Project Design Phase-II
Solution Requirements (Functional & Non-functional)

Date	01 NOVEMBER 2025
Team ID	NM2025TMID07749
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 Creation	User can create a support ticket through a web form. User can attach files or screenshots for better issue context.
FR-2	Automated Ticket Assignment	System automatically assigns tickets based on priority and agent workload. Assignment rules can be customized by admin.
FR-3	Ticket Notification	Support agent receives an instant alert or email when a ticket is assigned. Customer receives confirmation when the ticket is logged.
FR-4	Ticket Tracking	Agents can update ticket status (Open, In-Progress, Resolved). Customers can view the progress of their tickets.
FR-5	Ticket Escalation	If a ticket remains unresolved beyond a defined time, it is auto-escalated to a higher-level agent or manager.
FR-6	Reporting & Analytics	System generates reports showing number of tickets, response time, and agent performance.

Non-functional Requirements:

Following are the **non-functional requirements (NFRs)** that ensure performance, reliability, and scalability of the system.

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The interface should be intuitive and easy to navigate for agents, managers, and admins.
NFR-2	Security	Only authenticated and authorized users can access or modify ticket data. Sensitive user information must be protected.
NFR-3	Reliability	The system must correctly assign and track tickets at all times without data loss.
NFR-4	Performance	Ticket assignment and notifications should occur within a few seconds of ticket creation.
NFR-5	Availability	The system should be accessible 24/7 to users, agents, and administrators.
NFR-6	Scalability	The system must support an increasing number of users, agents, and tickets without performance degradation.
NFR-7	Maintainability	The code and database structure should allow easy updates and enhancements in the future.
NFR-8	Interoperability	The system should integrate smoothly with email, chat tools, or external CRM systems if needed.

Summary:

The **functional and non-functional requirements** together define the capabilities and constraints of the **"Streamlining Ticket Assignment for Efficient Support Operations"** system.

- Functional requirements ensure the system **automates ticket assignment**, **notifies stakeholders**, and **tracks issue resolution** efficiently.
- Non-functional requirements guarantee the system is **secure**, **reliable**, **fast**, and **scalable** for long-term organizational use.