

## Project Design Phase-II

### Data Flow Diagram & User Stories

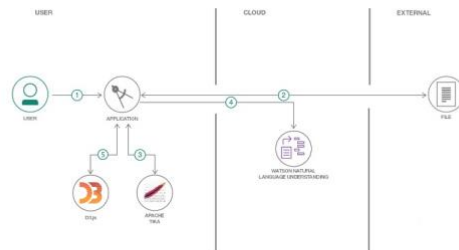
Date	13 May 2023
Team ID	NM2023TMID02778
Project Name	Identifying Airlines Passenger Satisfaction Using Machine Learning

### 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.

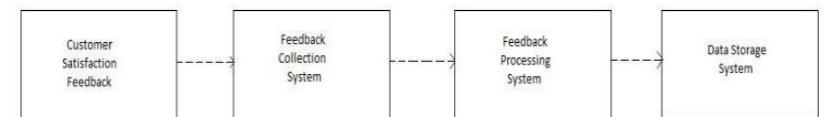
### Example:

Flow



1. User configures credentials for the Watson Natural Language Understanding service and starts the app.
2. User selects data file to process and load.
3. Apache Tika extracts text from the data file.
4. Extracted text is passed to Watson NLU for enrichment.
5. Enriched data is visualized in the UI using the D3.js library.

DFD Level 0



## User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Team Member
Customer	Feedback submission	USN-1	As a customer, I want to be able to easily submit feedback about my flight experience, so that the airline can improve its services	I should be able to rate various aspects of their flight experience, such as seat comfort, food quality, and crew friendliness.	High	Dhivya Dharshini
a customer service representative,	Responses	USN-2	As a customer service representative, I want to be able to view and respond to customer feedback, so that I can address customer concerns and provide better service.	Customer service representatives should be able to filter feedback by date, flight number, and customer name	High	Rubika
Customer(mobile user)	Confirmation	USN-3	As a customer, I want to be able to receive notifications when my feedback is received and when the airline responds to my feedback, so that I can stay informed about the status of my feedback.	The feedback system should send an email or mobile notification to the customer when their feedback is received	Medium	Reyaa
manager	Report generation	USN-4	As a manager, I want to be able to generate reports on	The feedback system should provide a	Medium	Ramya

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Team Member
			customer feedback, so that I can identify areas for improvement and track progress over time.	dashboard with summary statistics on customer feedback, such as overall satisfaction ratings and ratings by category (e.g. seat comfort, food quality)		
IT support	Security	USN-5	As IT support, I want to ensure that the feedback system is secure and reliable, so that customer data is protected and the system operates smoothly.	The feedback system should be protected by appropriate security measures, such as encryption and access controls	High	Shakthi Bharathi