

Project Design Phase-II

Data Flow Diagram & User Stories

Date	2 November 2025
Team ID	NM2025TMID07850
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

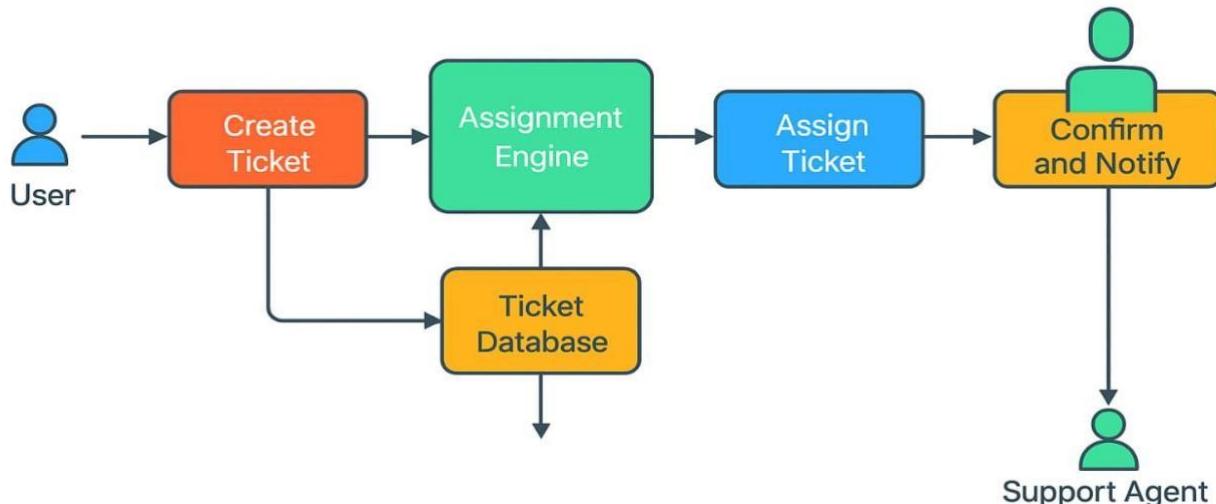
Data Flow Diagrams:

A Data Flow Diagram (DFD) is a visual representation of how information moves through the system. It shows the flow of data between different processes, data stores, and external entities. It helps to understand how data is captured, processed, and used to deliver efficient support operations.

In the project “Streamlining Ticket Assignment for Efficient Support Operations,” the DFD demonstrates how support tickets are generated, analyzed, and automatically assigned to the most suitable support agent based on priority, skillset, and workload.

Example:

Data Flow Diagram



The DFD explains how:

1. A user raises a support ticket through the portal or system interface.
2. The ticket details are sent to the Ticket Management System.
3. The Assignment Engine evaluates the request using rules and data (like agent skill, availability, and workload).
4. The ticket is assigned to the most suitable agent.
5. The Agent Dashboard displays the assigned ticket.
6. The system sends confirmation and notifications to both the user and the support agent.
7. All actions are logged and stored in the Ticket Database for tracking and reporting.

User Stories:

User stories describe the specific goals of users interacting with the system. They help ensure that the system fulfills the key requirements of ticket automation and support efficiency.

User Type	Functional Requirement (Epic)	User Story Number	User Story/Task	Acceptance criteria	Priority	Release
Admin	Ticket Creation	USN-1	As an admin, I want to manage and monitor all incoming tickets to ensure they are correctly assigned and resolved.	The system should allow admins to view, track, and reassign tickets efficiently.	High	Sprint-1
Support Agent	Ticket Assignment	USN-2	As a support agent, I want tickets to be automatically assigned to me based on my expertise and workload.	The system should assign tickets to the agent with the most relevant skill and least workload.	High	Sprint=1
End User	Ticket Status Update	USN-3	As a user, I want to receive real-	The system should notify	Medium	Sprint-2

			time updates about my support ticket status.	users via email or dashboard when their ticket status changes.		
System	AutoAssignment Logic	USN-4	As a system, I must analyze ticket details and assign them automatically without manual intervention.	The system should successfully assign 95% of tickets automatically with correct matching.	High	Sprint-2