TEAMID- LTVIP2025TMID31111

Streamlining Ticket Assignment for Efficient Support Operations

2. Requirement Analysis

Objective:
The purpose of the Requirement Analysis phase is to identify, document, and validate the technical and operational needs for implementing an optimized and efficient ticket assignment system in support operations. This phase sets the foundation for the entire project by translating business goals into actionable technical requirements.

2.1 Understanding Business Needs

Before any technical implementation, it's vital to understand the current support workflow. Key activities include:

- Conducting interviews with support team leads and agents.
- Reviewing existing ticket handling processes.
- Analyzing support KPIs such as resolution time, SLA adherence, and agent productivity.

Goals Identified:

- Reduce manual ticket triaging time.
- Increase first-contact resolution rate.
- Balance ticket load among agents.
- Ensure priority-based routing.

2.2 Stakeholder Requirements

Identify and document needs from all key stakeholders, including:

- **Support Managers**: Need clear visibility into workload distribution and performance metrics.
- **Support Agents**: Prefer a simplified interface with context-aware ticket assignment.
- **Customers**: Expect faster and accurate resolutions.
- **IT/Admin Team**: Require integration with existing tools (e.g., CRM, Helpdesk software).

2.3 Functional Requirements

These describe **what** the system should do:

- Auto-routing of tickets based on category, priority, and agent availability.
- Integration with existing ticketing systems (e.g., Zendesk, Freshdesk, ServiceNow).
- Dynamic ticket re-assignment in case of escalation or agent absence.
- Admin panel to configure assignment rules and escalation paths.

2.4 Non-Functional Requirements

These define **how** the system should perform:

- **Scalability**: Capable of handling a growing number of tickets and users.
- **Reliability**: Ensure system uptime of 99.9% or higher.
- **Security**: Compliance with data protection standards (e.g., GDPR).
- **Performance**: Real-time assignment with a latency under 2 seconds.

2.5 Technical Feasibility

Evaluate the feasibility of implementing the system within existing technical constraints:

- Check compatibility with current platforms.
- Review API availability and documentation of existing systems.
- Assess the need for custom development versus third-party solutions.

2.6 Risk Assessment

Identify risks and mitigation strategies:

Risk	Impact	Mitigation Strategy
Integration issues with existing tools	High	Perform early-stage POCs and API tests
Change resistance from staff	Medium	Conduct training and awareness sessions
Misconfiguration of assignment rules	Medium	Include admin training and default templates

2.7 Documentation

Create and maintain the following:

- Functional Requirement Specification (FRS)
- Technical Requirement Document (TRD)
- Stakeholder Sign-off Sheets

Conclusion:

Requirement Analysis is a critical phase that ensures the final ticket assignment solution aligns with business objectives, user expectations, and technical feasibility. Properly documenting and validating these requirements reduces rework, saves cost, and accelerates project success.