Solution requirement

Team ID   :LTVIP2025TMID30946

Project Name: Streamlining ticket assignment for efficient support operations

Solution Requirements:

FR No.	Functional Requirements	Sub Requirement
FR-1	Users	Create Users: ● A Users may be update, create and manage users profiles with roles.
FR-2	Groups	Create Groups: ● In this we add two groups Certificate group and platform group.
FR-3	Roles	Create Roles: ● In this roles are assigned to users or groups to determine what actions they can perform.
FR-4	Table	Create Tables: ● Table contains rows and columns ● We can create custom table. ● In this system creates 6 default columns.
FR-5	Assign Roles & Users To Groups	Users are added to functional or support groups (e.g., Network Support, HR Helpdesk). Roles define permissions; assigning them to a group gives all its users the ability to perform specific actions.
FR-6	Assign Role To Table	Assigning roles to tables is an important mechanism used to control who can access,

		view, modify, or manage data stored in specific tables (such as incidents, service requests, tasks, etc.).
FR-7	Create ACL	Create ACL: ● Create ACL rules using the write operations.
FR-8	Flow	Create Flow: ● Create a flow to automate user/group ● In this we add certificate group and platform group. ● In this we add regarding certificate.

Non-functional Requirements:

FR NO.	Non-functional Requirements	Description
NFR-1	Usability	Easy-to-navigate interfaces for agents and admins.
NFR-2	Security	Ensure role-based access control (e.g., only certain users can assign/reassign tickets)
NFR-3	Reliability	Ensure consistent and correct ticket assignments without unexpected failures.
NFR-4	Performance	The system should assign or suggest ticket assignments in real-time or **near-real-time.**
NFR-5	Availability	The system should be available 99.9% of the time (or higher, depending on SLA).
NFR-6	Scalability	They Should support increasing numbers of users, agents, and tickets without performance degradation