

Project Design Phase - II

Data Flow Diagram & User Stories

Date	02-11-2025
Team ID	NM2025TMID04283
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Data Flow Diagrams:

A Data Flow Diagram (DFD) represents how data moves through the automated ticket assignment system. It visually describes the interaction between users, agents, and the ServiceNow platform while processing support tickets.

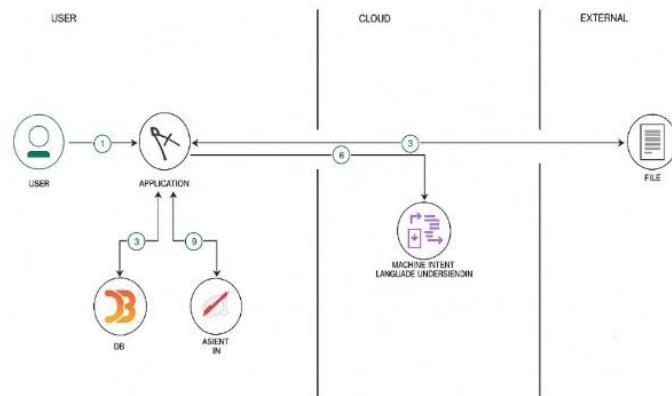
In the project "Streamlining Ticket for Efficient Support Operations", the DFD illustrates how a support request is raised, analyzed, and automatically assigned to the most suitable agent based on workload and skill set.

The diagram shows how data flows between components like the **User (Customer)**, **Ticket Table**, **Assignment Rules**, and **Agent Table**, ensuring that every ticket is handled efficiently and on time.

If a ticket remains unresolved or marked as high priority, the workflow triggers an escalation rule that reassigns it to a senior agent. This process maintains balanced workloads and faster resolutions, improving customer satisfaction and operational transparency.

Example:

Flow



User Stories:

User stories describe what different roles expect from the automated ticketing system.

In this project, they define how administrators, agents, and managers interact with the automation workflow to ensure accurate and timely ticket handling.

User Type	Functional Requirements (Epic)	User Story No	User Story / Task	Acceptance Criteria	Priority	Release
Admin	Ticket Management	USN - 1	As an admin, I want to create and track support tickets efficiently.	The system should allow ticket creation with all necessary details and auto-assign to the right agent.	High	Sprint - 1
System (Automation Engine)	Automatic Assignment	USN - 2	As a system, I must automatically assign	Ticket should be assigned within seconds,	High	Sprint - 1

			tickets to available agents based on skill and workload.	ensuring even workload distribution.		
Agent	Ticket Handling	USN - 3	As an agent, I want to receive relevant tickets based on my skill level.	Only related tickets should appear in my queue; unrelated ones are filtered out.	Medium	Sprint - 2
Manager	Escalation Monitoring	USN - 4	As a manager, I want to monitor escalated or delayed tickets.	The dashboard should display overdue tickets and notify managers automatically.	Medium	Sprint - 2