Project Design Phase-II
Data Flow Diagram & User Stories

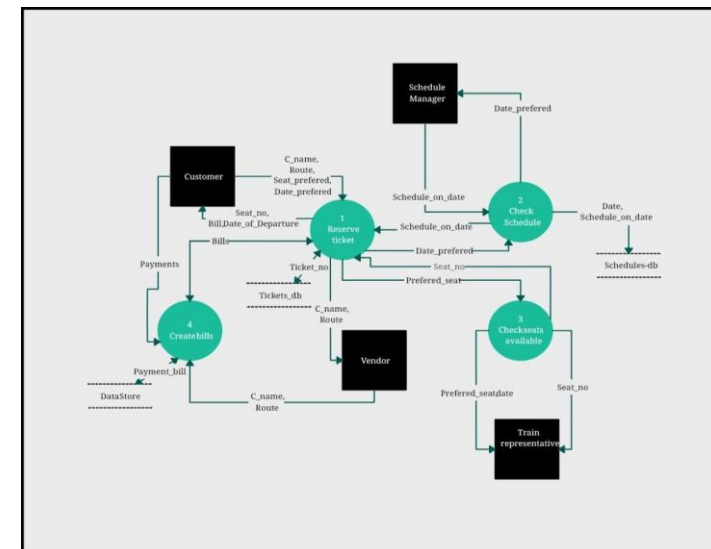| Date	20 February 2026
Team ID	LTVIP2026TMIDS74504
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Data Flow Diagrams:

The Data Flow Diagram (DFD) of the Automated Ticket Assignment System shows how support tickets move from customers to the system and then to support teams. The system automatically assigns tickets based on issue category and workload. The ticket data is stored in databases and updated by support agents. Notifications are sent back to customers. This improves efficiency and reduces delays.

Example: DFD Level 0 (Industry Standard)

Example: (Simplified)

User Stories

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance criteria	Priority	Release
Customer (Mobile user/Web)	Create Ticket	USN-1	As a customer, I can create a support ticket by entering issue title, description, category and priority so that my issue is reported properly.	Ticket ID is generated successfully. Ticket details are stored in database.	High	Sprint-1
Customer (Web/Mobile)	Track Ticket Status	USN-2	As a customer, I can view the status of my submitted tickets so that I can track progress.	I can see ticket status (Open/In Progress/Resolved). Notifications are received on status change.	High	Sprint-1
System (Routing Engine)	Auto Ticket Assignment	USN-3	As a system, I automatically assign tickets to the appropriate support team based on issue category and workload.	System checks category and team availability. Ticket is assigned automatically.	High	Sprint-1
Support Agent	View Assigned Tickets	USN-4	As a support agent, I can view tickets assigned to me so that I can resolve them efficiently.	Assigned tickets are visible in dashboard. Agent can open ticket details.	High	Sprint-1
Support Agent	Update Ticket Status	USN-5	As a support agent, I can update ticket status and add resolution comments so that customer is informed.	Status update is saved. Customer notification is sent.	Medium	Sprint-2
Administrator	Manage Teams & Categories	USN-6	As an administrator, I can manage support teams and map issue categories to teams so that routing works correctly.	Admin can add/remove teams. Categories can be assigned to teams.	Medium	Sprint-2
Administrator	View Reports	USN-7	As an administrator, I can view ticket reports and team performance so that I can monitor support efficiency.	Reports show ticket count, resolution time, and workload.	Low	Sprint-3