

Solution Requirements

Solution Requirements (Functional & Non-functional)

<i>Date</i>	
<i>Team ID</i>	LTVIP2025TMID30596
<i>Project Name</i>	Streamlining ticket assignment for efficient support operation

Functional requirements:

Following are the functional requirements are the proposed solutions

Fr.No	Functional requirements (epic)	Sub,requirements story/sub-task
FR.1	Users	Create Users, add user ID ,and some fields like Last name, first name
FR.2	Groups	Create Groups, add name and manage
FR.3	Roles	Create Roles add name and descriptions
FR.4	Tables	Create Tables,(Operations related) and new rows.
FR.5	Assign roles & user to Groups	<ul style="list-style-type: none">Assign roles & users to certificate group,Assign roles & users to platform group.
FR.6	Assign roles to table	Assign roles to table , elevate role and add group members and roles.
FR.7	Create ACL	Create ACL , insert new roles in read and write. And give table name
FR.8	Flow	<ul style="list-style-type: none">Create a flow to assign operations ticket to groupCreate a flow to assign operations ticket to platform group.
FR.9	Conclusion	Streamlining ticket assignment in ServiceNow improves support efficiency by enabling automated routing, proper access control, and organized team structures—leading to faster resolutions and better service delivery.

Non-Functional requirements:

Following are the non-functional requirements of the proposed solutions

Fr. No	Non-functional requirements	Description
NFR-1	Usability	Ensures a user-friendly interface for quick ticket handling and faster resolution.
NFR-2	Security	Secures data through role-based access for authorized users only
NFR-3	Reliability	Ensures consistent ticket assignment using rules and automation.
NFR-4	Performance	Enables fast processing and real-time updates at scale.
NFR-5	Availability	Ensures uptime and uninterrupted ticket assignment for 24/7 support.
NFR-6	Scalability	Scales to support more tickets, users, and services without performance loss.