

Project Design Phase-II

Data Flow Diagram & User Stories

| | |
|---------------|---|
| Date | 02 November 2025 |
| Team ID | NM2025TMID03589 |
| Project Name | Streamlining Ticket Assignment for Efficient Support Operations |
| Maximum Marks | 4 Marks |

Data Flow Diagrams:

A Data Flow Diagram (DFD) visually represents how data moves through the “Streamlining Ticket Assignment” system. It depicts how tickets are created, assigned, escalated, and resolved across different user roles such as Admins, Support Agents, and Managers. This helps visualize workflow automation and improves accountability in IT service operations.

User Stories:

User stories define the functional needs of users in simple, goal-oriented language. In this project, user stories guide the design of an efficient ticket assignment system that automates distribution, minimizes response time, and enhances productivity.

| User Story | Criteria | Priority |
|--|-----------------------------------|----------|
| Auto-assign tickets based on agent skill and priority. | Assigned to best-fit agent. | High |
| Validate agent workload before assignment. | Only assign if workload allows. | High |
| Send alerts for unassigned or overdue tickets. | Alerts trigger within SLA limits. | Medium |

Example - Data Flow Diagram

Streamlining Ticket Assignment for Efficient Support Operations

