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

Date	20 February 2026
Team ID	LTVIP2026TMIDS66345
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	Create ticket through Service Portal
		Create ticket through Inbound Email
		Select predefined Issue categories
FR-2	Automated Ticket Assignment	Auto-assign certificate-related tickets to Certificates group
		Auto-assign platform-related tickets to Platform group
		Apply category-based routing logic using Flow Designer

Non-functional Requirements:

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

FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The system should provide a simple and user-friendly interface through Service Portal for easy ticket creation and tracking.
NFR-2	Security	Role-based access control (ACLs) must restrict read/write access to authorized users (admin, certificate_role, platform_role).
NFR-3	Reliability	The automated ticket assignment using Flow Designer must consistently route tickets to the correct support group without failure.
NFR-4	Performance	Tickets should be automatically assigned instantly upon creation without noticeable delay.
NFR-5	Availability	The system should be accessible 24/7 through the ServiceNow platform for continuous support operations.
NFR-6	Scalability	The system should handle increasing numbers of tickets and additional support groups without affecting performance.