

PROJECT PLANNING AND SCHEDULING

Date	04-11-2025
Team id	NM2025TMID00191
Project name	Streamlining ticket assignment for efficient support operations

Functional requirements	User story	No.of activities	Team members
Users	As an admin,I want to create user profiles with details like name, skills, availability, and role, So that the system can automatically assign tickets to the right support agents quickly and accurately.	1	Y.dhilleeswari
Groups	As an admin,I want to create groups based on skills, departments, or ticket types,So that tickets can be quickly assigned to the right team for faster and more efficient support.	1	Y.dhilleeswari
Roles	As an admin,I want to create roles with specific permissions and responsibilities,So that users can access only the features and data they need to perform their tasks efficiently and securely.	1	U.lalitha
Tables	As an admin,I want to create tables to store and organize data like users, groups, roles, and tickets,So that the system can easily manage and quickly access the information needed for efficient ticket assignment.	1	T.susmitha
Assign roles & users to groups	As an admin,I want to assign specific roles and users to appropriate groups,So that tickets can be automatically routed to the right teams and handled by qualified agents quickly and efficiently.	2	U.lalitha
Assign role to table	As an admin,I want to assign specific roles to tables,So that only authorized users can view, edit, or manage the data, ensuring secure and organized ticket assignment operations.	1	T.susmitha

Create ACL	As an admin,I want to create Access Control Lists (ACLs) that define who can access or modify different parts of the system, So that ticket assignment and support data remain secure and only authorized users can make changes	1	S.Mounika
Flow	As an admin,I want to create automated workflows that guide how tickets are assigned and processed,So that tickets move smoothly to the right agents or teams without delays, improving support efficiency.	2	S.Mounika

Note: Request you to please click on "Tick mark ✓" after assigning the activities for each milestone.

Assign Roles & Responsibilities to Team

→ Proceed to Workspace

Users	▼	Create Users	▼	* Yalla Dhilleeswari	✓	✗
Groups	▼	Create Groups	▼	* Yalla Dhilleeswari	✓	✗
Roles	▼	Create roles	▼	* Uppada Lalitha	✓	✗
Table	▼	Create Table	▼	* Thadangi Susmitha	✓	✗
Assign roles & use	▼	Assign roles & use	▼	* Uppada Lalitha	✓	✗
Assign roles & use	▼	Assign roles & use	▼	* Thadangi Susmitha	✓	✗
Assign role to tab	▼	Assign role to tab	▼	* Sidipilli Mounika	✓	✗
Create ACL	▼	Create ACL	▼	* Sidipilli Mounika	✓	✗
Flow	▼	Create a Flow to /	▼	* Sidipilli Mounika	✓	✗
Flow	▼	Create a Flow to /	▼	* Sidipilli Mounika	✓	✗

+ ADD