Context Diagram (Level 0 DFD)

User

Registration Data

Login Credentials

Query/Support Request

Authentication Status

Auto-Generated Response

AI Customer Support System

Login Credentials

System Management

Admin

Dashboard Analytics

Escalated Queries

AI Agent

Query Classification

Generated Responses

Escalation Flags

User Queries
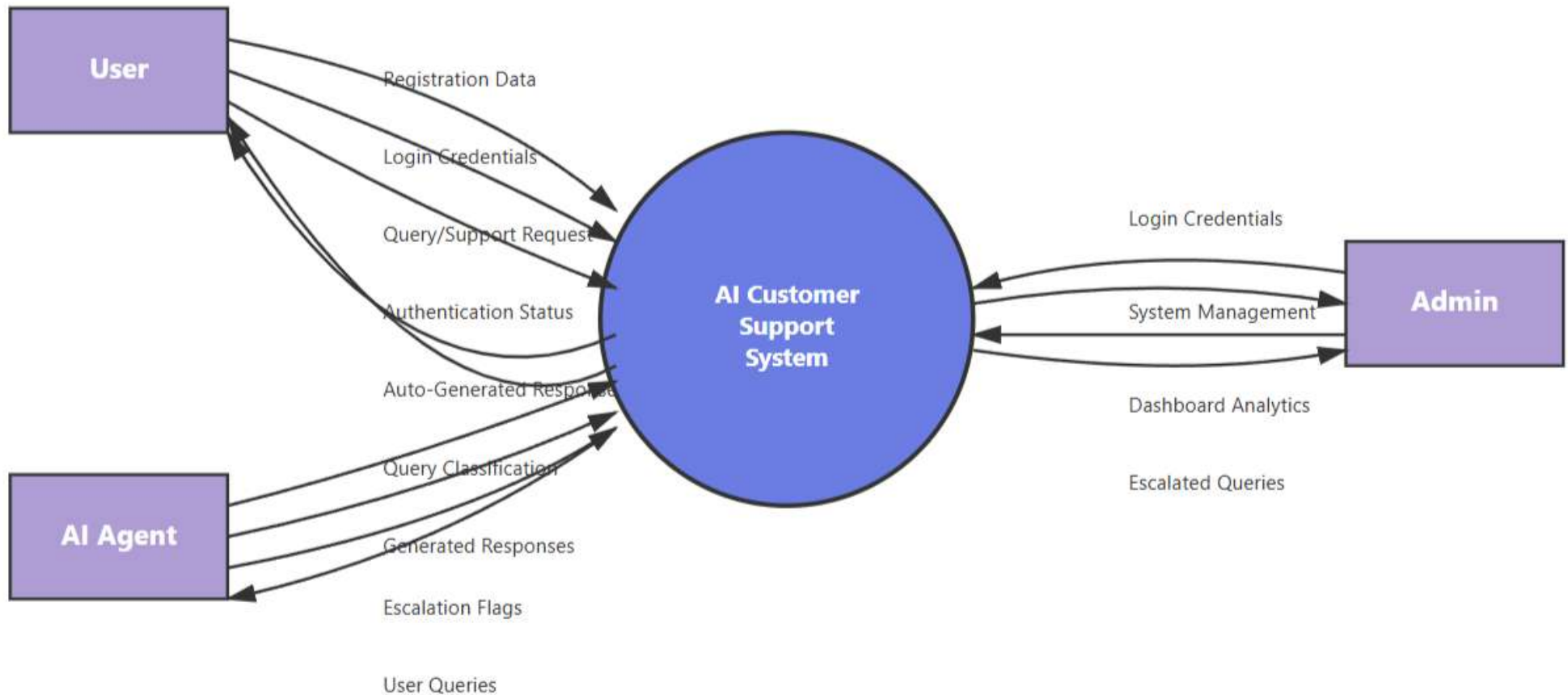
Level 1 Data Flow Diagram

P1 Register

Store User

D1: User Database

Verify User

P2 Login

Create Session

D2: Session Database

Registration Data

Login Credentials

Auth Status

User

Submit Query

P3 Raise Query

Auto Response

Store Query

D3: Query Database

Retrieve Query

Query Stats

P7 Admin Dashboard

Query Analysis

D6: Analytics Database

Dashboard View

Login & Access

Admin

P4 Classify Query

Complex Query

Classified Query

P6 Flag for Escalation

Classification Logic

Escalation Rules

AI Agent

AI Response Logic

P5 Generate Auto-Response

Store Escalation

Escalated Items

D5: Escalation Queue

Knowledge Retrieval
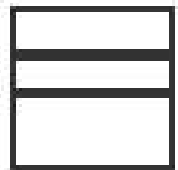
D4: Knowledge Base

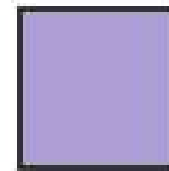## 📖 DFD Symbol Legend

Process
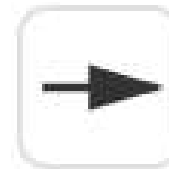Circle with process name

Data Store
Parallel lines (Database)

External Entity
Rectangle (User, Admin, AI Agent)

Data Flow
Arrow with label