

Project Design Phase – II

Data Flow Diagram & User

Stories

Date	29 October 2025
Team ID	NM2025TMID01216
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

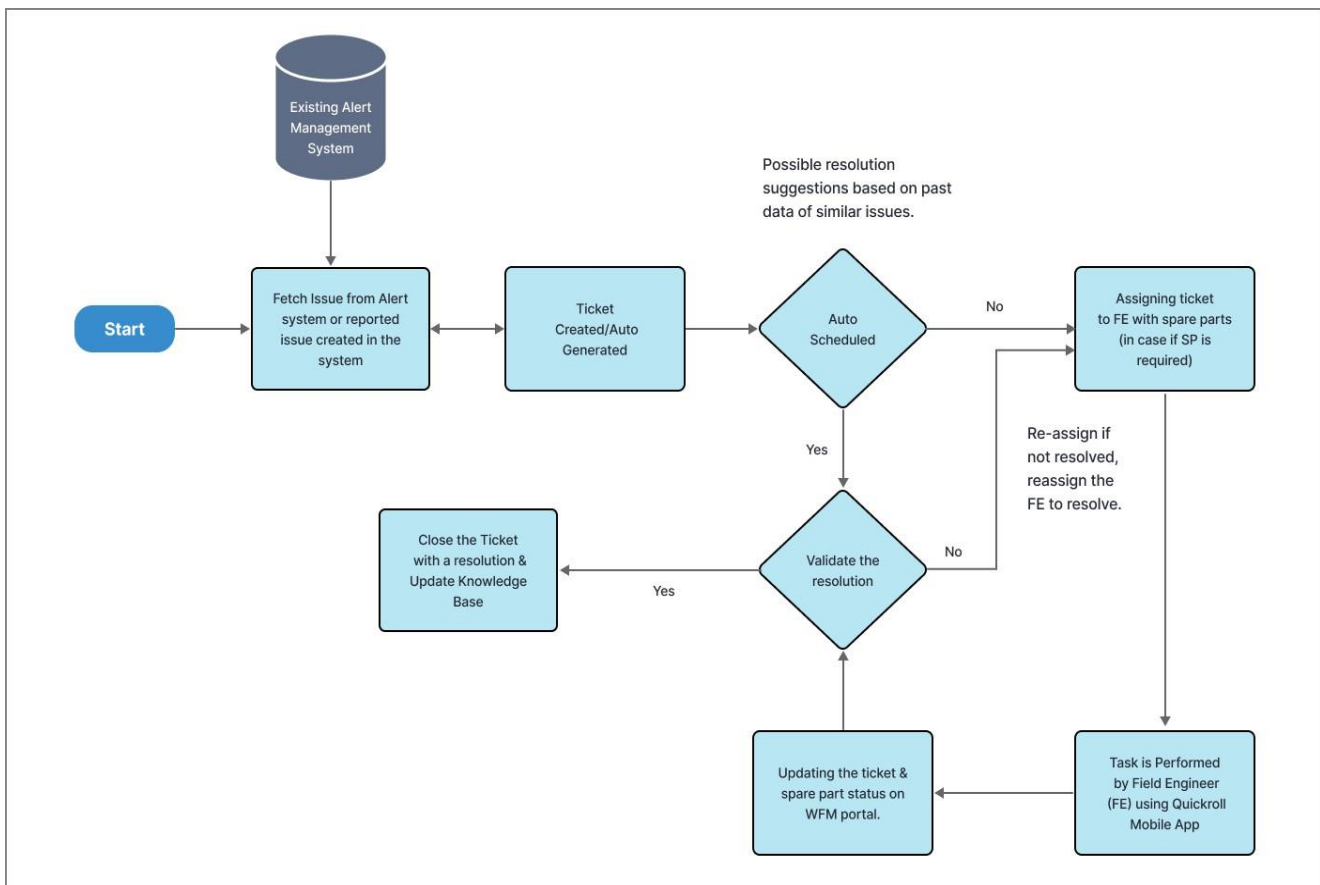
Data Flow Diagram (DFD):

A Data Flow Diagram (DFD) represents how information moves through a system. It visually shows how data enters, is processed, and exits the system, helping to understand the structure and logic of data management.

In the project 'Streamlining Ticket Assignment for Efficient Support Operations', the DFD illustrates how a support ticket flows through the automated system — from creation to assignment and resolution. It highlights the interactions between the customer, the system, the agent, and the admin dashboard.

When a new ticket is generated, the system evaluates agent availability, workload, and skill level before assigning it automatically. The admin can monitor all ticket statuses and reassign if necessary. The DFD ensures clarity in how automation improves efficiency and accuracy in ticket management.

Example: Ticket Assignment Process Flow



User Stories:

User stories describe how different users interact with the system to achieve their goals. They ensure that automation works as expected and improves support efficiency.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	Ticket Monitoring	USN-1	As an admin, I want to monitor all ticket assignments and agent workloads in real-time.	The system should show real-time ticket status, assignment, and performance reports.	High	Sprint-1
System (Auto-assign)	Ticket Assignment Automation	USN-2	As a system, I must automatically assign tickets based on agent skill, workload, and priority.	Tickets should be assigned automatically without admin input, ensuring balance and accuracy.	High	Sprint-1
Agent	Dashboard Access	USN-3	As an agent, I want to view and manage my assigned tickets easily.	Agents should see assigned tickets, update statuses, and close resolved ones.	Medium	Sprint-2
Customer	Ticket Submission	USN-4	As a customer, I want my issue to be quickly assigned to a qualified agent.	The system should confirm that a ticket is successfully created and assigned.	Medium	Sprint-2