

Solution Requirements (Functional & Non-Functional)

Date:	1 NOVEMBER 2025
Team ID:	NM2025TMID02509
Project Name:	<i>Streamlining Ticket Assignment for Efficient Support Operations</i>
Maximum Marks:	4 Marks

Functional Requirements

The following are the functional requirements of the proposed solution:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Management	Create new user accounts, assign users to appropriate groups, and assign roles to users.
FR-2	Group Management	Create support groups for Platform and Certificate teams, assign users to their respective groups, and link groups with specific roles.
FR-3	Role Management	Create roles such as Platform_Role and Certificate_Role, and assign roles to groups according to their function.
FR-4	Table and Form Design	Create a custom table named “Operations Related” , add issue types as field choices, and enable both module and mobile module creation.
FR-5	Access Control	Configure ACLs for the operations table, restrict read/write access to relevant roles, and use the security admin to enforce permissions.
FR-6	Automated Assignment	Design flows in Flow Designer to route tickets based on issue type, set conditions for issues like “Regarding Certificates,” “404 Error,” or “User Expired,” and auto-assign tickets to the respective support groups.
FR-7	Flow Activation and Testing	Activate the flows and test them using demo entries to ensure proper routing and role-based access control.

Non-Functional Requirements

The following are the non-functional requirements of the proposed solution:

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface is simple and intuitive, allowing support staff to use it with minimal training.
NFR-2	Security	Roles and ACLs ensure secure access and prevent unauthorized modifications.
NFR-3	Reliability	Ticket routing functions consistently for all types of tickets.
NFR-4	Performance	Automation reduces manual effort and improves ticket handling speed.
NFR-5	Availability	The solution is hosted on the ServiceNow cloud and available 24/7.
NFR-6	Scalability	New users, groups, and issue types can be added without affecting existing logic.