Data Flow Diagram & User Stories

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 Project Name: Streamlining Ticket Assignment for Efficient Support Operations

Introduction

This phase illustrates how data flows within the ServiceNow platform during automated ticket assignment.
It also defines user stories that capture specific needs and functions for each system user to ensure smooth support operations.

Data Flow Diagram (DFD)

A Data Flow Diagram (DFD) represents how information moves through the ServiceNow ticketing system.
It shows the interaction between users, the system, and the database during the automatic ticket assignment process.

DFD Description:

Support Agent: Creates or updates a ticket in ServiceNow.

System (Automation Engine): Automatically assigns tickets based on skill set, workload, and priority.

Database: Stores all ticket and user data.

Manager: Monitors ticket progress and reassignments through dashboards.

Flow Example:

Support Agent → ServiceNow System → Automation Engine → Database → Manager

User Stories

User Type   Functional Requirement (Epic)   User Story Number   User Story / Task
Acceptance Criteria Priority Release

Support Agent Ticket Creation		USN-1 As a support agent, I want my tickets to be automatically assigned to the right team, so I don't have to manually choose assignees. Tickets are auto-assigned based on team availability and expertise.		High	Sprint-1

Automation System	Assignment Validation USN-2 As the system, I must check ticket details and assign it to the correct queue automatically.		Ticket assignment must follow set business rules and workload balance. High	Sprint-1

Manager		Monitoring and Reporting		USN-3 As a manager, I want to view ticket distribution and workloads across teams.		Dashboard displays accurate ticket counts and response times.		Medium		Sprint-2

Conclusion

The Data Flow Diagram provides a clear overview of how ServiceNow automates ticket assignments.

User stories ensure that each participant—from agent to manager—has well-defined goals, leading to efficient, balanced, and transparent support operations.