**SOLUTION REQUIREMENT:**

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| Date |  |
| Team id | SOLUTION REQUIREMENTS |
| Project name | Streamlining ticket assignment for efficient support operations |

**Functional requirements:**

Following are the functional requirements of the proposed solution

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| **FR NO.** | **Functional requirements(milestones)** | **Sub requirements**  **(sub milestones)** |
| FR-1 | USERS | Create Users add users ( manne niranjan and  Katherine pierce) |
| FR-2 | GROUPS | Create Groups create groups (certificates and platform group) |
| FR-3 | ROLES | Create Roles create Roles (certification role and platform role) |
| FR-4 | TABLE | Create Table create table (operations related) and fill the data |
| FR-5 | ASSIGN ROLES&USER  GROUPS | * Assign roles & users to Certificate group * Assign roles & users to platform group |
| FR-6 | ASSIGN ROLE TO TABLE | Assign role to table add group members and roles |
| FR-7 | CREATE ACL | Create ACL insert new roles in read and write |
| FR-8 | FLOW | * Create a Flow to Assign operation & Ticket group * Create a Flow to Assign operation & Ticket to platform group |
| FR-9 | CONCLUSION | Streamlining Ticket Assignment in service now improves support efficiency. |

**Non-functional Requirements:**

Following are the non-functional Requirements of proposed solution

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| **FR**  **NO.** | **NON-FUNCTIONAL**  **REQUIREMENTS** | **DESCRIPTION** |
| NFR-  1 | USABILITY | makes support operations faster by sending each issue to the right team quickly. It helps reduce mistakes by matching tickets with the right experts. |
| NFR-  2 | SECURITY | helps keep support data secure by limiting who can see and handle each ticket. This protects customer privacy and builds trust in the support process. |
| NFR-  3 | RELIABILITY | ensures tickets are consistently directed to the right teams, reducing errors and delays. This reliability helps support teams solve issues faster and more effectively |
| NFR-  4 | PERFORMANCE | improves performance by speeding up how quickly issues reach the right team. This leads to faster problem resolution and better overall support efficiency. |
| NFR-  5 | AVAILABILITY | Streamlining ticket assignment ensures support teams are always ready to handle incoming issues without delay. This improves availability and helps customers get help whenever they need it. |
| NFR-  6 | SCALABILITY | allows the support system to handle more requests as the company grows. This  makes it easy to add new teams and manage higher ticket volumes without slowing down. |