

Project Design Phase-II

Solution Requirements(Functional & Non-functional)

Date	2 November 2025
Team ID	NM2025TMID02018
Project Name	Streamlining Ticket assignment for efficient support Operations
Maximum Marks	4 Marks

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR NO	Functional Requirements(Epic)	Sub Requirement(Story/Sub-Task)
FR-1	Ticket Assignment Automation	Automatically assign support tickets to appropriate agents.
FR-2	Priority-Based Sorting	Categorize tickets by urgency and assign them accordingly to reduce redundancy.
FR-3	Agent Dashboard	Provide agents with a real-time dashboard to view assigned tickets
FR-4	Performance Metrics	Track response and resolution times to monitor team efficiency.
FR-5	Notifications and Alerts	Notify agents and managers when a ticket is reassigned or escalated

Non-Functional Requirements:

NFR NO	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be intuitive and user-friendly for both agents and Customers.
NFR-2	Security	Only authorized users should access or modify records.
NFR-3	Performance	Data entry, record retrieval and updates must be processed quickly without lag.

NFR-4	Scalability	The System should support the increasing number of student admissions and academic records over time.
NFR-5	Reliability	The system must ensure accurate linking between Admission, Salesforce and Student Progress tables.