

Project Design Phase - II

Data Flow Diagram & User Stories

Date: 01 November 2025

Team ID: NM2025TMID03313

Project Name: Streamlining Ticket Assignment for Efficient Support Operations

Maximum Marks: 4 Marks

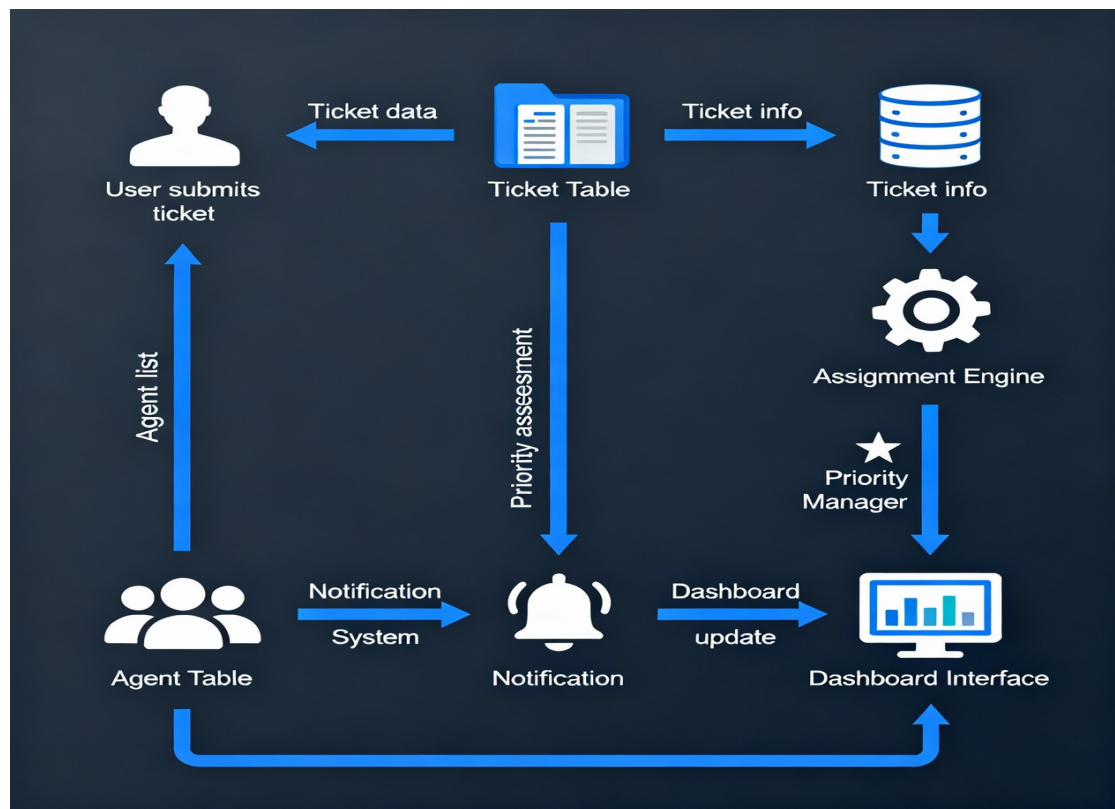
Data Flow Diagrams:

A Data Flow Diagram (DFD) is a traditional visual representation of how information flows within a system. A neat and structured DFD can effectively show the logical movement of data, highlighting inputs, processes, data storage, and outputs.

In the project “Streamlining Ticket Assignment for Efficient Support Operations”, Data Flow Diagrams (DFDs) illustrate how support tickets are created, processed, and automatically assigned to agents. The DFD demonstrates the interaction between the user, the assignment engine, and the agent database to ensure each ticket is allocated to the right agent based on workload, skill set, and availability.

If the agent is busy or exceeds workload limits, the system automatically reassigns the ticket to another suitable agent. This process ensures efficiency, fairness, and faster resolution times, maintaining customer satisfaction and operational balance.

Example:



User Stories:

User stories describe what different users need from the system using simple, goal-focused statements.

In this project, they ensure that the ticket assignment and routing process is efficient, transparent, and automated, eliminating manual intervention and delays.

User Type	Functional Requirement (Epic)	User Story Number	User Story / Task	Acceptance Criteria	Priority	Release
Customer	Ticket Creation	USN-1	As a customer, I want to raise a support ticket easily so that my issue can be recorded and resolved quickly.	The system should allow users to submit tickets with required details (issue, category, priority).	High	Sprint-1
Assignment Engine (System)	Automated Ticket Distribution	USN-2	As a system, I must automatically assign tickets to available agents based on workload and skills.	Ticket assignment should be automated with even workload distribution and skill match validation.	High	Sprint-1
Support Agent	Ticket Handling	USN-3	As a support agent, I want to view and manage my assigned tickets efficiently.	The system should display assigned tickets, allow status updates, and record time taken for resolution.	High	Sprint-2
Team Lead / Manager	Monitoring and Escalation	USN-4	As a team lead, I want to monitor ticket progress and reassign or escalate tickets if necessary.	The dashboard should show ticket status, SLA timers, and allow reassignment or escalation actions.	Medium	Sprint-2