Project Design Phase-II
Data Flow Diagram & User Stories

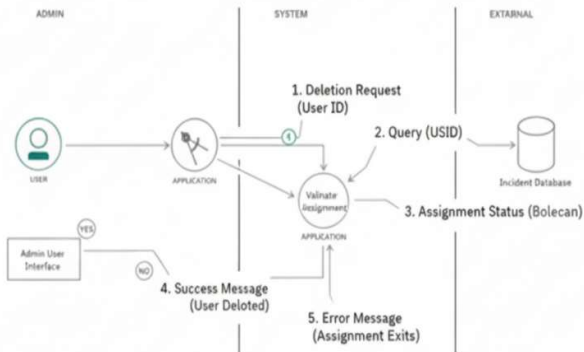| Date	01 NOVEMBER 2025
Team ID	NM2025TMID07749
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

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.
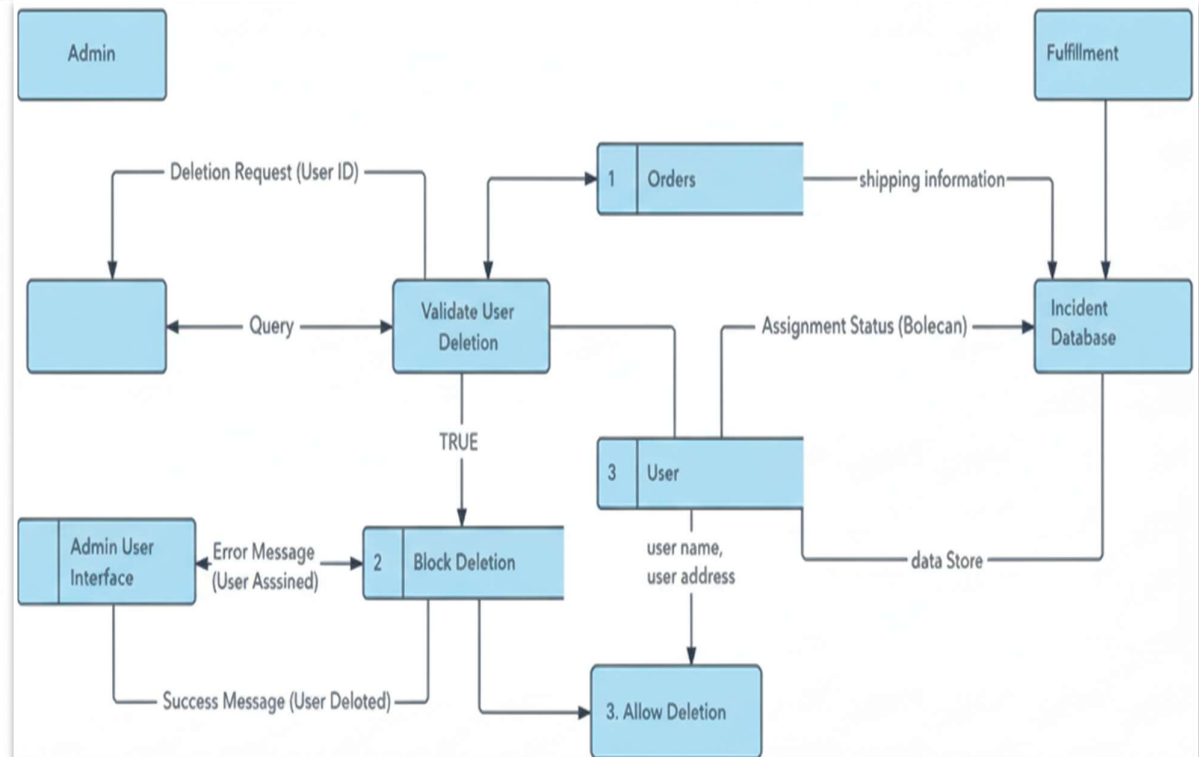The main objective is to automate the **ticket assignment process** by considering **agent availability**, **ticket priority**, and **workload balance**, ensuring faster and more efficient support operations.

Example:

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