Project design phase- II
Data flow diagram and user stories

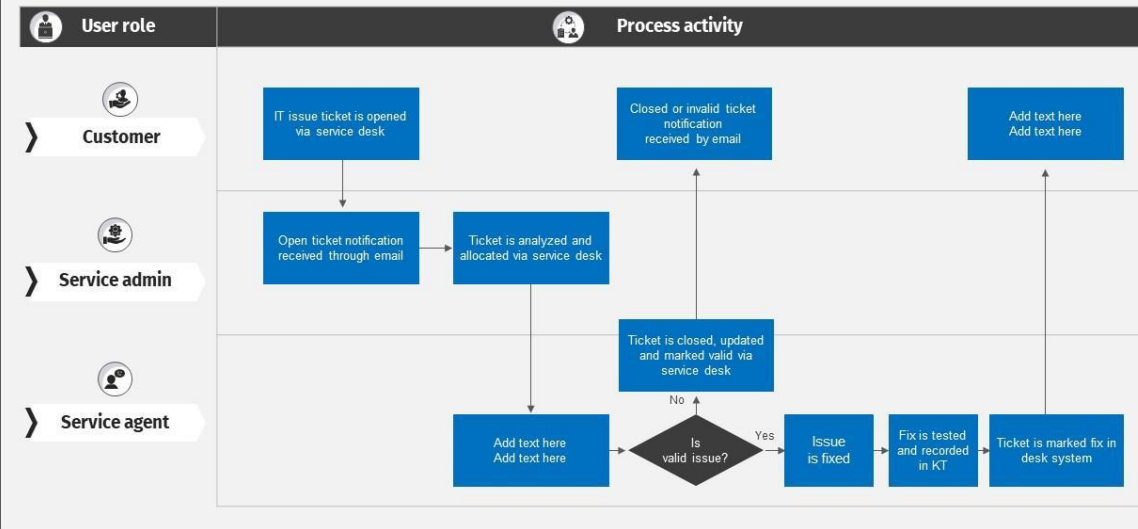|	
Date	01 Nov 2025
Team ID	NM2025TMID06891
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4

Data flow diagram:

The **Data Flow Diagram (DFD)** for the project *"Streamlining Ticket Assignment for Efficient Support Operations"* illustrates the smooth movement of data from ticket creation to resolution. When a customer submits a support ticket, the system receives and categorizes it based on priority, issue type, and keywords. The automated assignment engine then allocates the ticket to the most suitable support agent according to skill set and workload. The assigned agent reviews, updates, and resolves the issue, while the system records all actions and updates the ticket status in real time. Administrators can monitor activities, generate reports, and analyze performance through the analytics dashboard. This data flow ensures a transparent, efficient, and automated support process that reduces delays and enhances customer satisfaction.

User Stories :

1. **As a Customer**, I want to submit a support ticket easily so that my issue can be quickly reviewed and resolved.

2. **As a Support Agent**, I want tickets to be automatically assigned based on my skills so that I can handle issues more efficiently.

3. **As a Support Agent**, I want to view and update my assigned tickets so that I can track progress and maintain accountability.

4. **As an Administrator**, I want to monitor ticket flow and agent performance so that I can ensure balanced workloads and timely resolutions.

User Type	Functional Requirement	User Story No.	User Story / Task	Acceptance Criteria	Priority	Release
Customer	Ticket submission and tracking	US-01	As a customer, I want to submit a support ticket so that my issue can be logged and tracked.	Ticket successfully submitted and visible in customer dashboard.	High	Release 1
Support Agent	Automated ticket assignment	US-02	As a support agent, I want tickets automatically assigned based on my skills so that I can work efficiently.	System assigns tickets based on skill set and workload without manual input.	Very High	Release 1
Support Agent	Ticket status update	US-03	As a support agent, I want to update ticket progress so that customers can see real-time status.	Ticket status updates reflect instantly in the system and notify customers.	High	Release 2
Administrator	Monitoring and analytics	US-04	As an admin, I want to view reports and performance metrics so that I can track efficiency.	Dashboard displays accurate analytics on tickets, agents, and response time.	Medium	Release 2
System	Automated workflow	US-05	As a system, I need to classify and route tickets automatically	Tickets are categorized and routed correctly according	Very High	Release 1

			to minimize human errors.	to defined rules.		
Administrator	Manage system configuration		As an admin, I want to modify assignment rules and priorities so that the process remains flexible.	Admin can update rules without affecting ongoing operations.	Medium	Release 3