

PROJECT DESIGN PHASE-II

Data flow Diagram & user stories

Date	02 NOVEMBER 2025
Team id	NM2025TMID00421
Project name	STREAMLINING TICKET ASSIGNMENT FOR EFFICIENT SUPPORT OPERATIONS
Maximum marks	4 MARKS

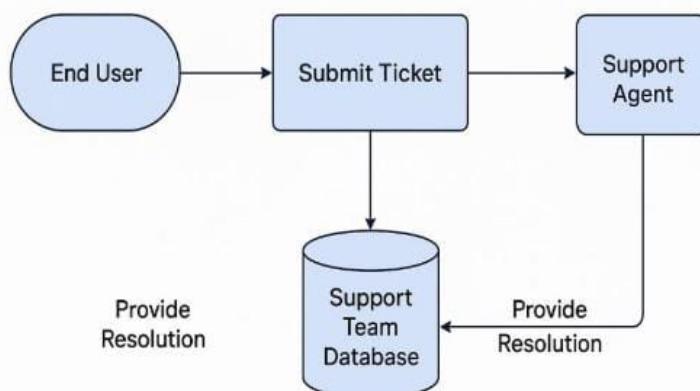
Data flow diagram:

A Data Flow Diagram (DFD) is a traditional visual representation of the information flows within a system. A neat and clear DFD can graphically depict the right amount of system requirements. It shows how data enters and leaves the system, how information is processed, and where it is stored.

In the project "Streamlining Ticket Assignment for Efficient Support Operations," the DFD demonstrates the interaction between the end user, the automated ticketing system, and the support team database to ensure that tickets are automatically routed based on priority, category, and staff availability. This process minimizes manual intervention, reduces response time, and enhances overall efficiency in managing support operations.

Example:

Streamlining Ticket Assignment for Efficient Support Operations



User stories:

User stories define what different users need from the system in simple, goal-focused language.

In this project, they help ensure that the system efficiently automates ticket assignment, reducing manual work and improving response time.

User type	Functional requirements (epic)	User story number	User story/ Task	Acceptance criteria	priority	Releases
Administrator	Ticket Management	USN-1	Admin , I want monitor and manage ticket distribution to every request is assigned	System allow the admin to view , track and manually reassign tickets	High	Sprint-1
System (automation Engine)	Automated Ticket Assignment	USN-2	System , I must automatically assign support tickets suitable for agent based skills	System route tickets automatically to the best matched available agent	High	Sprint-1
Support Agent	Ticket handling	USN-3	Agent , I want to receive my tickets relevantly	Agent receive notification when a tickets are assigned	Medium	Sprint-2

Customer (end user)	Ticket creation	USN-4	Customer , I want submit a report request easily and receive timely	System acknowledge the ticket instantly and provide tracking	high	Sprint-1
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