

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

Date	17 Feb 2026
Team ID	LTVIP2026TMIDS24864
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

**Functional Requirements:**

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Ticket Submission	End-users can create a new ticket from the "Operations related" module. The ticket form must display a choice list for the 'Issue' field.
FR-2	System Automation Trigger	The system must automatically trigger a process when a new "Operations related" ticket is created or updated.
FR-3	Routing Logic (Certificates)	The system checks if the 'Issue' field is 'Regarding Certificates'.
FR-4	Routing Action (Certificates)	If the 'Issue' is 'Regarding Certificates', the system must automatically populate the 'Assigned to group' field with the "Certificates" group.
FR-5	Routing Logic (Platform)	The system checks if the 'Issue' field is 'Unable to login', '404 Error', or 'Regarding user expired'.
FR-6	Routing Action (Platform)	If the 'Issue' matches any of the Platform criteria, the system must automatically populate the 'Assigned to group' field with the "Platform" group.

**Non-functional Requirements:**

<b>FR No.</b>	<b>Non-Functional Requirement</b>	<b>Description</b>
<b>NFR-1</b>	<b>Usability</b>	The 'Issue' choice list on the ticket form must be clear and easy for end-users to understand, ensuring they select the correct category.
<b>NFR-2</b>	<b>Security</b>	Only authorized users (e.g., members of the 'Platform' or 'Certificates' groups) can read or write to the 'Operations related' tickets, as defined by the ACLs.
<b>NFR-3</b>	<b>Reliability</b>	The automated routing flows must execute correctly every time a ticket is submitted or updated, ensuring no tickets are missed or misassigned.
<b>NFR-4</b>	<b>Performance</b>	The automatic assignment must happen in real-time (under 2 seconds) upon ticket creation, with no noticeable lag for the end-user or support agent.
<b>NFR-5</b>	<b>Maintainability</b>	An administrator must be able to easily add new 'Issue' types or change group assignments by updating the Flow Designer logic, without needing to write or modify complex scripts.
<b>NFR-6</b>	<b>Scalability</b>	The solution must handle a high volume of ticket creations (e.g., during a system outage) without performance degradation or flow failures.