

## Project Design Phase-II

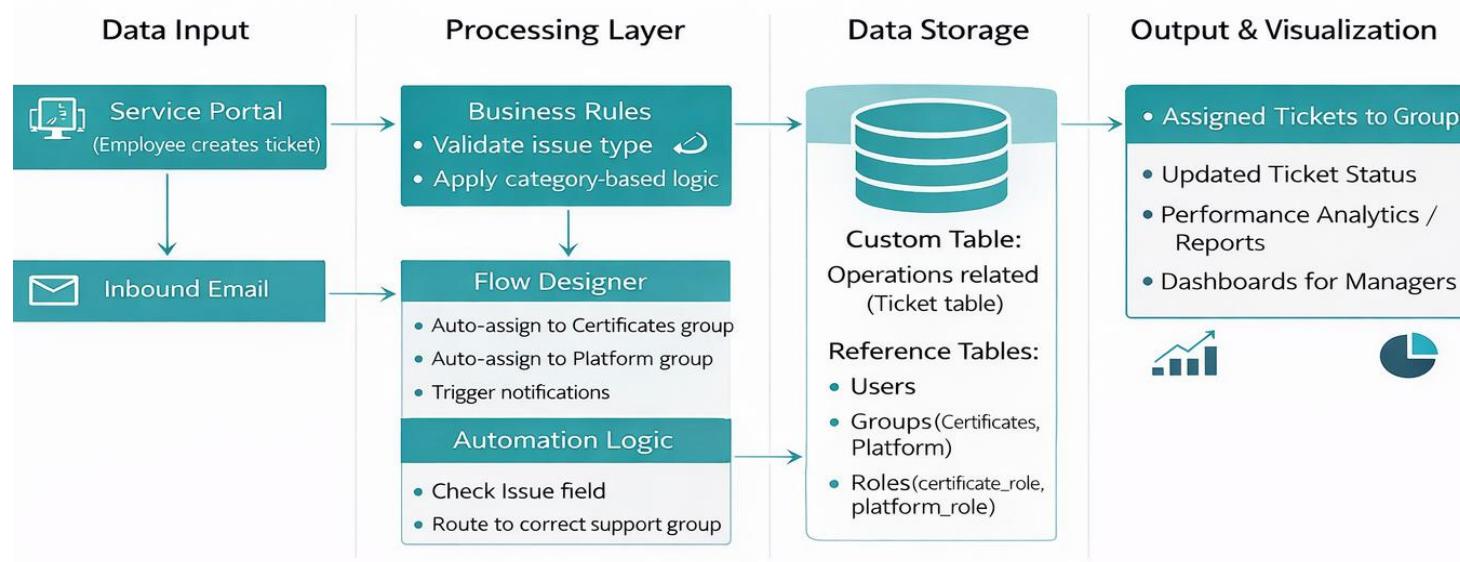
### Data Flow Diagram & User Stories

Date	20 February 2026
Team ID	LTVIP2026TMIDS66345
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

#### Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

#### Example:



#### User Stories

Use the below template to list all the user stories for the product.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer (Employee raising ticket)	Ticket Creation	USN-1	As a user, I can create a support ticket by selecting issue type and entering description.	Ticket is successfully created in Operations related table	High	Sprint-1
Customer (Employee raising ticket)	Ticket Creation	USN-2	As a user, I can select predefined issue categories (Login, 404 error, Certificates, User expired).	Issue field shows predefined choices and saves correctly	High	Sprint-1
Customer (Employee raising ticket)	Ticket Tracking	USN-3	As a user, I can view the status of my submitted ticket.	User can see ticket status (Assigned, In Progress, Resolved)	High	Sprint-2
IT Support Staff (Certificate Group)	Automated Assignment	USN-4	As a certificate support member, tickets related to certificates are automatically assigned to my group.	Tickets with “Regarding Certificates” are auto-assigned to Certificates group	High	Sprint-1
IT Support Staff (Platform Group)	Automated Assignment	USN-5	As a platform support member, platform-related issues are automatically assigned to my group.	Tickets with login/404/user expired issues are auto-assigned to Platform group	High	Sprint-1
IT Support Staff	Ticket Resolution	USN-6	As a support staff member, I can update ticket status and add resolution details.	Staff can edit and update ticket records successfully	High	Sprint-2
Administrator	User Management	USN-7	As an admin, I can create users in the system.	Users are created with correct roles and login access	High	Sprint-1
Administrator	Group Management	USN-8	As an admin, I can create and manage support groups.	Groups are created and visible in system security settings	High	Sprint-1
Administrator	Role Management	USN-9	As an admin, I can assign roles to users and groups.	Users/groups receive proper access permissions	High	Sprint-1
Administrator	Access Control	USN-10	As an admin, I can configure ACL rules for ticket table and fields.	Only authorized roles can read/write records	High	Sprint-2

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	Workflow Automation	USN-11	As an admin, I can configure flows in Flow Designer to automate ticket routing.	Flow triggers automatically assign tickets based on issue type	High	Sprint-1
Management	Reporting & Analytics	USN-12	As a manager, I can view reports and dashboards on ticket performance.	Performance tables and dashboards display ticket analytics	Medium	Sprint-2