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| Requirement Phase   |  |  | | --- | --- | | Date | 06 sep 2025 | | Team ID | NM2025TMID13007 | | Project Name | StreamliningTicketAssignmentforEfficientSupport Operations 4 Marks | | Maximum Marks |  |   Solution Requirements (Functional & Non-functional):  Functional Requirements:  Followingarethefunctionalrequirements oftheproposedsolution.   |  |  |  | | --- | --- | --- | | FRNo. | FunctionalRequirement (Epic) | SubRequirement(Story/Sub-Task) | | FR-1 | UserManagement | Createnewuseraccounts  Assignuserstoappropriategroups Assign roles to users | | FR-2 | GroupManagement | CreatesupportgroupsforPlatformand  Certificate teams  Assign users to respective groups  Link groups with specific roles | | FR-3 | RoleManagement | CreaterolessuchasPlatform\_Roleand  Certificate\_Role  Assign roles to groups as per their function | | FR-4 | TableandFormDesign | Createcustomtable“OperationsRelated”  Add issue types as field choices  Enable module and mobile module creation | | FR-5 | AccessControl | CreateandconfigureACLsforoperations table  Restrict read/write access to appropriate roles  Use security admin to enforce permissions  DesignflowsinFlowDesignertoroute | | FR-6 | AutomatedAssignment | tickets based on issue  Set conditions for issues like “Regarding  Certificates”, “404 Error”, “User Expired” Auto-assign tickets to respective support groups  Activateflowsandtestusingdemoentries | | FR-7 | FlowActivationand Testing | Ensurecorrectroutingandrole-basedaccess |   Non-functional Requirements:  Followingarethenon-functionalrequirements oftheproposedsolution. |

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|  | FR | No. | Non-  Functional | Description |  |
| NFR-1 |  | Requirement  Usability | TheUIissimpletouseforsupportstaffwith minimal training. |
| NFR-2 |  | Security | RolesandACLsensuresecuredataaccess and modificationrights. |
| NFR-3 |  | Reliability | Theticketroutingworksconsistentlyacross different ticket types. |
| NFR-4 |  | Performance | Automationreducesmanualoverheadand increases ticket handling speed. |
| NFR-5 |  | Availability | ThesolutionishostedonServiceNowcloud and available 24/7. |
| NFR-6 | n | Scalability | Newusers,groups,andissuetypescanbe added without modifying existing logic. |
|  | n | | |