Project Design Phase- II

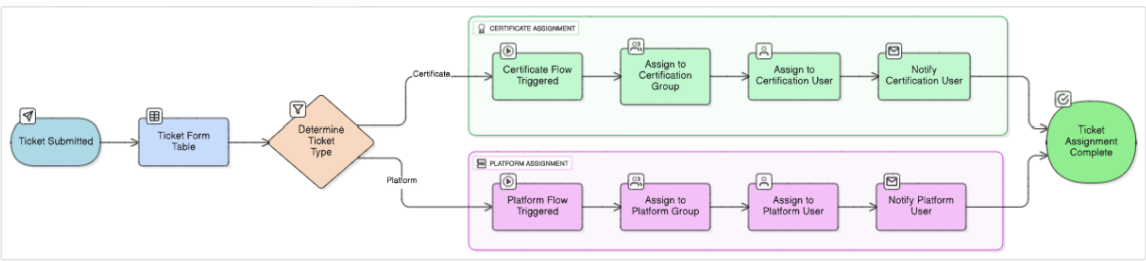
Data Flow Diagram & User Stories

Date	02 November 2025
Team ID	NM2025TMID08174
Project Name	Streamlining Ticket Assignment For Efficient Support Operations
Maximum Marks	4 Marks

Data Flow Diagram:

A Data Flow Diagram (DFD) is a visual tool used to represent how data moves through a system showing where it comes from, how it's processed, stored, and where it goes. It helps in understanding the overall flow of information between users, processes, and databases in a system.

In the project "Streamlining Ticket Assignment for Efficient Support Operations" , the Data Flow Diagram illustrates how a user submits a support ticket, which the system analyzes based on category, priority, and rules, then automatically assigns it to the most suitable support agent. The ticket and user details flow between the incident table, assignment rules, and agent database, ensuring faster resolution and improved support efficiency through automated processing and real-time notifications.



User Stories:

User stories define what different users need from the system in simple, goal-focused language. In this project they help ensure the tickets are assigned based on the issue raised.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Support Agent	Ticket Assignment	TSA-1	I want tickets to be automatically assigned based on my expertise and workload.	Tickets are automatically assigned to available agents with matching skills and balanced workload.	High	Sprint-1
System (Auto-assignment Engine)	Intelligent Assignment Rules	TSA-2	As a system, I must analyze incoming tickets and assign them to the most suitable agent.	System assigns tickets automatically within defined rules.	High	Sprint-1
Support Manager	Monitoring & Override	TSA-3	As a support manager, I want to monitor all ticket assignments and reassign if necessary.	Manager can view all assignments, filter by agent, and manually reassign tickets.	Medium	Sprint-2