Project Design Phase-II
Data Flow Diagram & User Stories
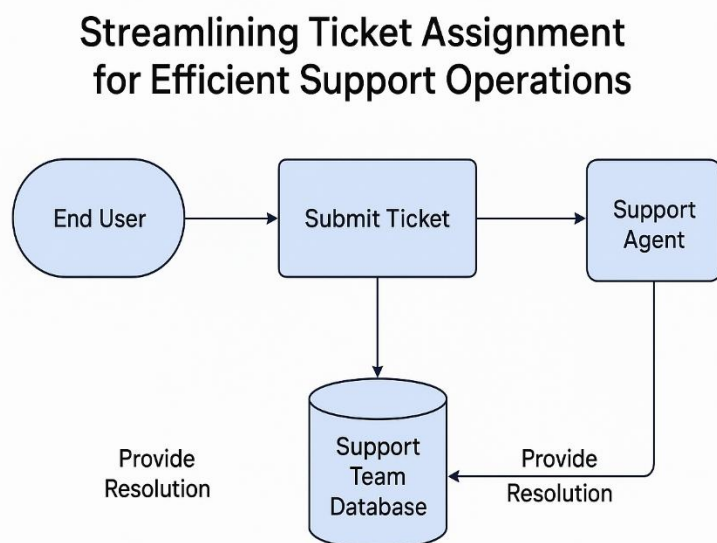
Date	01 NOVEMBER 2025
Team ID	NM2025TMID08563
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

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 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:

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 Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Administrator	Ticket Management	**USN-1**	As an admin, I want to monitor and manage ticket distribution to ensure every request is properly assigned.	The system should allow the admin to view, track, and manually reassign tickets when necessary.	High	Sprint-1
System (Automation Engine)	Automated Ticket Assignment	**USN-2**	As a system, I must automatically assign support tickets to the most suitable agent based on skills, priority, and workload.	The system should route tickets automatically to the best-matched available agent without human intervention.	High	Sprint-1
Support Agent	Ticket Handling	**USN-3**	As a support agent, I want to receive tickets relevant to my skill set so that I can resolve them efficiently.	Agents receive notifications when a ticket is assigned to them according to skill and availability.	Medium	Sprint-2
Customer (End User)	Ticket Creation	**USN-4**	As a customer, I want to submit a support request easily	The system should acknowledge the ticket instantly and	High	Sprint-1

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			and receive timely.	provide tracking.		