

## SOLUTION REQUIREMENT:

Date	
Team id	LTVIP2025TMID30777
Project name	Streamlining ticket assignment for efficient support operations

### Functional requirements:

Following are the functional requirements of the proposed solution

FR NO.	Functional requirements(milestones)	Sub requirements (sub milestones)
FR-1	USERS	Create Users
FR-2	GROUPS	Create Groups
FR-3	ROLES	Create Roles
FR-4	TABLE	Create Table
FR-5	ASSIGN ROLES&USER GROUPS	Assign roles & users to Certificate group Assign roles & users to platform group
FR-6	ASSIGN ROLE TO TABLE	Assign role to table
FR-7	CREATE ACL	Create ACL
FR-8	FLOW	Create a Flow to Assign operation & Ticket group Create a Flow to Assign operation & Ticket to platform group

### Non-functional Requirements:

Following are the non-functional Requirements of proposed solution

FR NO.	NON-FUNCTIONAL REQUIREMENTS	DESCRIPTION
NFR-1	USABILITY	makes support operations faster by sending each issue to the right team quickly. It helps reduce mistakes by matching tickets with the right experts.

NFR-2	SECURITY	helps keep support data secure by limiting who can see and handle each ticket. This protects customer privacy and builds trust in the support process.
NFR-3	RELIABILITY	ensures tickets are consistently directed to the right teams, reducing errors and delays. This reliability helps support teams solve issues faster and more effectively
NFR-4	PERFORMANCE	improves performance by speeding up how quickly issues reach the right team. This leads to faster problem resolution and better overall support efficiency.
NFR-5	AVAILABILITY	Streamlining ticket assignment ensures support teams are always ready to handle incoming issues without delay. This improves availability and helps customers get help whenever they need it.
NFR-6	SCALABILITY	allows the support system to handle more requests as the company grows. This makes it easy to add new teams and manage higher ticket volumes without slowing down.