Project Design Phase-II
Data Flow Diagram & User Stories

| Date	01 NOVEMBER 2025
Team ID	NM2025TMID05565
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Data Flow Diagrams (DFD)

A **Data Flow Diagram (DFD)** represents the flow of information within a system. It helps to understand how data moves between processes, data stores, and users.

In the project **"Streamlining Ticket Assignment for Efficient Support Operations"**, the DFD illustrates how support tickets are created, assigned, monitored, and updated in the system.
The main objective is to automate the **ticket assignment process** by considering **agent availability**, **ticket priority**, and **workload balance**, ensuring faster and more efficient support operations.

Example:

Flow
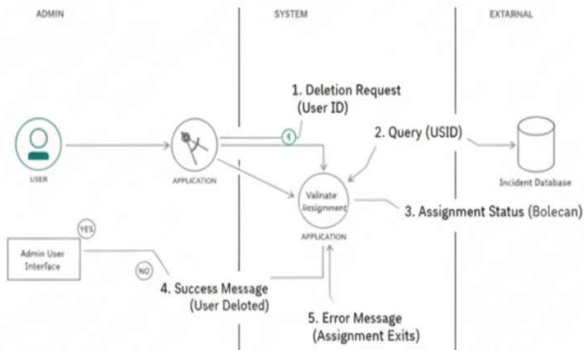
1. Admin initiaites user deletion sation request with User ID app.
2. Apser selects s data file to process and load.
2. System queriey Incident Database for active assignments.
3. Database returns status: TRUE if assigned, FALSE if not not.
4. If TRLLE, system blocks with deletion and shows success.
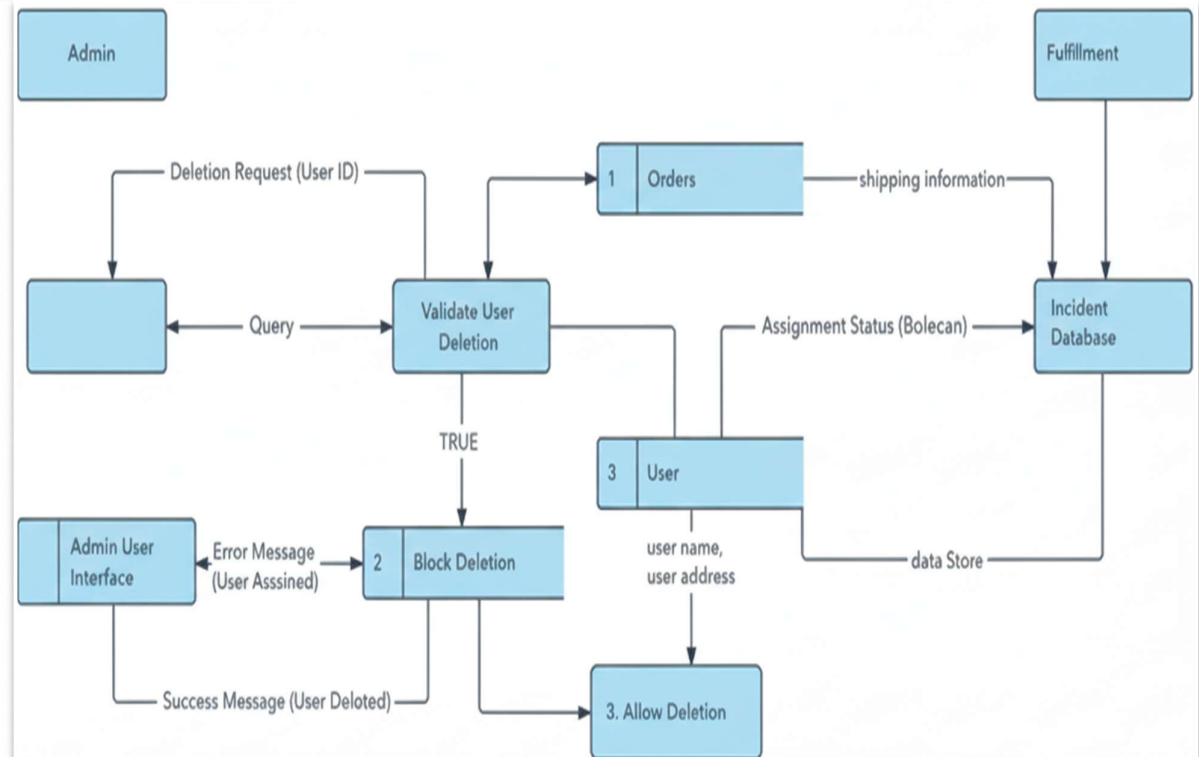
User Stories

User Stories describe the needs and expectations of users in simple, goal-oriented language. They ensure the system's functionality aligns with user needs for efficient ticket handling.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer	Ticket Creation	USN-1	As a customer, I want to create a new support ticket for my issue.	The system should allow me to submit a ticket with required details.	High	Sprint-1
System (Automation Engine)	Ticket Assignment	USN-2	As a system, I must automatically assign tickets to available agents based on priority and workload.	Ticket must be assigned instantly to the correct agent.	High	Sprint-1
Support Agent	Ticket Management	USN-3	As a support agent, I want to receive notifications for newly assigned tickets.	Notification should include ticket ID, priority, and issue details.	High	Sprint-2
Manager	Monitoring & Reporting	USN-4	As a manager, I want to view ticket progress and agent performance reports.	The dashboard should display resolved, pending, and escalated tickets.	Medium	Sprint-2
Admin	System Configuration	USN-5	As an admin, I can configure assignment rules and thresholds.	Admin can modify workload limits and assignment criteria easily.	Medium	Sprint-3