

Project Design Phase-II Data Flow Diagram & User Stories

Date	13 November 2025
Team ID	NM2025TMID03380
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

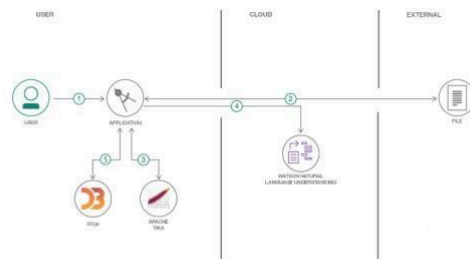
Data Flow Diagrams:

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.

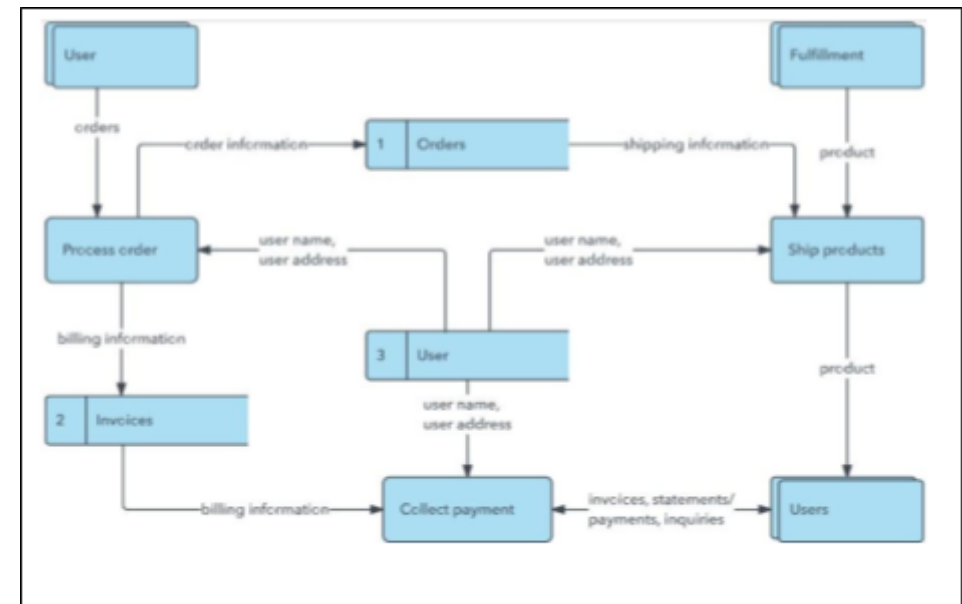
In the project "**Streamlining Ticket Assignment for Efficient Support Operations**", Data Flow Diagrams (DFDs) illustrate how support ticket requests are processed within the system. The DFD shows the interaction between the end user, the system, and the IT support team to validate and assign tickets efficiently. If the ticket matches the appropriate category and priority, the system automatically routes it to the right technician, ensuring faster response, improved workflow, and enhanced user satisfaction.

Example:

Flow



1. User configures credentials for the Watson Natural Language Understanding service and starts the app.
2. User selects 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.

User Type	Functional Requirement (Epic)	User Story Number	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	Sprint-2