Project Design Phase-II

Solution Requirements (Functional & Non-functional)

Date	01 November 2025
Team ID	NM2025TMID07096
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
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	Service Catalog Item Creation	Create a new Catalog Item named "Laptop Request."
		Add variables such as Laptop Model, Purpose, Accessories, and Urgency.
		Provide clear labels, help text, and instructions for each field.
FR-2	Dynamic Field Behavior (UI Policy)	Configure fields to show/hide based on user selections.
		Set mandatory conditions for required fields.
		Display accessory options only if "Accessories Required" is selected.
FR-3	Reset Functionality (UI Action)	Create a Reset button to clear form inputs.
		Ensure reset action doesn't affect form structure or default values.
FR-4	Governance and Change Tracking (Update Set)	Create a Local Update Set to capture configuration changes.
		Record all components (Catalog Item, UI Policies, UI Actions).
		Maintain version control for audit and governance.
FR-5	Deployment and Migration	Export the Update Set from the development instance.
		Import and retrieve the Update Set in another instance.
		Validate successful migration of all configurations.
FR-6	Testing and Validation	Test the catalog item for dynamic field behavior and reset function.

| | | Verify mandatory and visibility rules for multiple user scenarios. |
| | | Ensure successful submission and record creation. |

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The ticket assignment form should be intuitive, user-friendly, and easy to navigate for both requesters and support staff.
NFR-2	Security	Only authenticated and authorized users should be able to raise or manage tickets, ensuring data privacy and controlled access.
NFR-3	Reliability	The automated ticket routing and approval workflows must operate consistently without failures or data loss.
NFR-4	Performance	Ticket creation, categorization, and routing actions should execute within seconds to ensure efficient support operations.
NFR-5	Availability	The ticket management service should remain accessible and operational during defined business hours with minimal downtime.
NFR-6	Scalability	The system should seamlessly handle an increased number of support requests and users without affecting performance.
NFR-7	Maintainability	Configuration items (catalogs, flows, and policies) should be easily updatable, with all changes migratable through update sets.
NFR-8	Auditability	All workflow and configuration changes must be logged and traceable for compliance, governance, and audit purposes.