Project Design Phase-II
Data Flow Diagram & User Stories

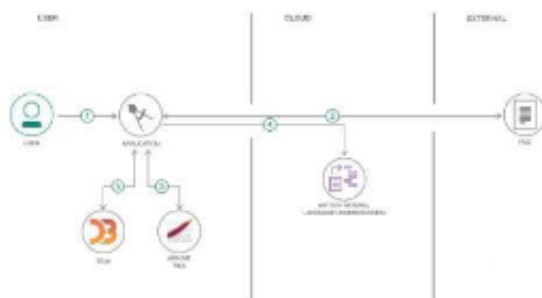| Date	13 November 2025
Team ID	NM2025TMID04009
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Data Flow Diagrams (DFD)

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. It shows how data enters and leaves the system, what changes the information, and where data is stored.
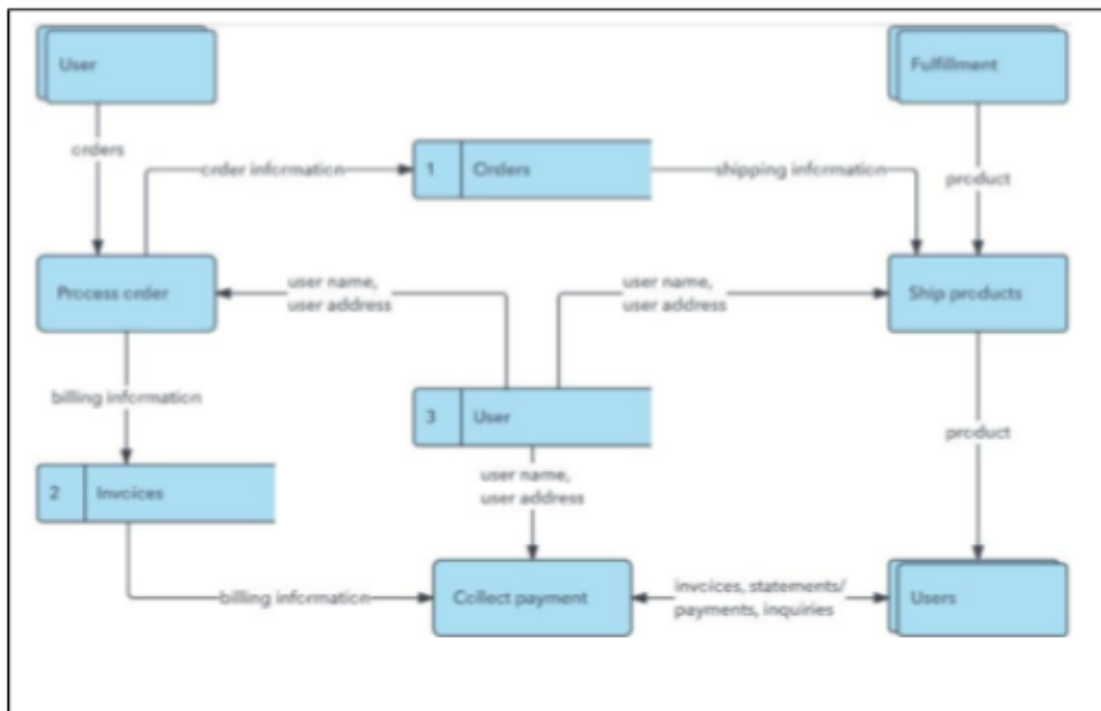
- **Purpose for this Project:** The DFDs illustrate how support ticket requests are processed within the system. They show the interaction between the end user, the system, and the IT support team to validate and assign tickets efficiently.
- **Goal:** If a ticket matches the appropriate category and priority, the system automatically routes it to the correct technician. This ensures faster response, an improved workflow, and enhanced user satisfaction.

Example Flow (Conceptual/Illustrative DFD)

The document provides an example of a general data processing flow:

1. User configures credentials for the Watson Natural Language Understanding service and starts the app.
2. User selects the data file to process and load.
3. Apache Tika extracts text from the data file.
4. Extracted text is passed to Watson NLU for enrichment.
5. Enriched data is visualized in the UI using the D3.js library.

User Stories

User stories define what different users need from the system in simple, goal-focused language. In this project, they help ensure that support tickets are automatically assigned to the right team member based on priority and expertise, improving response time and operational efficiency.

Project User Stories

User Type	Functional Requirement (Epic)	USN	User Story / Task	Acceptance Criteria	Priority	Release
End user	Ticket Submission	USN-1	As an end user, I want to submit a support ticket easily so that my issue can be addressed quickly.	The system should allow users to submit detailed ticket requests successfully.	High	Sprint-1
System (Auto-assignment)	Intelligent Ticket Routing	USN-2	As a system, I must automatically assign tickets to available IT staff based on category and priority.	Tickets are assigned automatically to the right support staff without manual intervention	High	Sprint-1
IT Support Manager	Ticket Monitoring	USN-3	As an IT support manager, I want to view and monitor all assigned tickets to ensure timely resolution.	The System should display assigned tickets with real-time status updates and progress tracking.	Medium	