

## Project Design Phase-II

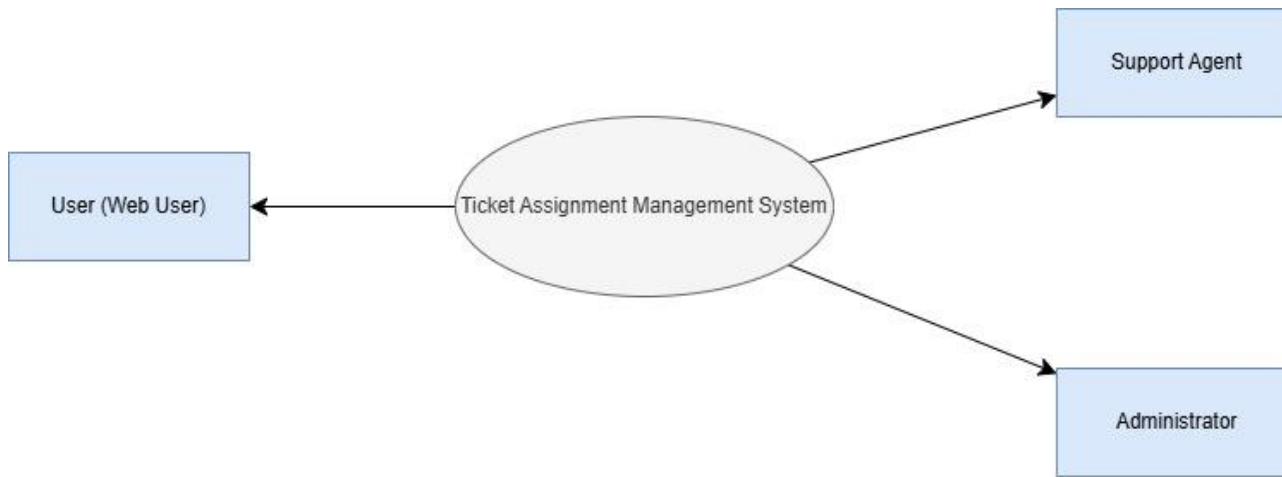
### Data Flow Diagram & User Stories

Date	10 February 2026
Team ID	LTVIP2026TMIDS79197
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

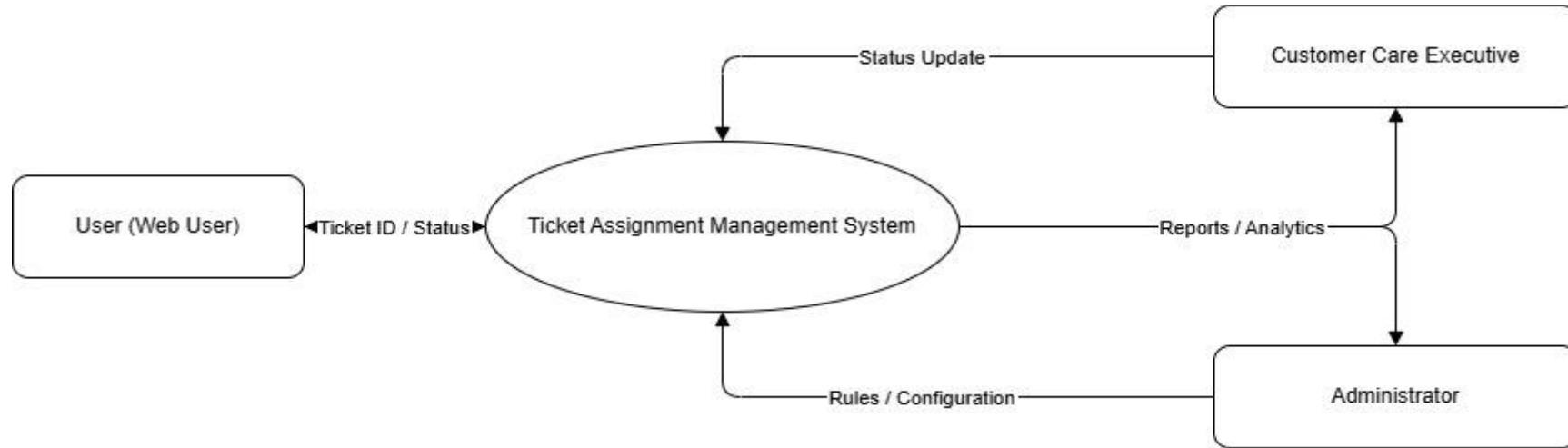
#### **Data Flow Diagrams:**

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can depict the right amount of the system requirement graphically. It shows how data enters and leaves the system, what changes the information, and where data is stored.

#### **Example: (Simplified)**



## Example: DFD Level 0 (Industry Standard)



## User Stories

Use the below template to list all the user stories for the product.

### User Type: Customer (Web User)

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer (Web user)	Ticket Creation	USN-1	As a user, I can create a support ticket by entering issue details.	Ticket is created and Ticket ID is generated.	High	Sprint-1
Customer (Web user)	Ticket Tracking	USN-2	As a user, I can view the status of my submitted ticket.	I can see Open, In Progress, or Resolved status.	High	Sprint-1
Customer (Web user)	Notifications	USN-3	As a user, I receive notification when my ticket is assigned or resolved.	I receive email/system notification.	Medium	Sprint-2
Customer (Web user)	Ticket History	USN-4	As a user, I can view my previous tickets.	All past tickets are visible in dashboard.	Medium	Sprint-2

### User Type: Support Agent (Customer Care Executive)

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Support Agent	Ticket Assignment	USN-5	As an agent, I can view tickets assigned to me.	Assigned tickets are visible in dashboard.	High	Sprint-1
Support Agent	Ticket Update	USN-6	As an agent, I can update ticket status.	Status changes reflect in system.	High	Sprint-1
Support Agent	Priority Handling	USN-7	As an agent, I can prioritize urgent tickets.	Tickets can be marked High/Medium/Low.	Medium	Sprint-2
Support Agent	Internal Notes	USN-8	As an agent, I can add internal comments to tickets.	Internal notes are saved in ticket record.	Medium	Sprint-2

### User Type: Administrator

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	Rule Configuration	USN-9	As an admin, I can configure automatic ticket assignment rules.	Tickets are auto-assigned based on rules.	High	Sprint-1
Administrator	Dashboard Monitoring	USN-10	As an admin, I can monitor ticket statistics.	Dashboard shows total, open, resolved tickets.	High	Sprint-1
Administrator	Report Generation	USN-11	As an admin, I can generate performance reports.	Reports show resolution time & workload.	Medium	Sprint-2
Administrator	User Management	USN-12	As an admin, I can manage users and roles.	Users can be added, edited, or removed.	High	Sprint-1