**Customer Support Ticket Resolution Optimization**

**Objective:**  
To optimize the ticket handling process, reduce resolution time, and improve agent productivity through automation and better workflow design.

**Functional Requirements:**

1. The system should automatically categorize incoming tickets based on keywords and customer selections.
2. The system should automatically assign tickets to agents based on ticket category and urgency.
3. Agents should be able to see assigned tickets immediately in their dashboard.
4. The system should send automatic reminders to customers when additional information is required.
5. Managers should have access to a real-time dashboard showing ticket volumes, resolution times, and agent performance.

**Non-Functional Requirements:**

1. The system response time for assigning tickets should be less than 5 seconds.
2. The dashboard should update ticket status data every 1 minute.
3. The ticket system should be accessible on desktop and mobile devices.
4. The user interface should be simple and easy to navigate for agents and customers.