

Solution Requirements (Functional & Non-functional)

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Team ID:LTVIP2025TMID31109

Project Name: Field Service WorkOrder Optimization

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	Technician Registration	Register technician via form
FR-2	WorkOrder Creation	Create WorkOrder with required fields
FR-3	Assignment Automation	Auto-assign Technician based on Location and Skills
FR-4	Email Notifications	Send email when WorkOrder is assigned/resolved
FR-5	Dashboard and Reporting	View WorkOrder status in dashboard and generate reports
FR-6	Scheduled Cleanup	Auto-delete resolved WorkOrders after 30 days

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement Description
NFR-1	Usability – Simple and clear Lightning UI for admin and technician use
NFR-2	Security – Role-based profile access (Admin vs Technician)
NFR-3	Reliability – Triggers ensure data consistency and proper flow
NFR-4	Performance – Batch and schedule jobs used to handle records efficiently
NFR-5	Availability – Hosted on Salesforce platform, high uptime
NFR-6	Scalability – Can support increasing number of WorkOrders and Technicians