Project Design Phase-II

Data Flow Diagram & User Stories

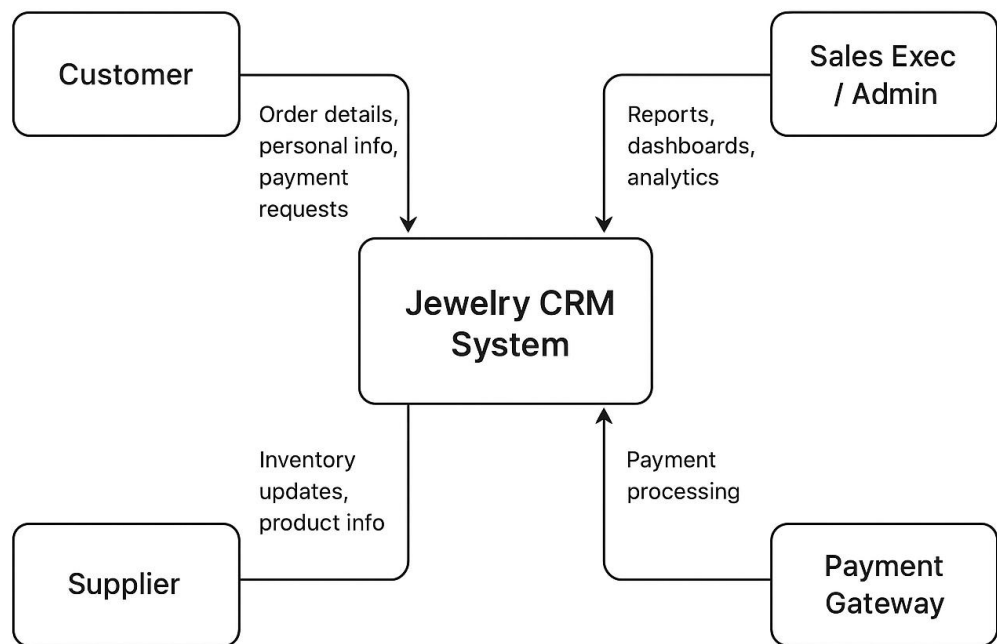| Date	1 NOVEMBER 2025
Team ID	NM2025TMID06238
Project Name	CRM Application for Jewel Management - (Developer)
Project Name	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) represents the flow of information within a system. It shows:

- How data enters the system

- How it is processed

- Where it is stored

- How it moves between processes and users

A **CRM for Jewelry Management** manages **customers, jewelry inventory (items), orders, billings/invoices, payments, suppliers, and notifications**.

The system supports sales executives and admin users, automates billing/email notifications, and provides reports and dashboards (e.g., *Item with Billings*, *Billings with Item and Customer Order*).

Below is the DFD description in standard format.

```
              ┌──────────────┐                          ┌──────────────┐
              │   Customer   │                          │  Sales Exec  │
              │              │                          │  / Admin     │
              └──────────────┘                          └──────────────┘
```

Customer → Order details, personal info, payment requests

Sales Exec / Admin → Reports, dashboards, analytics

Jewelry CRM System

Supplier → Inventory updates, product info

Payment Gateway → Payment processing

User Stories:

USER TYPE	FUNCTIONAL REQUIREMENT	USER STORY NUMBER	USER STORY	ACCEPTANCE CRITERIA	PRIORITY	RELEASE
Customer	User Registration	US-001	As a customer, I want to create an account so that I can access personalized services.	Given the user provides valid details, when they click "Register," then an account should be created and a confirmation email sent.	High	Release 1.0
Customer	Login/Authentication	US-002	As a customer, I	Given valid credentials,	High	Release 1.0

USER TYPE	FUNCTIONAL REQUIREMENT	USER STORY NUMBER	USER STORY	ACCEPTANCE CRITERIA	PRIORITY	RELEASE
			want to log in securely so I can access my profile.	when I log in, then I should be redirected to my dashboard; invalid credentials should show an error.		
Admin	User Management	US-003	As an admin, I want to view and manage all registered users so I can maintain platform security.	Given admin access, when I open the user management panel, then I should see a list of all users with options to deactivate or edit.	Medium	Release 1.1
Customer	Password Reset	US-004	As a customer, I want to reset my password if I forget it.	Given I click "Forgot Password," when I enter my email, then I should receive a reset link to create a new password.	Medium	Release 1.1
Admin	Reporting Dashboard	US-005	As an admin, I	Given admin access,	Low	Release 1.2

USER TYPE	FUNCTIONAL REQUIREMENT	USER STORY NUMBER	USER STORY	ACCEPTANCE CRITERIA	PRIORITY	RELEASE
			want to view reports and analytics so I can monitor platform activity.	when I open the reports page, then I should see daily/weekly user activity charts.		