

Project Design phase-II

Data Flow Diagram & User Stories

Date	2 November 2025
Team ID	NM2025TMID0218
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Data Flow Diagrams

The data flow diagram illustrates the process of automatic ticket assignment. When a support request is created, the system checks agent availability and expertise, then assigns the ticket accordingly. The assigned agent receives a notification, and ticket progress is tracked until resolution. This ensures faster response times and balanced workload distribution.

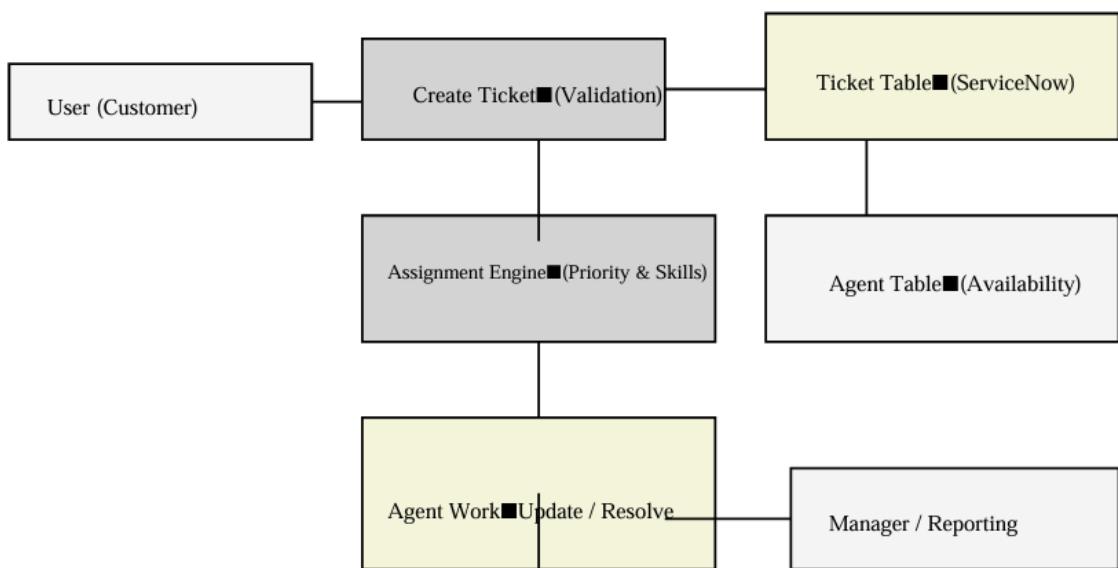


Fig 1 Data flow representation of Streamlining Ticket assignment for efficient support operations.

User Stories

User stories define how different users interact with the “Streamlining Ticket Assignment for Efficient Support Operations” system. Each story represents a specific goal from the perspective of users such as administrators, agents, managers, and the automated system itself. Administrators oversee all tickets and manage assignments, ensuring smooth workflow. Agents handle assigned tickets efficiently using a real-time dashboard, while managers track performance and monitor service quality through analytics. The system automatically assigns tickets based on agent workload and expertise, minimizing delays and ensuring balanced distribution. Together, these user stories ensure that the support process remains fast, transparent, and efficient.

User Type	Functional Requirement	User Story	Acceptance Criteria	Priority
Admin	Ticket Management	As an admin I can monitor all tickets.	Reassignment	High
System	Automation	As a system I auto-assign tickets .	Auto-assignment	High
Agent	Dashboard Access	As an agent I can view my assigned tickets.	Update	Medium
Manager	Performance Tracking	As a manager I can review team efficiency and display accurately.	Reports	Medium