

<b>Date</b>	<b>27 JUNE 2025</b>
<b>Team ID</b>	<b>LTVIP2025TMID60592</b>
<b>Project Name</b>	<b>STREAMLINING TICKET ASSIGNMENT FOR SUPPORT EFFICIENT OPERATIONS</b>
<b>Maximum Marks</b>	<b>4 Marks</b>

## DATA FLOW DIAGRAM :

 Data Flow Diagram (DFD) – Level 1

System: Ticket Assignment Automation in ServiceNow

 Entities (External Systems / Users):

1. End User – Creates ticket
2. Support Agent – Receives and resolves assigned tickets
3. Team Lead / Manager – Monitors assignment and performance

 Processes:

- 1.0 Capture Ticket Input  
→ Collects data from form/chat/email and stores it in the system
- 2. 2.0 Evaluate Assignment Criteria  
→ Analyze data: category, CI, urgency, location, keywords
- 3. 3.0 Apply Assignment Logic  
→ Use rules, Flow Designer, Decision Table, or Predictive Intelligence
- 4. 4.0 Assign Ticket  
→ Route ticket to correct Assignment Group / Agent
- 5. 5.0 Notify Assigned Agent  
→ Send email/SN alert to agent and group
- 6. 6.0 Log Assignment History

→ Record in ticket activity and performance dashboards

☞ Data Stores: D1: Ticket Database – Stores all ticket information

- D2: Assignment Rules / Decision Tables
- D3: Agent Availability & Workload Data
- D4: SLA Policy Repository
- D5: Audit Logs / History

🔌 Data Flows (Arrows):

- User → (1.0) Capture Ticket Input → Ticket Data → D1
- D1 + D2 + D3 + D4 → (2.0, 3.0) Evaluate + Apply Logic → (4.0) Assign Ticket
- (4.0) Assign Ticket → Assignment Details → D1(4.0) → (5.0) Notify Agent → Alert sent
- (4.0) → (6.0) Log History → Audit Info → D5
- (6.0) → Manager Dashboards / Reports

