Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	13 NOVEMBER 2025
Team ID	NM2025TMID00798
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Functional Requirements (FR)

Following are the functional requirements of the proposed solution:

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	**Ticket Creation**	Ticket Creation through Form
		Ticket Creation through Email
		Ticket Creation through Chatbot
FR-2	**Ticket Categorization**	Automatic category detection
		Manual category selection

FR-3	**Ticket Assignment**	Admin can assign ticket to support staff
		Auto assignment based on workload
FR-4	**Assignment Check**	System checks current workload before assigning
FR-5	**Assignment Notification**	Assigned staff receives instant notification
FR-6	**Ticket Tracking**	Admin and users can view status of tickets in real time

Non-functional Requirements (NFR)

Following are the non-functional requirements of the proposed solution:

NFR No.	Non-Functional Requirement	Description
NFR-1	**Usability**	Interface should be simple for users and admins.
NFR-2	**Security**	Only authorized users can assign or manage tickets.
NFR-3	**Reliability**	The system must assign tickets accurately every time.
NFR-4	**Performance**	Ticket assignment should happen quickly without delay.
NFR-5	**Availability**	The system should be accessible for users and admins anytime.

NFR-6	**Scalability**	The system should handle more tickets and users efficiently as volume grows.