

Project Design Phase – II

Data Flow Diagram & User Stories

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Team ID: NM2025TMID09193
Project Name: Streamlining Ticket Assignment for Efficient Support Operations

Data Flow Diagram (DFD):

A **Data Flow Diagram (DFD)** visually represents how data moves through the system. It shows how information enters, is processed, and leaves the system — helping to understand workflow logic and data dependencies.

In the project “**Streamlining Ticket Assignment for Efficient Support Operations,**” the DFD illustrates how support tickets are created, categorized, and automatically assigned to the appropriate support teams.

The diagram shows interactions between **end users, the ServiceNow system, assignment rules, and team databases.**

When a support ticket is submitted, the system categorizes it based on issue type and priority, consults the assignment rules, and routes it to the correct team or agent. If no suitable agent is available, the system notifies the manager for manual intervention.

This process ensures accurate and fast ticket distribution, reducing manual effort and improving service efficiency.

Data Flow Diagram - Level 0

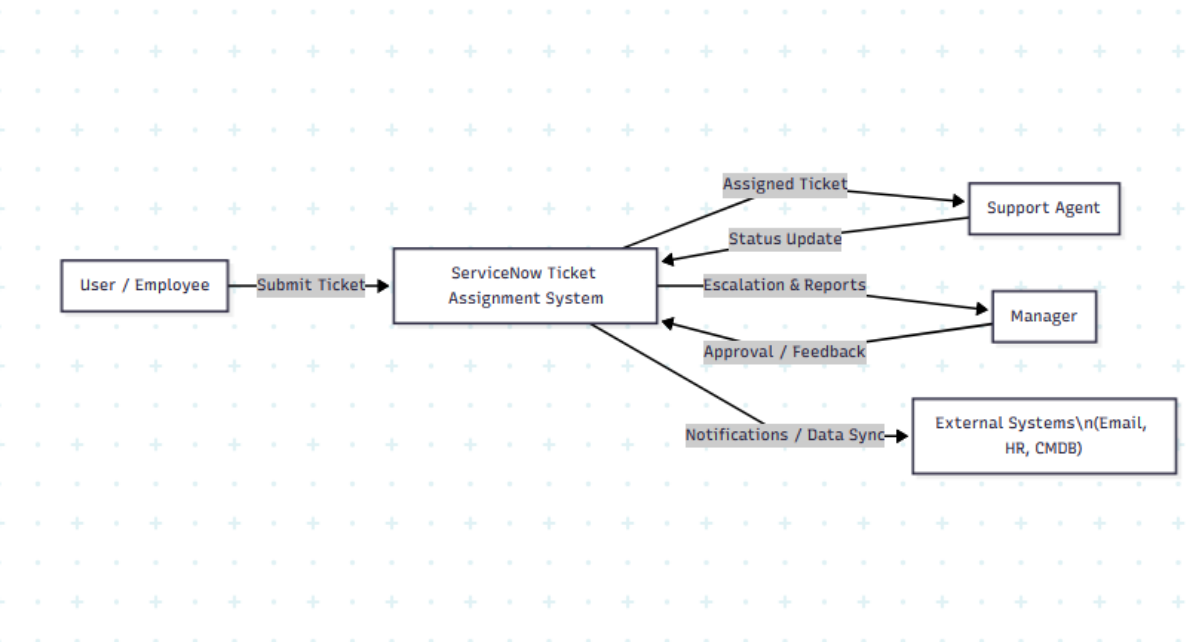


Fig 1: Data Flow Diagram of the Automated Ticket Assignment Process.

User Stories:

User stories describe what different users expect from the system in a clear, goal-based format. In this project, they define how automated routing and notifications should work to make the support process efficient and reliable.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
End User	Ticket Submission	USN-1	As a user, I want to create a support ticket with details like issue type and priority so my problem can be tracked.	The system should accept all valid ticket requests and generate a unique ticket ID.	High	Sprint-1
System (Automation Engine)	Ticket Routing	USN-2	As a system, I must automatically assign incoming tickets to the correct team based on category and workload.	The ticket should be assigned accurately according to skill-based and priority-based rules.	High	Sprint-1
Team Manager	Workload Management	USN-3	As a manager, I want to view all team tickets and balance workloads among agents.	The dashboard should display assigned and pending tickets for every agent.	Medium	Sprint-2
Support Agent	Ticket Resolution	USN-4	As a support agent, I want to receive only the tickets relevant to my skills so I can resolve them quickly.	The system must ensure each agent receives tickets matching their assigned categories.	Medium	Sprint-2

Data Flow Diagram - Level 1

