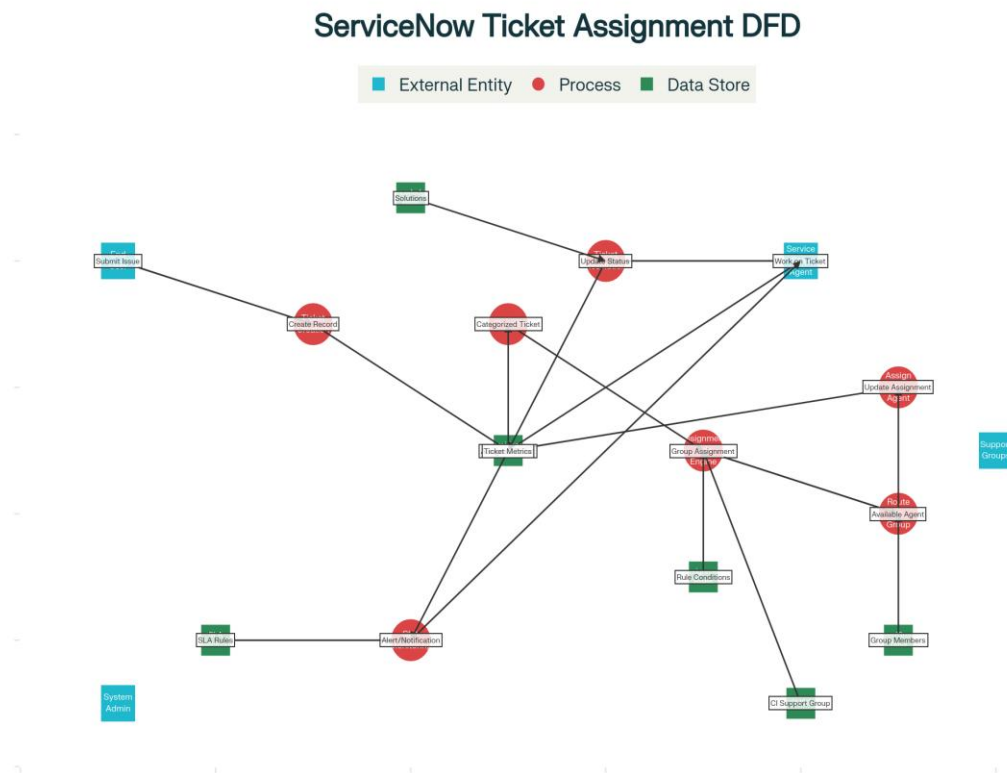


Data And Requirement Analysis

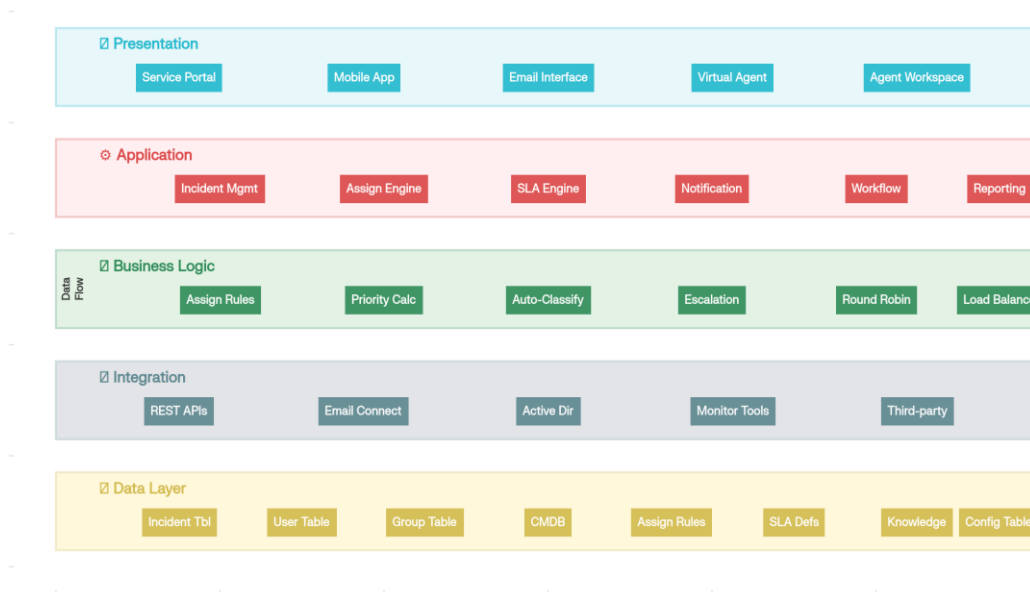


1. Data Flow Diagram (DFD)

The above Data Flow Diagram shows the complete flow of data through the ticket assignment system, including:

- External entities (End Users, Agents, Support Groups, Administrators).
- Core processes (Ticket Creation, Auto-Classification, Assignment Rule Engine, Routing, etc.).
- Data stores (Incident Table, Assignment Rules, CMDB, Knowledge Base, SLA Definitions).
- Data flows between all components.

ServiceNow Ticket Assignment System



2. System Architecture Diagram

Illustrates the five-layer architecture:

- **Presentation Layer:** Service Portal, Mobile App, Agent Workspace, Virtual Agent.
- **Application Layer:** Incident Management, Assignment Engine, SLA Engine, Workflow Engine.
- **Business Logic Layer:** Assignment Rules, Priority Calculation, Auto-Classification, Workload Balancing.
- **Integration Layer:** REST APIs, Email Integration, AD/LDAP, Monitoring Tools.
- **Data Layer:** All ServiceNow tables and database components.