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

Date	20 February 2026
Team ID	LTVIP2026TMIDS73549
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	User Ticket Creation	Create support ticket using ServiceNow form Select issue category Submit ticket request
FR-2	Ticket Processing	Validate ticket details Store ticket in Operations Related table
FR-3	Automated Ticket Assignment	Automatically assign tickets to L1 Support Team Escalate tickets to L2 Support Team Assign tickets based on issue type
FR-4	Ticket Resolution Management	Support team updates ticket status Resolve operational issues Notify user after resolution
FR-5	User & Role Management	Create users and groups Assign roles and permissions Manage access control using ACL

Non-functional Requirements:

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

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	System provides simple and user-friendly interface for ticket creation and tracking.
NFR-2	Security	Role-based access control ensures authorized system usage.
NFR-3	Reliability	System ensures accurate ticket routing and data consistency.
NFR-4	Performance	Tickets are processed and assigned automatically with minimal delay.

NFR-5	Availability	System remains accessible to users and support teams at all times.
NFR-6	Scalability	System supports increasing number of users and support requests.