

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

Date	2 November 2025
Team ID	NM2025TMID07850
Project Name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum Marks	4 Marks

Functional Requirements:

These are the main features or functions the system must perform.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story/Sub-Task)
FR-1	User Registration	Users (agents/admins) should be able to register via form, email, or SSO (Google/LinkedIn).
FR-2	Ticket Creation	Customers or system admins can create a new support ticket with details like issue type, urgency, and description.
FR-3	Automatic Ticket Assignment	The system automatically assigns tickets based on agent skillset, current workload, and ticket priority using AI or predefined rules.
FR-4	Manual Override by Admin	Admin can manually reassign or prioritize a ticket if required.
FR-5	Assignment Tracking	The system tracks which agent is handling which ticket, with real-time status updates (Assigned / In Progress / Resolved).

FR-6	Notification System	Notify agents and admins through email or dashboard alerts when a ticket is assigned, reassigned, or escalated.
FR-7	Performance Dashboard	Show metrics like ticket resolution time, agent workload, and pending tickets for better management decisions.
FR-8	Feedback and Rating	Once a ticket is resolved, the user can rate the support experience, helping improve efficiency and quality.

Non-Functional Requirements:

These describe the quality attributes of the system — how it should perform rather than what it should do.

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be userfriendly and easy to navigate for both agents and admins.
NFR-2	Security	Only authorized users can view or modify ticket assignments. Data should be protected with authentication and encryption.
NFR-3	Reliability	The ticket assignment process must be consistent and accurate under all conditions.
NFR-4	Performance	Ticket assignment and dashboard updates must happen instantly without noticeable delay.

NFR-5	Availability	The system should be available 24/7 so that global support operations are not interrupted.
NFR-6	Scalability	The system should handle a growing number of users, tickets, and agents without slowing down.
NFR-7	Maintainability	The system should be easy to update with new features or bug fixes without major downtime.