Requirement analysis

Solution requirement

Date	7.11.25
Team ID	NM2025TMID00037
Project name	Streamlining ticket assignment for efficient support operation
Maximum mark	4

Solution Requirements

The Solution Requirement phase defines the functional and non-functional needs that the system must meet to ensure efficient ticket handling, assignment, and tracking. It provides a clear outline of what the system will do and how it should perform.

1. Functional Requirements

Functionality	Description
User authentication	Allows customers, agents, and admins to securely log in using credentials.
Ticket creation	Customers can create support tickets with issue descriptions and priorities.
Ticket tracking	Both customers and agents can track the ticket status in real time.

2. Non-Functional Requirements

Category	Requirement
Performance	The system should handle multiple ticket submissions and assignments simultaneously without lag.
Scalability	Must support growth in users, tickets, and agents over time.
Security	User data and tickets must be encrypted and stored securely.

3. Technical Requirements

Frontend :   HTML, CSS, JavaScript, React.js

Backend : Node.js / Python Flask

Database   : MySQL / MongoDB

Server   : Cloud-based (AWS / Azure)

Testing Tools :   Selenium, Postman

Version Control :   GitHub or GitLab

4. Expected Outcome

A robust, user-friendly, and automated ticket assignment system that:

Minimizes response time.

Reduces manual workload.

Enhances customer satisfaction through faster issue resolution.