

# Solution Requirements (Functional & Non-Functional)

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

## Functional Requirements

The following are the functional requirements of the proposed solution:

<b>FR No.</b>	<b>Functional Requirement (Epic)</b>	<b>Sub Requirement (Story / Sub-Task)</b>
FR-1	<b>User Management</b>	Create new user accounts, assign users to appropriate groups, and assign roles to users.
FR-2	<b>Group Management</b>	Create support groups for Platform and Certificate teams, assign users to their respective groups, and link groups with specific roles.
FR-3	<b>Role Management</b>	Create roles such as Platform_Role and Certificate_Role, and assign roles to groups according to their function.
FR-4	<b>Table and Form Design</b>	Create a custom table named <b>“Operations Related”</b> , add issue types as field choices, and enable both module and mobile module creation.
FR-5	<b>Access Control</b>	Configure ACLs for the operations table, restrict read/write access to relevant roles, and use the security admin to enforce permissions.
FR-6	<b>Automated Assignment</b>	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	<b>Flow Activation and Testing</b>	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:

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