Project Design Phase-II

Data Flow Diagram & User Stories

Project Details:

Date	20 June 2025
Team ID	LTVIP2025TMID55215
Project Name	ResolveNow: Your Platform for Online Complaints
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) is a graphical representation of the flow of information within a system. For ResolveNow, it shows how complaints are registered, processed, and resolved.

Example (Simplified):
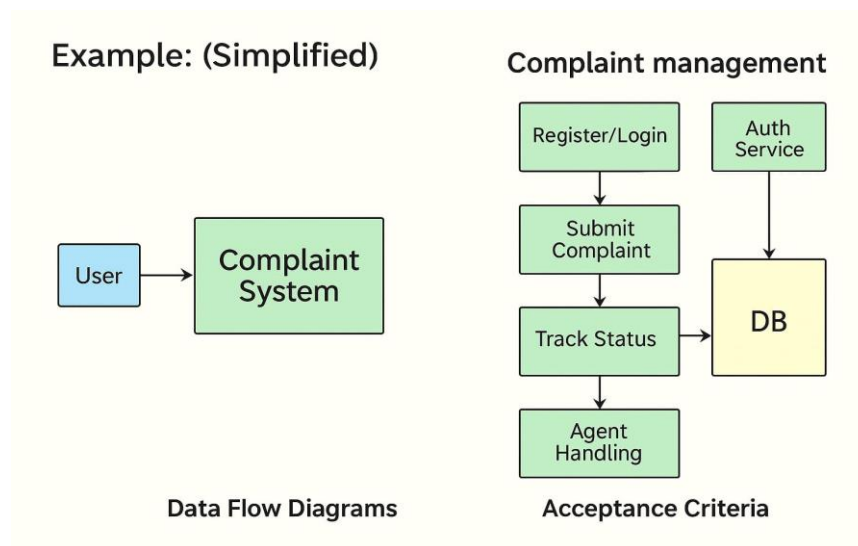
1. User sends request (register, login, submit complaint, track complaint)
2. System stores/updates data in MongoDB (user profile, complaint records, resolution updates)
3. System responds with complaint status, notifications, and resolution details
4. Admin and Agents interact with the system to update complaint status, provide resolutions, and communicate with users.

User Stories

User Type	Functional Requirement (Epic)	User Story #	User Story / Task	Acceptance Criteria	Priority	Release
Customer	Registration	USN-1	As a customer, I can register with email and password.	I can access my dashboard.	High	Sprint-1
Customer	Login	USN-2	As a customer, I can log in using email and password.	I can access my dashboard.	High	Sprint-1
Customer	Complaint Submission	USN-3	As a customer, I can submit a complaint with details and attachments.	The complaint is recorded and visible in my dashboard.	High	Sprint-1
Customer	Complaint Tracking	USN-4	As a customer, I can track my complaint status in real-time.	Status updates are visible in the dashboard.	High	Sprint-2
Customer	Communication	USN-5	As a customer, I can chat with the assigned agent.	Messages are exchanged successfully.	High	Sprint-2
Customer	Feedback	USN-6	As a customer, I can give feedback after resolution.	Feedback is recorded and linked to the complaint.	Medium	Sprint-3
Agent	Complaint Handling	USN-7	As an agent, I can view assigned complaints and update their status.	Complaint status updates are reflected in user dashboard.	High	Sprint-2
Agent	Communication	USN-8	As an agent, I can chat with the customer for clarification.	Messages are delivered and stored.	High	Sprint-2
Admin	Admin Dashboard	USN-9	As an admin, I can manage all users and complaints.	Admin panel updates backend & reflects in UI.	High	Sprint-3

Admin	User Management	USN-10	As an admin, I can approve/suspend users and assign complaints to agents.	User and complaint status updated in system.	Medium	Sprint-4