

Project Design Phase - II

Solution Requirements (Functional & Non-functional)

Date	02-11-2025
Team ID	NM2025TMID04283
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	User can create a new support ticket with issue details, category, and urgency.
FR - 2	Ticket Storage	System stores ticket data in the ServiceNow Ticket Table for processing.
FR - 3	Agent Registration	Admin registers agents with skills, departments, and workload limits.
FR - 4	Automatic Ticket Assignment	System automatically assigns tickets based on agent skills, workload, and availability.
FR - 5	Escalation Rule	Tickets not resolved within SLA or of high priority are escalated to senior agents.
FR - 6	Performance Dashboard	Managers can view reports on ticket status, workload distribution,

		and agent performance.
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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 user-friendly and easily navigable for both agents and admins.
NFR - 2	Security	Only authorized personnel can access ticket and assignment details.
NFR - 3	Reliability	The system must consistently assign tickets accurately based on defined rules.
NFR - 4	Performance	The assignment and escalation process should complete in under 2 seconds per ticket.
NFR - 5	Availability	The ServiceNow instance must be accessible 24/7 for users and support staff.
NFR - 6	Scalability	The system should support increased ticket volumes and growing agent base without affecting performance.
NFR - 7	Maintainability	The automation rules should be easy to update when new categories or workflows are added.