Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	02 November 2025
Team ID	NM2025TMID03589
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 Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Ticket Creation	Users can create support tickets via web form or email.
FR-2	Automatic Assignment	Tickets are auto-assigned to support agents based on category or workload.
FR-3	Manual Reassignment	Admin can reassign tickets manually when needed.
FR-4	Priority Management	System assigns priority based on ticket type and urgency.
FR-5	Notification System	Email or in-app notifications sent to assigned agents.
FR-6	Status Tracking	Ticket status (Open, In Progress, Resolved, Closed) can be updated accordingly.

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be simple and user-friendly for agents and admins.
NFR-2	Security	Only authorized users can create, assign, or modify tickets.
NFR-3	Reliability	System must ensure ticket assignments are processed without duplication.
NFR-4	Performance	Ticket assignment and updates must happen instantly without delay.
NFR-5	Availability	The system should be available 24/7 for global support operations.
NFR-6	Scalability	System should handle growing numbers of tickets and users efficiently.