Requirement Analysis
Data Flow Diagram & User Story

Date	03 November 2025
Team Id	NM2025TMID02009
Project Name	Streamlining ticket assignment for efficient support operations
Maximum Marks	4 Marks

Data Flow Diagram:

The Data Flow Diagram (DFD) for this project *"Streamlining Ticket Assignment for Efficient Support Operations Using ServiceNow"* illustrates how data moves through different components of the system to achieve automated ticket management. It provides a visual representation of how user requests are captured, processed, assigned, and resolved within the ServiceNow platform.

The DFD highlights the key entities involved including the User, ServiceNow System, Support Agent, and Manager and the interactions between them. When a user submits a support ticket, the data flows into the ServiceNow system where automated Assignment Rules and Flow Designer workflows determine the most suitable support agent based on parameters like priority, category, and skill set. The assigned ticket is then sent to the agent for resolution, while the system continuously updates the ticket status and notifies the user.
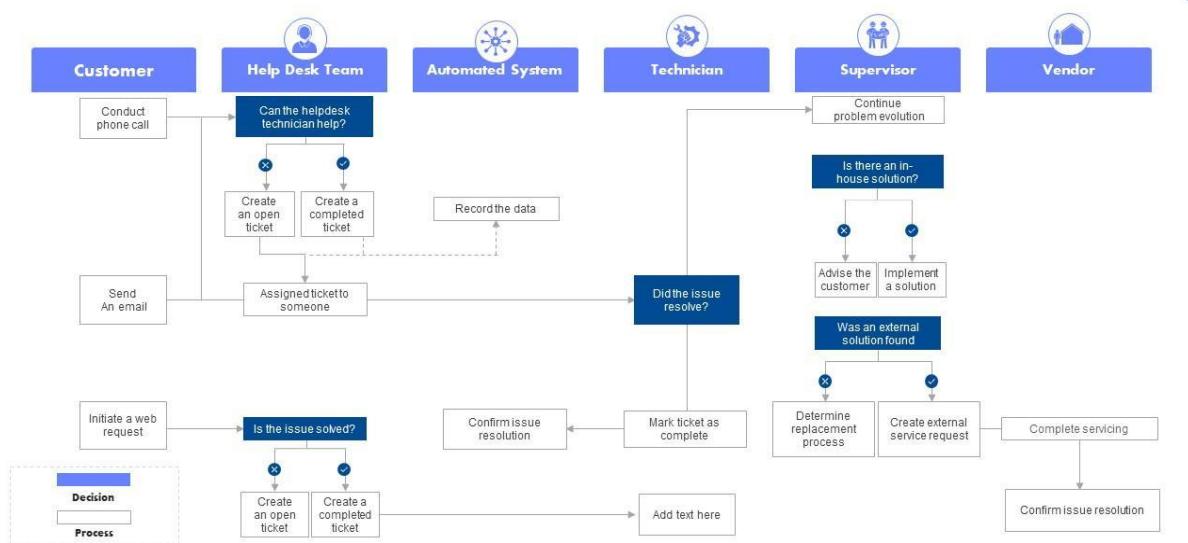
Additionally, the ServiceNow platform collects and stores performance data such as resolution time, workload distribution, and SLA compliance in its analytics module. Managers can access these reports through dashboards for monitoring efficiency and decision-making.

Overall, the DFD demonstrates how automation within ServiceNow streamlines the entire support process from ticket submission to resolution by ensuring accurate, fast, and transparent data flow across all levels of operation.

Example:

Ticket management process workflow chart

This slide illustrates flowchart of ticket management process in an organization. It includes vendor, technician, automated system, help desk team, etc.

This slide is 100% editable. Adapt it to your needs and capture your audience's attention.

Second Level DFD - Ticket Support System