

Requirement analysis

Data flow diagram and user stories

Date	7.11.25
Team ID	NM2025TMID00037
Project name	Streamlining ticket assignment for efficient support operation
Maximum mark	4

Requirement Analysis Phase

The Requirement Analysis Phase identifies system needs, user expectations, and data interactions to ensure the final system design meets all operational goals efficiently.

1. Data Flow Diagram (DFD) :Level 0: Context Diagram

Overview: The system receives support tickets from customers, processes them through the ticket assignment module, and routes them to agents for resolution.

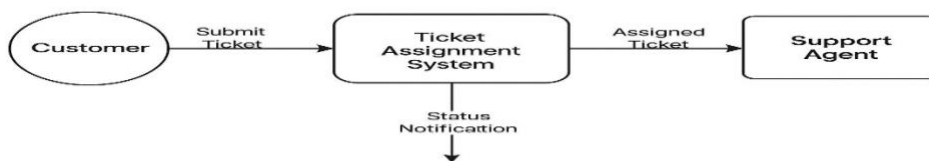
Explanation:

Customer: Creates a support ticket.

Ticket Assignment System: Processes and assigns the ticket automatically.

Support Agent: Resolves the ticket and updates the system.

System notifies both agent and customer of updates.



Level 1: Detailed DFD

Processes:

- Ticket Submission: Customer enters issue details.
- Ticket Analysis: System analyzes priority and category.
- Assignment Engine: Allocates the ticket to an appropriate agent.
- Notification System: Sends alerts to the agent and customer.
- Performance Tracking: Updates dashboards and performance reports.

