive messages with the agent	High	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task		Acceptance Criteria		Priority	Release
	Feedback	USN-9	As a user, I can submit feedback after complaint resolution.		I can submit a star rating and comments		Medium	Sprint-3
Customer (Web user)	Registration/Login	USN-10	As a web user, I can register and log in through the web portal.		Account is created and dashboard is accessible		High	Sprint-1
	Complaint Submission	USN-11	As a web user, I can submit complaints via the web form.		Complaint is saved and visible in “My Complaints”		High	Sprint-1
	View Status	USN-12	As a web user, I can check complaint resolution status.		Updated status is shown in the user’s dashboard			
Customer Care Executive	View Assigned Complaints	USN-13	As an agent, I can view the list of complaints assigned to me.	The assigned complaints are listed on my dashboard.	High	Sprint-1		
	Complaint Status Update	USN-14	As an agent, I can update the status of a complaint (e.g., Pending, In Progress, Resolved).	The updated status is reflected on the user's dashboard.	High	Sprint-2		
	User Communication	USN-15	As an agent, I can chat with users assigned to my complaints.	Messages are exchanged in real-time via chat.	High	Sprint-2		

Complaint Details View	USN-16	As an agent, I can view full complaint details submitted by the user.	I can see all fields and attachments of the complaint.	High	Sprint-1
Close Complaint	USN-17	As an agent, I can mark a complaint as resolved.	Status changes to "Resolved" and user is notified.	Medium	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	Manage Complaints	USN-18	As an admin, I can view all complaints submitted by users.	Complaints are listed with filters and full details.	High	Sprint-1
	Assign Complaints	USN-19	As an admin, I can assign complaints to agents based on category or workload.	Complaint appears in the assigned agent's dashboard.	High	Sprint-1
	Manage Users	USN-20	As an admin, I can view, edit, or delete user and agent accounts.	Admin has full access to manage accounts.	High	Sprint-2
	View Reports	USN-21	As an admin, I can generate reports on complaints and performance.	Reports show complaint stats, agent activity, and feedback.	Medium	Sprint-3
	System Settings	USN-22	As an admin, I can configure platform settings and complaint categories.	Changes reflect in user interfaces where applicable.	Medium	Sprint-3
	View Feedback	USN-23	As an admin, I can view feedback submitted by users after resolution.	Ratings and comments are visible with complaint IDs.		