

Requirement Phase

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| Date | 31 jan 2026 |
| Team ID | LTVIP2026TMIDS26600 |
| Project Name | Streamlining Ticket Assignment for Efficient Support Operations |
| Maximum Marks | 4 Marks |

Solution Requirements (Functional & Non-functional):

Functional Requirements:

Following are the functional requirements of the proposed solution.

| FR No. | Functional Requirement (Epic) | Sub Requirement (Story / Sub-Task) |
|--------|-------------------------------|---|
| FR-1 | User Management | Create new user accounts Assign users to appropriate groups Assign roles to users |
| FR-2 | Group Management | Create support groups for Platform and Certificate teams Assign users to respective groups Link groups with specific roles |
| FR-3 | Role Management | Create roles such as Platform_Role and Certificate_Role Assign roles to groups as per their function |
| FR-4 | Table and Form Design | Create custom table "Operations Related" Add issue types as field choices Enable module and mobile module creation |
| FR-5 | Access Control | Create and configure ACLs for operations table Restrict read/write access to appropriate roles Use security admin to enforce permissions |
| FR-6 | Automated Assignment | Design flows in Flow Designer to route tickets based on issue Set conditions for issues like "Regarding Certificates", "404 Error", "User Expired" Auto-assign tickets to respective support groups |
| FR-7 | Flow Activation and Testing | Activate flows and test using demo entries Ensure correct routing and role-based access |

Non-functional Requirements:

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

| FR No. | Non-Functional Requirement | Description |
|--------|----------------------------|---|
| NFR-1 | Usability | The UI is simple to use for support staff with minimal training. |
| NFR-2 | Security | Roles and ACLs ensure secure data access and modification rights. |
| NFR-3 | Reliability | The ticket routing works consistently across different ticket types. |
| NFR-4 | Performance | Automation reduces manual overhead and increases ticket handling speed. |
| NFR-5 | Availability | The solution is hosted on ServiceNow cloud and available 24/7. |
| NFR-6 | Scalability | New users, groups, and issue types can be added without modifying existing logic. |