

# Requirement Analysis Phase

## Solution Requirements

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	<b>Usability</b>	Interface should be intuitive for support staff and admins
NFR-2	<b>Security</b>	Only authorized users can access routing configurations
NFR-3	<b>Reliability</b>	System must consistently route tickets correctly
NFR-4	<b>Performance</b>	Routing decisions should occur within seconds
NFR-5	<b>Availability</b>	System should be available 24/7 for ticket intake and routing
NFR-6	<b>Scalability</b>	System should handle increasing ticket volume and team expansion

