

Requirement Analysis Phase

Solution Requirements

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|---------------|-----------------------------------------------------------------|
| Date | 07 NOVEMBER 2025 |
| Team ID | NM2025TMID09092 |
| 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 Submission | Customer submits support ticket via portal or email |
| FR-2 | Ticket Scanning | System scans ticket content using NLP or keyword detection |
| FR-3 | Issue Categorization | System identifies issue type and urgency |
| FR-4 | Team Mapping | System maps issue to appropriate support team based on expertise |
| FR-5 | Automated Routing | Ticket is routed automatically to the correct team |
| FR-6 | Notification | Assigned team receives notification of new ticket |

Non-functional Requirements:

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

| FR No. | Non-Functional Requirement | Description |
|--------|----------------------------|------------------------------------------------------------------|
| NFR-1 | Usability | Interface should be intuitive for support staff and admins |
| NFR-2 | Security | Only authorized users can access routing configurations |
| NFR-3 | Reliability | System must consistently route tickets correctly |
| NFR-4 | Performance | Routing decisions should occur within seconds |
| NFR-5 | Availability | System should be available 24/7 for ticket intake and routing |
| NFR-6 | Scalability | System should handle increasing ticket volume and team expansion |

