

Date	30/10/2025
Time id	NM2025TMID07740
Project name	Streamlining Ticket Assignment for Efficient Support Operations
Maximum mark	4 marks

Solution requirements (functional and non-functional)

Functional Requirements

S.No	Requirement	Description
1	Automatic Ticket Assignment	The system automatically assigns tickets to agents based on skill set, workload, and availability.
2	Priority Handling	Tickets are prioritized based on urgency, SLA, and customer impact.
3	Manual Reassignment	Managers and admins can manually reassign tickets when needed.
4	Agent Availability Tracking	The system tracks agent status (online, busy, offline) for optimal assignment.
5	Notification System	Sends real-time alerts to agents and managers for new, reassigned, or escalated tickets.
6	Performance Dashboard	Displays metrics such as ticket volume, response time, and resolution rate.
7	Audit & Tracking	Maintains detailed logs of all ticket assignments and changes for compliance.
8	Integration with Support Tools	Integrates with ServiceNow, Jira, or Zendesk to ensure seamless operation.

Non-Functional Requirements

S.No	Requirement	Description
1	Performance	The system should process ticket assignments with minimal latency.
2	Scalability	Supports increasing numbers of users, agents, and tickets without degradation.
3	Reliability	Ensures 99.9% uptime for continuous support operations.
4	Usability	The interface should be simple, intuitive, and user-friendly.
5	Security	Implements encryption and access control to protect user and ticket data.
6	Maintainability	Should allow easy updates, configuration, and maintenance.
7	Compatibility	Works across browsers, devices, and operating systems.
8	Response Time	Ticket assignment and updates occur within 2 seconds.