Project Design Phase-II

Data Flow Diagram & User Stories

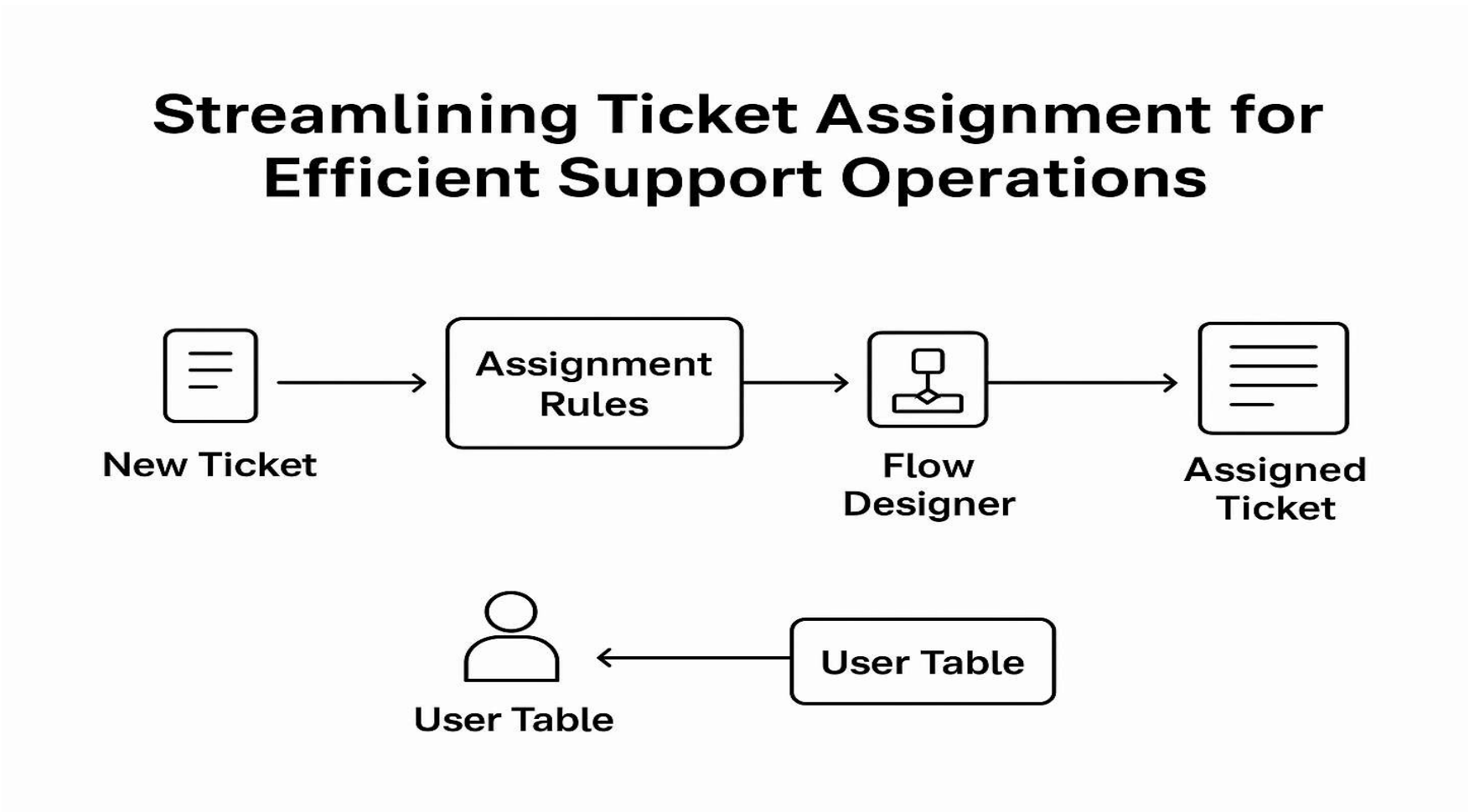| Date	2 NOVEMBER 2025
Team ID	NM2025TMID05410
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Data Flow Diagram:

The Data Flow Diagram (DFD) illustrates how tickets are created, assigned, and tracked automatically within ServiceNow.

It shows interactions between Admin, Support Agents, and the ServiceNow System through ticket tables and assignment rules. When a new ticket is created, ServiceNow automatically assigns it to the appropriate group or agent based on role, category, or workload using Flow Designer. Admins can monitor ticket status, agents receive notifications, and reports are generated for analysis. The DFD ensures a clear representation of automated workflows that improve efficiency and reduce manual workload.

Example:

When a new issue is logged, ServiceNow routes it to the most suitable agent, sends notifications, and updates the dashboard in real time.

Streamlining Ticket Assignment for Efficient Support Operations

New Ticket → Assignment Rules → Flow Designer → Assigned Ticket

User Table ← User Table

Working:

- Automates ticket creation and assignment using ServiceNow Flow Designer.
- Assigns tickets based on agent role, group, and workload.
- Sends automatic notifications to agents for new or updated tickets.
- Tracks ticket progress and updates in real time.
- Uses dashboards and reports for monitoring performance and SLA compliance.
- Reduces manual effort and improves overall support efficiency.

User Stories:

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	Ticket Management	USN–1	As an admin, I want to view and manage all tickets created in the system.	Admins can view, reassign, or close tickets from the dashboard.	High	Sprint–1
System (Automation)	Ticket Assignment	USN–2	As a system, I must automatically assign tickets based on group, role, and workload.	Tickets are auto-assigned to the correct agent without manual intervention.	High	Sprint–1
Support Agent	Ticket Resolution	USN–3	As a support agent, I want to receive and update assigned tickets easily.	Agents can resolve or escalate tickets and mark them as completed.	Medium	Sprint–2