

Project Design Phase – II

Data Flow Diagrams & User Stories

Date	2 November 2025
Team ID	NM2025TMID03497
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

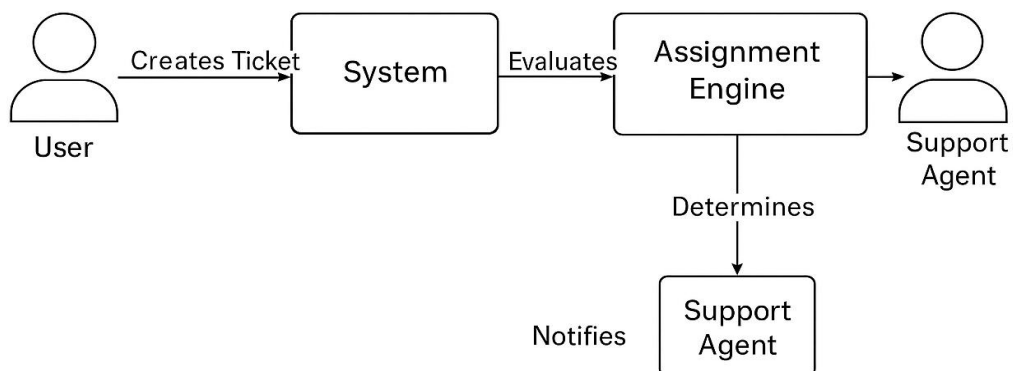
Data Flow Diagrams:

A Data Flow Diagram (DFD) is a visual representation of how information flows within a system. A clear and well-structured DFD helps in understanding the system requirements graphically. It shows how data enters and leaves the system, how it is processed, and where it is stored.

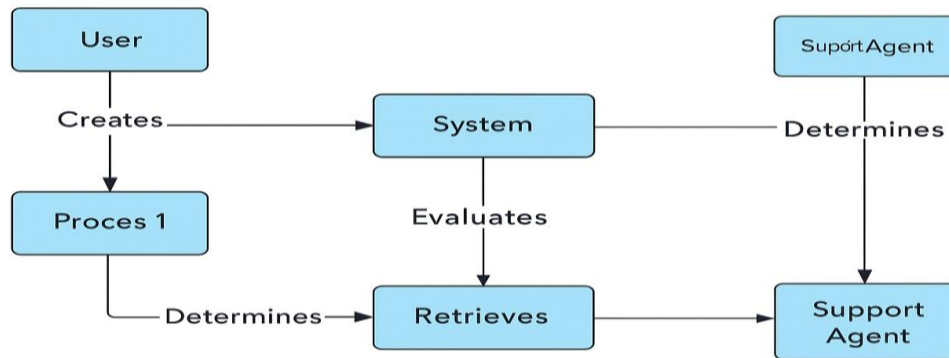
In the project “Streamlining Ticket Assignment for Efficient Support Operations,” Data Flow Diagrams (DFDs) illustrate how support tickets are created, processed, and assigned within the ServiceNow platform. The DFD shows the interaction between the user, the ServiceNow system, the assignment engine, and the support agent database. When a user raises a ticket, the system checks its category, priority, and available agents. Based on predefined rules, the system automatically assigns the ticket to the most suitable agent or group. This automation helps ensure faster responses, balanced workloads, and improved service efficiency.

Example:

Flow



1. User submits a support ticket with details of the issue and priority.
2. ServiceNow system evaluates the ticket category, urgency, and availability of support agents.
3. The Assignment Engine applies pre-defined business rules to identify the most suitable agent or group.
4. Support Agent Database is queried to find the best match based on the assignment rules.



User Stories:

User stories define the actions and expectations of various users in achieving efficient ticket handling and assignment.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
End User	Ticket Creation	STN-1	As a user, I want to raise a support ticket with issue details and urgency.	Ticket should be created with all required fields.	High	Sprint-1
System (Assignment Engine)	Automated Assignment	STN-2	As the system, I must assign tickets automatically to the correct agent or group.	Ticket should be routed instantly using business rules.	High	Sprint-1
Support Agent	Ticket Handling	STN-3	As an agent, I want to receive new tickets immediately to start working on them.	Notification should trigger upon assignment.	Medium	Sprint-2
Manager	Monitoring & Reporting	STN-4	As a manager, I want to view reports on ticket distribution and resolution time..	Dashboard should show live performance data.	Medium	Sprint-2
System (Notification Service)	Alerts & Escalations	STN-5	As the system, I must alert managers about unresolved or overdue tickets..	Alert should be sent after SLA breach.	High	Sprint-3